Administrative and financial matters are managed by the University Hospital?s International Office. The staff at the International Office always endeavors to ensure that all the necessary steps in the procedure are handled smoothly and promptly. If you have any questions about the cost estimate and the bill, please contact the **International Office**.

Cost Estimate

The medical documents that are submitted or the information about the disease will initially be reviewed by an experienced expert in the respective specialist area. A list of the anticipated costs of treatment will be prepared on the basis of the treatment recommendations. This is a provisional calculation, which is based on the medical examination results that are provided and it may differ from the actual costs.

If desired, we will send you a provisional appointment for treatment together with the treatment recommendations and the cost estimate. We will confirm this appointment upon receipt of the payment.

Payment Options

After you decided in favor of a medical treatment at Heidelberg University Hospital, we will ask you to transfer the total amount stated in the cost estimate to the account indicated for Heidelberg University Hospital.

Final bill

We will ascertain the costs of the services actually provided about four weeks after the end of the treatment. If they are less than the advance payment, we will reimburse the balance immediately. The final bill may necessitate making an additional payment in some cases, particularly if complications arise.

Embassy Patients

We accept payment guarantees from some embassies (Bahrain, Dubai, Kuwait, Oman, Qatar, and Saudi Arabia). Patients whose embassies pay the costs of their treatment are not required to make an advance payment. Heidelberg University Hospital must receive a payment guarantee of the embassy in writing prior to

the start of the treatment.