



General Terms and Conditions

Second Medical Opinion for international Patients

Among other services, Heidelberg University Hospital is offering a second medical opinion for patients from foreign countries.

The following options are available:

1. Online second medical opinion by written report
2. Online second medical opinion by video consultation

Please read the following information about incurring costs and the general terms and conditions carefully. If you send us a request to obtain a second medical opinion and you have paid the required deposit, you automatically agree to the following conditions. Please be aware that the following conditions may be subject to change.

Fees

Second medical opinion written report		400€
Second medical opinion written report	(complex case)	600 €
Second medical opinion Video Consultation		500€
Second medical opinion Video Consultation	(complex case)	700€

Additional costs (250 €) may arise if an interdisciplinary discussion of several experts in the "tumor board" is necessary.

The fees contain the following positions:

- Detailed assessment of the medical documents provided by the patient
- Written report about the second medical opinion in German or English language including answers to relating questions put forward in advance
- If applicable, conversation with senior physician (expert in the appropriate field) in a video consultation
- If applicable, fees for the interpreter during the video consultation

Further questions after the completion of the consultation and the written report will result in a separate billable service.

Limitations of the second opinion via communication media

A second opinion via communication media is of an informative nature and cannot and should not replace an on-site examination by a doctor. The patient is aware that important information that is usually collected during an on-site examination where the doctor uses all five body senses, may not be available, which limits the diagnosis of a condition, illness or injury. If a doctor gives a second opinion, this must subsequently be discussed with the treating doctor in your home country, who is responsible for the immediate implementation of the treatment.

The Heidelberg University Hospital expressly points out that a right to a second opinion only arises after the doctor has determined, after reviewing the documents provided, that remote treatment is possible and therefore creates the second opinion report. In some cases, the doctor may not be able to make a meaningful assessment without a personal consultation on-site with the patient; in this case your second opinion request will be refused. The advance payment already made will be refunded to you.



The second opinion is based on the medical documents submitted by the patient. Please provide all documents that are relevant for the assessment. Heidelberg University Hospital assumes no liability for the quality and content of the submitted documents from external sources.

Data Submission and Storage

See privacy policy: <https://www.heidelberg-university-hospital.com/de/internationale-behandlungsanfrage/datenschutzerklaerung-tmp>

Process & Duration

After receiving the documents and informing you that you would like a written second opinion with / without video consultation, you will be asked to make an advance payment. After the advance payment has been received, your second opinion request will be processed and the doctor responsible will view the documents. The processing time for a written second opinion is approx. 5-10 working days. An appointment for a video consultation can usually be made within 10 working days. After the video consultation with the doctor, the written second opinion report usually follows after 2 working days.

Communication media

Video Consultations are carried out via the *arztkonsultation.de* platform.

Data security statement: <https://arztkonsultation.de/datenschutz.html>

Interpreter at Video Consultations

Clear communication between patient and medical staff is of great importance. To ensure the best possible understanding between patient and doctor, a video consultation can take place in English or German if the patient speaks the language fluently. If this is not the case, we will include an interpreter certified by Heidelberg University Hospital; the interpreting costs are included in the price.

Applicable law; Place of jurisdiction

The general terms and conditions are subject to German law; Heidelberg is agreed as the place of jurisdiction.

Location, Date

Name of patient (in block letters)

Signature of patient