



INTERNATIONAL
PATIENT
DOSSIER







DESTINATION FOR CARE.
TRUSTED BY THE WORLD.

*When it comes to choosing
a facility for healthcare that is
away from home, nothing should
be left to chance.*

Presenting
**CARE INTERNATIONAL
PATIENT PROGRAM**



CARE Hospitals, a part of the Evercare Group, brings international quality healthcare to serve patients from across the world.

The expertise, the commitment, the compassion and the infrastructure, all come together to deliver technologically advanced care with a patient-focused approach.

THE DESTINATION. THE CARE.

CARE Hospitals' flagship centres for international patients are located in Hyderabad, Telangana, India, one of the leading destinations for healthcare in the world. Also known as the city of pearls, Hyderabad is famous for its rich heritage, great history and a conducive business environment, which makes it a welcome place for all segments of enterprise, be it the IT industry, real estate sector or pharma industry to name a few. The flexibility of the cost of living enables everyone, from across all economic strata, to work and live in Hyderabad. It is progressive in nature, bestows opportunities on everyone to achieve their true potential. Owing to the availability of many world-class hospitals manned by highly trained doctors, that too at affordable rates, Hyderabad is seeing an inflow of patients from across the world.

India, on the other hand, has had the oldest tradition of authentic healthcare, the values of which have percolated over the ages and continue to hold it in high esteem across every branch of medicine.

This incredible country with its 'Guest is God' policy welcomes people not only for its natural beauty and hospitality but also for healthcare, popularly known as medical tourism. The values India stands for, reflects in its health services too, backed by competence and technology. Hence, millions from all over the world, trust it with their health. And we, at CARE Hospitals, particularly endorse all the values of the country and as one of the leading torch bearers of this tradition of healthcare with the flavor of hospitality, we are one of the most trusted destinations for international patients.







THE STANDARD. THE TREND.

- CARE Hospitals was instituted in 1997 by eminent Cardiologists in Hyderabad
- Started with 50 beds, 20 Cardiologists, an operating theatre and a Catheterization laboratory
- Evolved as a multi-specialty healthcare provider with 12 hospitals in 6 cities across 5 states
- Part of the Evercare Group, one of the leading healthcare providers in South Asia and Africa
- Regional leader in South and Central India
- Amongst the top five pan-Indian hospital chains
- Delivers comprehensive care in over 30 clinical specialties
- State-of-the-art infrastructure, internationally trained team of doctors, and a caring environment
- The preferred healthcare destination for people in India and abroad

THE GROUP. THE IMPACT.



The Evercare Group believes access to healthcare is a fundamental right and invests in emerging markets to bring private, quality-driven healthcare to meet the needs of local people.

Evercare responded to a global challenge to ensure well-being at all ages is provided to those living in emerging markets as a pillar to support sustainable economic development. With this, the Group is leading the way in transforming the traditional healthcare model through its integrated cross-continent platform, its impact-driven model, and quality-driven hospitals.

The Evercare Group operates as an integrated healthcare delivery platform in emerging markets across Africa and South Asia, including India, Pakistan, Bangladesh, Kenya, and Nigeria.

The Group's portfolio includes 30 hospitals, 16 clinics, and more than 82 diagnostics centers. Evercare is proud to be the most diverse healthcare group in the countries it operates in with 11,500 employees working together to develop a systemic healthcare change in emerging markets.

Evercare is wholly owned by the Evercare Health Funds, a US \$1bn emerging markets healthcare fund managed by The Rise Funds, the impact investment platform of global alternative asset manager TPG. The Evercare Health Fund is comprised of the world's leading development finance institutions and other impact investors around the world.



Evercare Hospital, Chattogram



Evercare Hospital, Dhaka



Evercare Hospital, Lahore



Evercare Hospital, Lekki



Evercare Hospital, Kenya



THE LEGACY. THE COMMITMENT.



MR. JASDEEP SINGH
Group CEO - CARE Hospitals

Health is the most critical factor in life, and an emotional one at that. Individuals can go to any length to ensure not only their own but also their family's good health and well-being, sometimes even beyond the borders! Today, India stands tall as a trusted destination for international patients due to its ability to deliver world-class expertise, infrastructure, and care in all specialties of medicine, while making it economically viable. And CARE Group of Hospitals is at the forefront of this.

As India's leading network of state-of-the-art hospitals, CARE Hospitals has made a global impact with our unique level of expertise and quality of care, delivered ethically. Thereby, attracting patients from many international destinations. We've greatly benefited from our tradition of qualitative and affordable healthcare backed by unmatched competence and compassion. Thanks to our experienced doctors, trained nurses, and dedicated support staff, we've been able to consistently deliver outstanding outcomes for international patients. Our clinical and surgical expertise in Cardiac Sciences, Oncology, Neurosciences, Organ Transplants, etc., has been widely endorsed and patient safety remains our highest priority.

The Indian healthcare industry has left no stone unturned in its endeavour to deliver the best to the world. And at the forefront of this noble crusade is CARE Hospitals, built strongly on the values that India has nurtured and practised.

So, I welcome you to CARE Hospitals and wish you a faster recovery and a healthy life.



DR. NIKHIL MATHUR
Group Chief - Medical Services

Geographical boundaries are the least of the hurdles to cross, when one is in search of quality healthcare. India has always been home to top notch healthcare professionals, who are in demand beyond borders too. Add to this the affordability factor, which Indian healthcare system offers as compared to the West and Middle East, it becomes all the more feasible for international patients.

Well-qualified, internationally educated professionals in Indian medical fraternity are competent and compassionate in their approach. Their cutting-edge health skills are backed by great nursing care, world-class infrastructure and latest technology making it an unmatched combination for the seekers of good health.

CARE Hospitals, with its wide network of hospitals across the country, competent team of professionals, innovative technological back-up and compassionate healthcare, is at the forefront to deliver the best of healthcare support for those turning towards India.

Along with strong Indian values on which CARE Hospitals is founded, the quality of healthcare and the commitment to deliver the best to the international health seekers, adds to the credibility of this proud corporate citizen of India.



MR. VIJAY SETHI

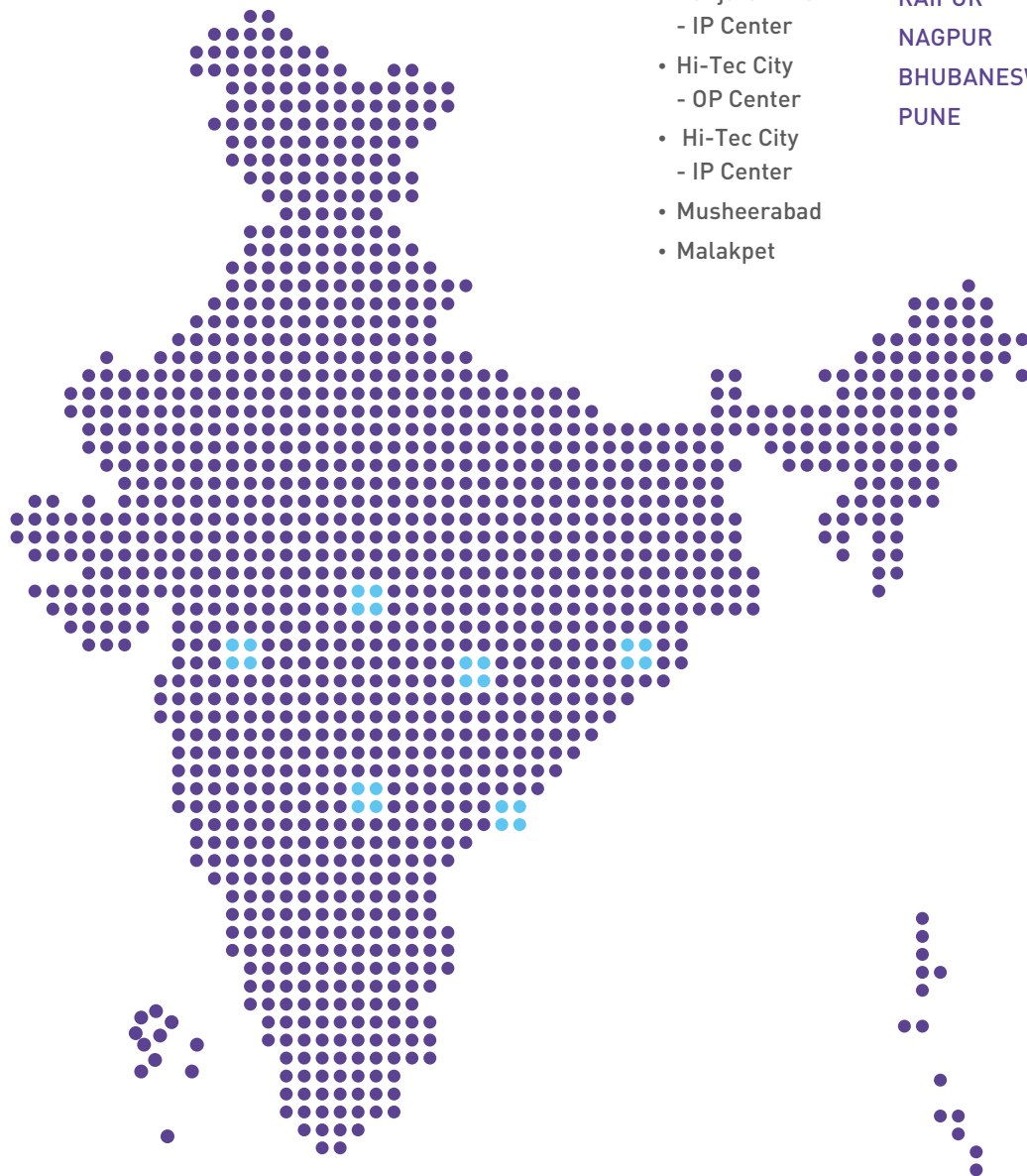
Group Vice President,
International Business Marketing,
Patient Experience & Hospitality

At CARE Hospitals, our patients remain the center of all our endeavors as we evolve with changing times. The happy and smiling faces of hundreds of international patients stand as a testimony to our dedication to superior quality care and sensitivity to everyone who comes to us with a great amount of trust.

Right from assigning a dedicated resource to help the patient seamlessly navigate through the entire process to assisting them at every step when they arrive for treatment, in fact even ensuring that the patient gets the cuisine of his/her choice and taste, we stand with the patient through every aspect of care.

We have always strived to raise the bar in delivering the finest patient experience to patients beyond the borders. They are our guests, and we ensure that they are in the comfort of a home, away from home. While we are eager to get them back home healthy and fit, we make all the efforts to enrich their lives by bringing smiles on their faces and creating emotionally positive, seamless, and nostalgic moments of their journey as our guests. This is what patient experience truly means to us!

THE PRESENCE. THE ASSURANCE.



HYDERABAD

- Banjara Hills
- OP Center
- Banjara Hills
- IP Center
- Hi-Tec City
- OP Center
- Hi-Tec City
- IP Center
- Musheerabad
- Malakpet

VISAKHAPATNAM

- Ram Nagar
- Maharanipecta

RAIPUR

NAGPUR

BHUBANESWAR

PUNE





CORPORATE PHILOSOPHY



VISION

To be a trusted, people-centric integrated healthcare system as a model for global healthcare



MISSION

To provide the best and cost-effective care, accessible to every patient through integrated clinical practice, education and research



VALUES

Transparency
Teamwork
Empathy & Compassion
Excellence
Education
Equity
Mutual Trust & Respect



THE PROGRAM. THE EXPERTISE.

CARE International Patient Program offers a wide range of services to the patients visiting the hospital from locations outside India. Combining excellent clinical expertise with latest technology and cost effective services, the program addresses diverse needs of international patients. Right from the time they arrive at the airport, our international patient team ensures comfortable stay, convenient services and a world-class treatment experience.

Centers offering CARE International Patient Program

HYDERABAD



CARE Hospitals,
Banjara Hills



CARE Hospitals,
Hi-Tec City



CARE Hospitals,
Malakpet

The CARE International Patient Program caters to patients from Middle East, Africa and Asia



A WORLD OF SERVICES. **THE WORLD-CLASS WAY.**

CARE Hospitals extends its services to many countries across the globe. The dedicated International Patient Services Centre offers round-the-clock services and personalized attention to ensure comfort and care for the patients.



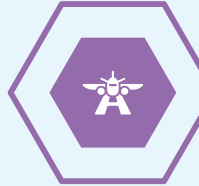
Medical Visa Assistance

The International Patient Facilitation Centre provides medical visa assistance and international care coordinators will assist the patient (or relative) through the entire process



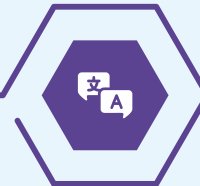
Airport Transfers

All patients and their attendants are picked-up and dropped at the airport by the international support services team



Translator Services

The centre offers interpreters and translation services for international patients to communicate easily with the locals, doctors and staff



Food of Choice

The centre facilitates all suitable menus like Continental, Middle-Eastern etc



Phone & Internet Facility

The centre provides phone facility and high speed Wi-Fi access at any given point in time to contact relatives



Accommodation

The centre aids in arranging short- and long-term accommodation, depending on the need, close to the hospital premises for easy accessibility and convenience



Travel and Tourism Services

The centre will make all the necessary arrangements for local sight-seeing and recreation



THE SPECIALTIES. THE EXCELLENCE.

CARE Hospitals provides patients with access to the finest and the most advanced care in the region across a wide range of services in all medical specialties. Integrating the power of the human touch with the efficacy of technology, every member of the team is trained to understand the emotional needs of the patient and his/her family and make empathy a part of their core delivery parameters.

- Anaesthesiology
- Bariatric Surgery
- Critical Care Medicine
- Cardiology/Interventional Cardiology
- Cardiothoracic Surgery
- Dentistry
- Dermatology & Cosmetology
- Dietetics & Nutrition
- Diabetology & Endocrinology
- Emergency Medicine
- ENT
- General Medicine
- General Surgery & Surgical Gastroenterology
- Haematology
- Medical Gastroenterology
- Nephrology
- Neurology
- Neuro Surgery
- Nuclear Medicine
- Obstetrics & Gynaecology
- Oncology (Medical & Surgical)
- Ophthalmology
- Orthopaedics & Joint Replacement
- Paediatrics
- Plastic Surgery
- Psychiatry
- Pulmonology
- Physiotherapy & Rehabilitation
- Health Check-up & Wellness
- Rheumatology
- Robotic Surgery
- Urology
- Vascular Surgery
- Transplant (Liver, Kidney & Heart)
- Travel Medicine

24/7 Support Services

- Ambulance & Emergency Care
- ICU | PICU | NICU
- Laboratory Medicine
 - Biochemistry
 - Microbiology
 - Pathology
- Pharmacy
- Radiology & Imaging



SPECIALIZED PROCEDURES



Orthopaedics

- Primary & Revisions - Knee Replacements
- Primary & Revisions - Hip Replacements
- Elbow Replacements
- Reverse Shoulder Replacement
- Arthroscopy
- Minimal Invasive Surgeries
- Deformity Correction
- Latarjet Surgery of the Shoulder
- Anterior Cruciate Ligament Reconstruction
- Sports Injury Related Surgeries
- Limb Lengthening Surgery
- Complex Trauma Surgeries
- Minimally Invasive Spinal Surgeries
- Complex Spinal Reconstructions
- Spinal Deformity Correction (Scoliosis & Kyphosis)
- Percutaneous Procedures Like Vertebroplasty and Kyphoplasty
- Disc Replacement - Cervical and Lumbar
- Intervertebral Disc Surgeries



Surgical Oncology

- Breast Preserving Cancer Surgery
- Breast Oncoplasty & Reconstruction
- Sentinel Lymphnode Surgery
- Cervical, Uterine & Ovarian Cancer Laparoscopic Surgeries
- Hyperthermic Intraperitoneal Chemotherapy (HIPEC)
- Video-assisted Thoracoscopic Surgery (VATS) for Lung Cancer
- Limb Pressuring Surgery
- Bone Tumors Surgery
- Axillary Node Dissection Surgery
- Parotid Swelling Tumour Surgery
- Whipple Procedure Surgery
- Fertility Preserving Cancer Surgeries
- Organ Preserving Surgery After Chemotherapy and Radiation (Breast & Rectal Cancers)
- Laparoscopic Partial Nephrectomy
- Complex Cancer Surgery
- Liver Tumor Resections



Cardiology

- Biventricular Assist Device (BIVAD)
- AICD Implantation
- Coronary Angioplasty (Bifurcation CHIPS, Rotablation)
- Device Closures for CHD (ASD, VSD, PDA)
- Structural Heart Disease (TAVR, TMVR, PBMV)
- EPS+RFA+3D MAPPING
- Heart Failure Management and Mechanical Circulatory Support (IMPELLA, POBA)
- Cardio Resynchronization Therapy (Pacemakers)
- Trans-catheter Aortic Valve Replacement (TAVR)



Paediatric Cardiothoracic Surgery

- Norwood Operation
- Pulmonary Root Translocations
- Repair of Persistent Truncus Arteriosus without Conduit
- Redo Complex Heart Surgeries
- Heart Valve Repair
- Ross Procedure
- Jatene Switch
- Fontan
- Atrial Septal Defect (ASD)
- Ventricular Septal Defect (VSD)
- Patent Ductus Arteriosus (PDA)
- Coarctation of Aorta Surgery
- Interrupted Aortic Arch
- AV Canal Repair
- TOF Repair
- Unifocalization for Pulmonary Atresia
- Arterial Switch Operations



Cardiothoracic Surgery

- LVAD
- Heart Transplant
- BIMA Bypass Surgery
- CABG
- Aneurysmal Surgeries



Neurosurgery

- Deep Brain Stimulation (DBS)
- Scoliosis
- Decompression of Cervical and Lumbar Spine Fixation
- Spine Laminectomy Decompression
- Brain Tumor Surgeries
- Epilepsy Surgeries





Plastic Surgery

- 360-degree Body Contouring
- Radiofrequency Lipo Contouring
- Tissue Expansion
- Short Scar Gynaecomastia / Chest Contouring
- Breast Reduction - Short Scar
- Gender Reassignment Surgery
- Complex Wound Management and Surgery
- Burns and Burn Wound Management with Primary Melanocyte Transplantation
- Ear Reconstruction
- Sigmoid Vaginoplasty



GI Surgery

- Laparoscopic Hernia Surgery
- Weight-loss (Bariatric) Surgery
- Laparoscopic Cholecystectomy
- Laparoscopic GI Laparoscopic Surgeries
- Thyroid Surgery
- Reflux Surgery
- IBD Surgery
- Chronic Pancreatitis - Pancreatico Jejunostomy
- Achlasia Cardia - Heller Myotomy



Obstetrics & Gynaecology

- Myomectomy
- Cystectomy
- Lap Sling Surgery
- Tubal Ligation & Recanalization
- Neovagina Formation
- Stress Incontinence Surgeries
- Laparoscopic Hysterectomy
- Complex Birthing



ENT

- Cochlear Implantation
- Micro Ear Surgery - Scarless
- Sino Nasal Tumor Surgery
- Minimal Access Sinus Surgery
- Voice Box Surgeries
- Bloodless Oral Surgeries
- Snoring Surgeries



Urology

- Kidney Transplant (Live and Cadaver)
- Endoscopic Procedures for Renal Calculi (Adult & Children) - URSL/PCNL/CLT
- RIRS + Laser Lithotripsy
- Paediatric RIRS, Mini PCNL
- Thulium Laser Vapoenucleation of Prostate- BipolarTURP (laser Prostatectomy)
- Uro-Oncology (Kidney, Bladder, Testicular Cancer, Penis)
- Reconstructive Lap. Pyeloplasty/Ureterocalicostomy, Ureteric Reimplantation
- Stricture Urethra - VIU (Visual Internal Urethrectomy)

THE JOURNEY. THE SUPPORT.

Following is the chronology of events that will take place once the patient reaches out to us for healthcare.



Pre-operation/Procedure Check-up

A complete physical examination by the treating doctor followed by investigations. The final surgery/treatment estimate will be shared with the patient and family. Onsite examination after arrival may sometimes vary from what was observed during online consultation.

Procedure and Post-operative Care

The procedure would be performed as per the schedule and post-operative care/rehabilitation is provided if necessary. Also, proper orientation is given to the patient/family to ensure seamless recovery.

Trip Plan and Itinerary

A valid passport copy is mandatory for this step.

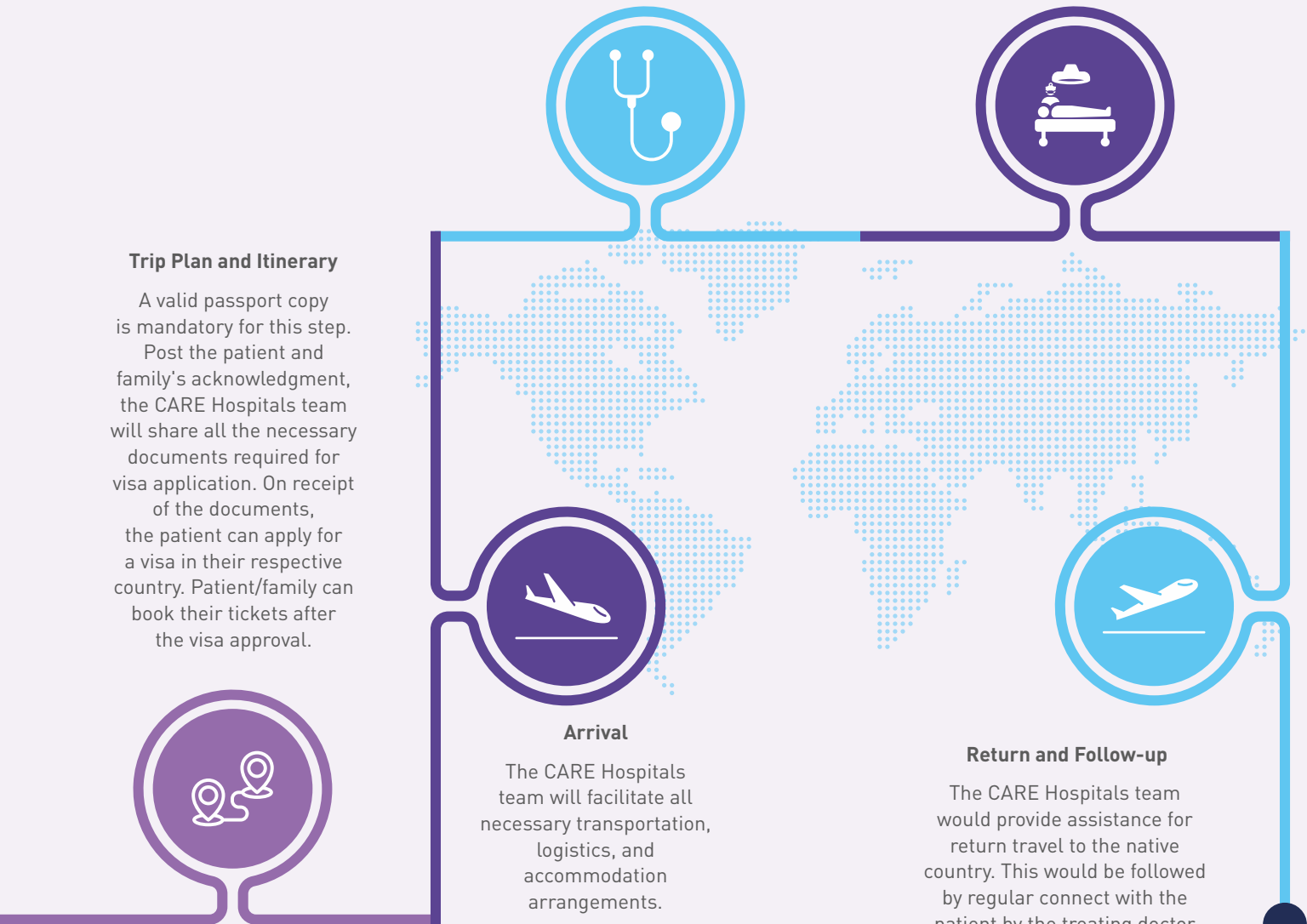
Post the patient and family's acknowledgment, the CARE Hospitals team will share all the necessary documents required for visa application. On receipt of the documents, the patient can apply for a visa in their respective country. Patient/family can book their tickets after the visa approval.

Arrival

The CARE Hospitals team will facilitate all necessary transportation, logistics, and accommodation arrangements.

Return and Follow-up

The CARE Hospitals team would provide assistance for return travel to the native country. This would be followed by regular connect with the patient by the treating doctor and patient-physician in his/her own country.





THE RIGHT CARE. THE TRUSTED CHOICE.

Dedicated medical teams including the most experienced clinicians and trained nursing staff create a nurturing, environment where patients are encouraged to ask questions to gain a better understanding about their illnesses and treatment. Every aspect of care has been designed to be patient-friendly and warmth-inspiring.

Multi-disciplinary approach



Teams of highly qualified doctors from different specialties and super-specialties work together to treat patients by combining their vast knowledge and skills. All patients receive clinically validated, evidence-based care that delivers finest outcomes.

Patient-focused services



All CARE Hospitals facilities are designed and structured for patient comfort. Be it the extra spacious lobbies, hallways, waiting lounges, patient wards and rooms or the friendly staff, the hospitals are constantly raising the standards of care in patient experience.

Certified for excellence



All CARE Hospitals are NABH & NABL accredited, the gold standard in healthcare services, and have also won several accolades for nursing excellence.





THE INFRASTRUCTURE. THE SUPERIORITY.

A tradition of world's latest infrastructure and technology coupled with highest quality standards of care has made CARE Hospitals emerge as the most preferred and reliable healthcare destination. The hospital has introduced some of the world's most pre-eminent technologies and equipment for the first time in India.

INFRASTRUCTURE HIGHLIGHTS

- Cath Lab
- Interventional Radiology
- Advanced Robotic Surgery
- Dialysis
- Non-invasive Labs
- Video EEG
- Endoscopy
- Surgical Intensive Care Unit (SICU)
- Intensive Coronary Care Unit (ICCU)
- Medical Intensive Care Unit (MICU)
- Cardio-Thoracic Intensive Care Unit
- Liver ICU
- Renal ICU
- Paediatric ICU (PICU)
- Neonatal ICU (NICU)
- Neuro-Surgical Intensive Care Unit
- Neuro-Intensive Care Unit
- Radiology (MRI, CT Scan, Ultrasonography)
- LINAC (Medical Linear Accelerator)
- PET CT-Scan
- 24x7 Ambulance Services
- 24x7 Pharmacy
- 24x7 Blood Bank



THE HIGHLIGHTS. **THE OUTCOMES.**

CARE Hospitals has been at the forefront of clinical excellence with advanced and specialized interventions for finest patient outcomes.

Transplants - Renal, Liver & Heart

Cardiac Surgeries including complex Paediatric Cardiac Surgeries

Joint Replacement Surgeries for Hip, Knee & Shoulder

Bariatric Surgeries

Minimally Invasive Surgeries for Various Specialties

Specialized Oncology Treatment including Radiation Therapy





THE RECOGNITION. THE INSPIRATION.

CARE Hospitals pioneering work in the field of medicine over the years has fetched numerous awards and recognitions at both national and international levels. Some of the most significant achievements include:



World's Greatest
Brands & Leaders 2016 -17
ASIA & GCC



Best Speciality Hospital
in Hyderabad 2016 as per
The Week-AC Nielsen Survey



For Excellence
in Healthcare
2017



Best Hospital
Chain Award (National)
2021



4th Edition of
The Economic Times
Promising Brands 2021



4th Edition of
The Economic Times
Best Healthcare Brands
2021



The World's Best Hospitals
2021 by Newsweek Magazine



THE SAFETY. THE PROMISE.

The health and safety of the patients and their families are high priorities at CARE Hospitals. All the facilities ensure a safe environment for patients by following all the necessary protocols and guidelines implemented nationally and internationally for infection control. Some of the safety measures followed include:

- Tele-consultation
- Screening and testing at every step
- Robust sanitization of all examination rooms, common areas and frequently touched surfaces
- Specialized operation theatre safety practices
- Social distancing protocols - floor markings and furniture rearrangement
- In-person appointments and procedures
- Masks, sanitizers and PPE kits
- Fully vaccinated staff members



THE OPINIONS. THE WORDS.

The hospital's name CARE is reflected in every aspect of the treatment. Their professionalism exceeded my expectations. Their compassion, humility, empathy, respect and love were visible in their eyes. From the airport itself, excellent care was extended to me. My surgery and the recovery process were monitored by able doctors, nurses and support staff.



Mr. Pancras T. Babu
Tanzania

When I decided to go to India for medical support, I searched the internet and found CARE Hospitals. They advised me to undergo revision Hip Replacement Surgery. The surgery was done under expert guidance, and I was able to walk within 3 days.



Dr. Rafiqul Islam
Bangladesh

I was apprehensive about undergoing a Bariatric Surgery based on my conversations with doctors in the UK. My sister referred CARE Hospitals, where expert doctors and nursing staff took excellent care of me. I got Mini Gastric Bypass done here and I am feeling much better now.



Ms. Aisha Ahmed
UK

In Somalia, medical services are not the best. Hence, we came to CARE Hospitals in India for my heart problem. It is a very good hospital, where they treated me like a family. My doctor welcomed and guided me through the procedure, and I felt very confident. Earlier I couldn't speak, eat and walk properly. After my surgery I stayed for 5 days in the hospital and today, I feel 100% healthy.



Mr. Aden Ahmed Gaheyir
Somalia

FAQs

Q: How do I send medical records, imaging and other information?

A: You can send all information to the E-mail ID or on the WhatsApp number mentioned below.

Q: What is the process for medical visa?

A: Please share the passport copy of the patient and attendant on the given E-mail ID and you will get a visa invitation letter on an immediate basis.

Q: Who will help me with local arrangements?

A: Our team will do all necessary local arrangements for you. Our dedicated Relationship Manager will ensure that your airport transfers, local SIM card, guest house booking, consultation with specialist doctor, currency exchange etc., are taken care of.

Q: Where can my family and friends stay while I'm visiting CARE Hospitals?

A: Guest house, which will be very close to the hospital.

Q: What's the weather like in Hyderabad, India?

A: Temperatures are generally mild, but can vary depending on the location, time of the year and time of the day.

Q: Will there be someone at the hospital who speaks my language?

A: Most commonly, the entire staff speaks English. We have Arabic and Bengali Translators as well for patient's convenience. Language will not be a barrier any which ways.

Q: Which all documents should I bring with me to CARE Hospitals?

A: All available medical reports, passport and visa.

Q: Can a family member stay with me in the inpatient room?

A: Yes. In our non-ICU setting, every room is a private or sharing room. One family member can stay in the inpatient room overnight.

Q: Will I get food made as per my taste and preferences?

A: Yes. Our F&B team specialize in all kinds of international cuisine. All meals will be custom-made as per your taste and preferences.

Q: What is the follow up process post discharge?

A: We always welcome your queries related to follow-up and post discharge. Address your queries to the given E-mail ID or WhatsApp number.

CARE Hospitals International Patient Care

Contact Details:

Tel/WhatsApp: +91 8121 00 2248

E-mail ID: intl.patient@carehospitals.com

HYDERABAD

Banjara Hills: 6-3-248/2, Road No.1, Banjara Hills, Hyderabad - 500 034 Telangana India
T: +91 40 6165 6565

Outpatient Centre - Banjara Hills: Road No.10, Banjara Hills, Hyderabad - 500 034 Telangana India
T: +91 40 6165 6565

Hi-Tec City: Old Mumbai Highway, Near Cyberabad Police Commissionerate, Gachibowli, Hyderabad - 500 032 Telangana India
T: +91 40 6165 6565

Outpatient Centre - Hi-Tec Centre: Lane Adjacent to CARE Hospitals, Old Mumbai Highway, Near Cyberabad Police Commissionerate, Gachibowli, Hyderabad - 500 032 Telangana India
T: +91 40 6165 6565

Musheerabad: #1-4-908/7/1, Bakaram, Musheerabad, Hyderabad - 500 020 Telangana India
T: +91 40 6165 6565

Malakpet: Chaderghat Road, Opp. Niagara Hotel, Malakpet, Hyderabad Telangana India
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BHUBANESWAR

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