

THE SPINE CLINIC

AHMEDABAD - INDIA

TRAVEL GUIDE



INDIA OFFICE

SPINE CLINIC AHMEDABAD PVT. LTD.

Ahmedabad (Gujarat - India)

Office No. : +91 9173288966

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DEAR PATIENTS,

We Have Prepared This Guide To Assist You And Your Care-giver In Preparing To Join Us At The Spine Clinic, Ahmedabad, India For Your Medical Treatment.

It Is Our Hope That You Will Find It Useful.

After Your Treatment And Your Experiences At The Hospital, If You Have Any Suggestions On How To Improve On This Guide Or If You Have Any Other Feedback, Feel Free To Share It With Us.

WE THANK YOU FOR CHOOSING THE SPINE CLINIC!

REGARDS,



SPINE CLINIC AHMEDABAD PVT. LTD.

CONTACT : +91 9173288966

SPINE CLINIC AFRICA LTD.

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ABOUT US

THE SPINE CLINIC, is a group of professional Surgeons, Physicians and dedicated support staff for the treatment of spinal problems. We provide comprehensive treatment from conservative care, non-surgical intervention to various surgical treatments with rehabilitation.



- **Where Is The Spine Clinic Located?**

The Spine Clinic is located in western part of India, Ahmedabad. Ahmedabad is commercial capital of Gujarat state and one of the fastest growing hub of medical tourism.



- **How To Reach The Spine Clinic, Ahmedabad?**

You can reach The Spine Clinic, Ahmedabad by various Airlines. Qatar, Emirates, Etihad & Air Arabia Airline provides direct connectivity to Ahmedabad international airport. The name of the International Airport is "Sardar Vallabhbhai Patel International Airport". Kenya airways also provide air transfer facilities through Bombay.



BEFORE YOU TRAVEL

TREATMENT

Before you leave your country, you will have been in communication with the Doctor either personally during one of his visits or through email, and the planned treatment will have been explained to you in detail. It is important for you to note that further tests will be carried out on you, the patient, upon your arrival at The Spine Clinic. The planned treatment may change depending on the results of these tests. However, the Doctor will consult with you throughout the pre-operative period and no treatment will be undertaken without your full understanding and consent.



COST OF TREATMENT

You will receive a Proforma Invoice of the planned treatment before you travel, as well as the options on how payment can be made e.g. direct transfer to the Hospital's Bank Account, through Credit or Debit cards or Cash remittance upon arrival at the hospital.

It is important to note that although the cost of the treatment is in Indian Rupees, the Proforma Invoice will be in US Dollars using the prevailing exchange rate of the Rupee to the Dollar at that time. Depending on the exchange rate of your country's currency against the dollar, you may notice a significant loss or gain once the Dollars are converted into Rupees.

Payments through all major credit/debit cards are accepted.



VISA PROCESS

Patients are requested to take MEDICAL VISA whenever they are travelling for treatment. You need to provide scanned copies of patient's and accompanying person's passport. You will get visa invitation letter from hospital to enable visa application with Indian high commission.



KINDLY REFERRED TO MEDICAL VISA GUIDE

TRAVEL

Your local travel agent will advise you of your travel options from your country to arrive at Ahmadabad international Airport. Emirates/ Qatar/ Etihad/ Air Arabia will provide you direct connectivity to Ahmedabad. Once you confirm your flight, you are requested to forward this information to your Doctor so that transfers from the Airport to the Hospital can be arranged for you and your care-giver.



FOREIGN EXCHANGE

Upon arrival in India, you can exchange your US Dollars into Indian Rupees at the airport, Hospital or at foreign exchange bureaus near the Hospital.

MONEY TRANSFER

It is mandatory to do wire transfer of the invoice amount. This is to be done minimum 5 days before travelling in order to avoid any delay and inconvenience. Hospital also accepts visa credit cards. According to rules of Government of India cash payment of more than 2000 USD is not advisable, so patients are advised to do wire transfer from Bank Account or to do Card Payment. Generally Card payment does attract transaction charges which are more expensive than bank wire transfer. Patients are advised to carry 1000 USD as cash money for any of the incidental expenses. Patients are also advised to carry Guest House / Hotel expenses as cash money. Thomas cook, "western unions", "Money gram" etc. facilities are also available within vicinity of hospital.



BANK DETAILS

Account Name	:	Spine Clinic Ahmedabad Private Limited
A/C No.	:	50200025831439
Currency	:	USD
Bank Name	:	HDFC BANK LTD.
Branch	:	BODAKDEV BRANCH
Branch Address	:	BPL HOUSE, SUMANGALAM CO OP H SOC, OPP DRIVE IN CINEMA AHMEDABAD-380054. GUJARAT INDIA BRANCH PHONE NO: 079-40086251
Swift Code	:	HDFCINBBXXX
IFSC Code	:	HDFC0000049
Branch Code	:	0049
MICR Code	:	38240004

Cheque or the Transfer details should be in favour of
“SPINE CLINIC AHMEDABAD PRIVATE LIMITED”



WEATHER

There are three main seasons in Ahmedabad: summer, monsoon and winter. Aside from the monsoon season, Ahmedabad is generally hot and dry. Cold northerly winds are responsible for a mild chill in January. The weather is hot through the months of March to June; the average summer maximum is 41 °C (106 °F), and the average minimum is 27 °C (81 °F). The southwest monsoon brings a humid climate from mid-June to mid-September. From November to February, the average maximum temperature is 30 °C (86 °F), the average minimum is 15 °C (59 °F).

You may check the anticipated weather during the period of your planned stay on the internet or with your Doctor prior to your travel.

WHAT TO BRING – PATIENT

Before you leave your home, create a medical history file that includes the following information (where available):

- Your name, mailing address, and home phone number as well as a parent's / family friend's / relatives daytime phone number
- Your blood group type
- Immunization records
- Your local doctor's name, address, and office and emergency phone numbers
- The name, address, and phone number of your health insurance carrier, including your policy number (where applicable)
- A list of any ongoing health problems such as heart disease, diabetes etc.
- A list of current medications you are on
- A list of allergies to medications, food, insects, and animals
- A prescription for glasses or contact lenses
- All your films (X-rays, MRI's, scans etc) as advised by the consulting Doctor



CLOTHES

• During your stay in hospital, you will be provided with hospital robes that you will be expected to wear at all times. After you are discharged, you will continue to consult with the Doctor regularly for a few days before you travel back home. Pack a few comfortable clothes to wear during this time. If you are undergoing spinal surgery, you will probably have to wear a back support majority of the time so your clothes should accommodate this easily.

WHAT TO BRING – CARE-GIVER

It is expected that your care-giver will be with you throughout your stay in the Hospital and the Hotel / Guest-house.



Some useful tips:

- Pack light comfortable clothes. Laundry services are available at a fee, and smaller items can be hand-washed in the room.
- Carry reading materials and/or a lap-top to keep you occupied when the patient does not require a lot of your attention. Web access will be provided upon request.
- If your care-giver intends to seek medical advice or to undergo a medical check-up, he/she should bring the relevant films, files and medications and medical history, if available.



FOOD, ALCOHOL AND TOBACCO

- The State of Gujarat is primarily vegetarian, but chicken is widely available.
- The sale of Alcohol is strictly prohibited in Gujarat. Some large hotels are permitted to serve alcohol to foreigners upon proof of identification.
- Sale and the use of tobacco is permitted but widely discouraged by the authorities.

YOUR STAY AT HOSPITAL

ARRIVAL

- Upon arrival at the airport, a member of staff from the Hospital will be on hand to take you and your care-giver to the Hospital or to the Hotel / Guest House, where you will be received appropriately.
- In many cases, your doctor may decide to do Pre-Operative Assessment as out patient treatment. It means patient will continue staying at Guest House or Hotel during this process of assessment.



TELEPHONE LINES

- Your mobile phone lines will operate normally in India. However for those of you whose mobile phone numbers have access to 'roaming' services, your phone costs may be significantly higher than in your home country. To mitigate this and to facilitate your communication with the medical team locally, the Hospital administration will help you getting a local mobile number at an extra cost. This will be a prepaid number which you will require to recharge as and when require.
- The international code for India is +91, followed by the local mobile number.



INTERNET FACILITY

- Hospital provides wired connection provided patients have their own lap-top. "Wifi" facility is also available within the hospital.



EXTRA MEDICAL APPOINTMENTS – PATIENT

You may wish to take advantage of the wide range of medical services available at Hospitals, such as health check up, Dental treatment and Eye check-up, and this treatment requires the patient to sit in the relevant consultants' chair. Please discuss this in detail with your

Doctor.

EXTRA MEDICAL APPOINTMENTS – CARE-GIVER

Your care giver may wish to undergo a medical check-up or to visit individual consultants at Hospitals. He/she will be guided on how to go about this upon arrival.

Further information on the services available and approximate costs is available thru your doctor.



MEALS

Patient meals are included in the hospital stay costs. A hospital nutritionist will ensure that you are served with meals that are suitable to you.

Care-givers can also order meals from the Hospital kitchen at a fee. There are also several local restaurants and eating places near the hospital, including known brands such as McDonalds, Domino Pizzas and Subway.



SHOPPING

There are several supermarkets within a 1-2 kilometer range from the hospital, which are fully stocked with a wide range of both local and international brands.

There are also large shopping malls within the vicinity that have different retail outlets, depending on what you wish to purchase. The hospital staff will be happy to advise you in this area.



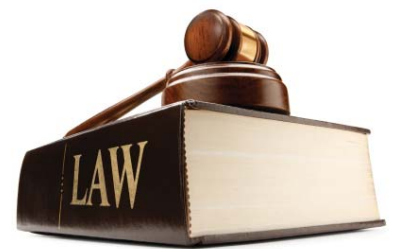
TRANSPORT

The most common means of getting around Ahmadabad are the local 'auto-rickshaw' vehicles, which are extremely affordable. Taxi's are also available for longer distances or more seating capacity. "UBER" and "OLA" are locally available taxi services.



LEGAL CLEARANCE PROCEDURE

- According to the laws of India, patient and accompanying persons who are travelling on Medical Visa of morethan 03 months durations are subjected to legal clearance. This is a mandatory requirement. Patients shall carry 10 passport size colour photographs and 3 color copies of passport (patient and caretaker both). This procedure is being conducted at the police commissioner's office and facilitated by the Hospital management. This is a routine uncomplicated process and not to fear police clearance.
- This is applicable for patient having Medical Visa of morethan 03 months duration. For patient having medical visa upto 03 months duration, does not require to undergo legal clearance process.
- The approximate expense for this administrative procedure is around 20 US Dollars.
- Completion of legal clearance procedure takes around 10 working days.



- Patients and care-taker who are coming to India for a short visit, like medical check-up, assessment and investigations or to visit hospital for short duration of less than 10 days are requested to take Visitors Visa. Patient's relatives who are coming to visit their patient for a short duration shall also take visitor visa.
- Patients and care-givers who are travelling to India on a Medical Visa will be required to provide a copy of their passport to the hospital staff.

POST OPERATIVE CARE

ARRANGEMENTS FOR POST-OPERATIVE RECUPERATION

• Following completion of your treatment, your Doctor will advise you on what measures to take in order to recover fully. This will include several daily visits from the Spinal team and the appropriate physiotherapy. Once the Doctor is confident that you are recovering well, you will be discharged from the Hospital and booked into a nearby Hotel / Guest House or other residency to continue your recuperation. Your care-giver will also be with you in this facility. During that time, you will continue to see the Doctor on a regular basis as a review patient at the The Spine Clinic OPD. According to your care requirement physiotherapist might visit you for proper rehabilitation. Your doctor will decide on it.



HOTEL / GUEST HOUSE / RESIDENCY

- There are a number of Hotel / Guest Houses or Residencies where you and your care-giver will move to after your discharge from the hospital. While at the Hotel / Guest house, you will continue to receive physiotherapy services.
- The Hotel / Guest House will provide you and your care-giver with a good selection of meals and beverages, at an extra cost. In some facilities, you may be permitted to prepare some of your favorite beverages or simple meals, but this is not always the case and you will need to confirm with the management. The local supermarkets stock a variety of pulses, beverages (tea, coffee, bournvita), condiments (sugar, spices) so you do not need to carry these from your country, unless of course you have a favorite!



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