

Definition of International Patients Department (IPD):

Medical tourism is a journey that aims to treat in another country. Appropriate medical tariffs, the presence of professional medical experts, a rich original culture and hospitality, the provision of high quality medical and nursing and advanced medical infrastructure in Iran toward other neighbor countries, along with the lack of similar therapeutic procedures, the cost, the lack of advanced therapeutic technologies in the source country has led to a large number of patients who receive medical health care in Iran. This has led Iran to be recognized as one of the medical tourism hubs in the region. In this regard, Nekooie Hedayati Forghani hospital of Qom city, Iran, receives a certification of international patients' permission according to the assessment of the Ministry of health and medical sciences by providing appropriate healthcare services in a completely modern environment, based on more than half a century of experience. Nekooi Hedayati Forghani hospital, with the permission of the IPD, relying on its geographical location near the shrine of Hazrat Masume (PBUH) and the Holy Mosque of Jamkaran, relying on the religious beliefs of the neighbor countries patients and the potential tourism capacity of Qom; this hospital is the pioneer in providing medical, nursing and hoteling services for tourism in the province, itself.

IPD Services

-The International Patients Department (IPD) of the hospital consists of professional experts and physicians, along with fluent English, Arabic and Turkish translators, who are available 24 hours a day, to provide medical services for international patients.

- Accompanying the Arabic, English and Turkish translators in this hospital from the moment of entering the country until the discharge from the hospital not only encourages patients, but also facilitates the process of treatment that does not cause any disruption in the patient's stay and treatment.

-The presence of IPD nurses and authorities from the moment of admission or any contact by patients in order to coordinate the presence of patients into the hospital, not only provides comfort and safety for them, but also provide effective levers for this department.

- Creating the accommodation and hoteling services is one of the competitive advantages of the hospital. Some rooms and suites equipped with visual and written media, greeting board with the patients' languages, the existence of the national flags of their countries, the choice of

Arabic/English menu for food and the possibility of converting international currencies to Rials in the hospital are the most important actions.

-Providing tourism services to make patients more comfort and reduce the accommodation problems of patients and their companions, such as establishing special facilities for hospital attendees or hotels in varying degrees of customizations, the possibility of obtaining or extending a visa, reservation of travel lanes in all aerial, land, sea and domestic tours.

- Accompanying the patient from the airport to the hospital vice versa by the specialist medical staff, depending on the patient's condition, if desired, from other services provided at the hospital.

-The hospital papers and forms have been translated into Arabic and English languages, which is an important step in protecting the patients' rights.

-Performing daily surveys of international patients in different techniques (questionnaire, face-to-face interviews or e-mail to the hospital) by the IPD unit and performing corrective actions less than 48 hours improved patients' rights.

-Daily visit by an IPD physician of hospital, along with nursing and housekeeping services, is one of the pillars of patients' trust to the hospital.

-Billing presentation in English, along with medical report at the time of discharge, has provided confidence among patients to continue treatment in this hospital or another in Iran.

-IPD unit meet the patients' therapeutic needs from the time they are requested to return to their country. This will make all necessary steps for your presence and treatment at the hospital as soon as you send and receive a request.

-The IPD unit authority of the hospital with English and Arabic proficiency and proper knowledge of the neighboring culture, along with university education, master of MBA in cooperation with his team will try to provide all facilities for patients and companions. So, patients and their families have the slightest concern during the course of treatment.

International patients department of Nekooi Hedayati Forghani hospital provides a full range of services before and during the travel and accommodation for international patients as follows,

- Medical advice services
- Diagnostic services
- Billing
- Determination of medical visit
- Hotel reservation
- Transfer from airport to hotel
- Extending the length of stay and obtaining a health visa
- 24-hour translation services
- Estimation and declare of medical costs before you arrive
- Accompany at the admission stage
- Accompanying of English-Arabic translator at the time of examination and treatment
- 24-hour emergency services, including ambulance transportation
- Preparation and delivery of an English-Arabic treatment summary at the discharge stage
- Continue to physician communication and control by submitting the document after returning to your country
- Travel Assistance (travel documents, Visa services, etc.)

IPD unit features:

This unit has 7 suites on the fifth floor. Patients of all surgeries including urology, general surgery, neurosurgery, women surgery, childbirth, cosmetic and restoration, orthopedic and pediatric surgery, burn medical and internal medicine can benefit from this facility. It is worth noting that besides accepting and treating international patients, their companions also have special facilities for accommodating or accompanying the patient, such as in-town tour and

visiting pilgrimage and tourism locations by this hospital. In addition to the fifth-floor suites of hospital, in each section, there are also 2 single bed VIP rooms for foreign patients.

Suites Facilities:

Direct dial phone, TV, WiFi access, refrigerator, wardrobe, bathroom and WC, Nurse call alert, sofa bed for patient's companion, food menu and ... are available facilities of the room and suites of this unit.

Foreign patients Admission:

Foreign patients are advised to admit to the IPD unit located on the fifth floor. Due to the hospital translator, patients will not have a problem to admit. If the patient came to the hospital for the first time, the details will be recorded according to the passport in the system; if he referred earlier, the patient's pre-recorded profile is carefully checked and changes are applied.

Documents that patients need:

1-Patient's passport for admission and identification

2-Having radiology, ultrasound, CT scan and MRI reports; also, previous tests to check out previous documents and treatment process of the disease before being present in Iran.

Patients who are required to coordinate with International Patients Department prior to coming to Iran, the names, specifications and names of physicians are recorded in the list of foreign patients. Upon arriving at the hospital and following the admission steps, they will meet with the physician and after an appropriate advice, if surgery is necessary, the coordination will be carried out with the relevant departments, and the patient will begin the treatment without delay. If foreign patients come to the hospital without prior notice and coordination, the Department of International Patients, based on the full-time presence of all types of specialists in the hospital, will make the necessary arrangements as soon as possible for the physician's visit and the onset treatment process. It is worth noting that, during the time when the patient should be admitted to the hospital, the therapist will visit him daily and ensure that the conditions are right. At this time, if the patient needs something, he or she will contact the tourism therapist and if the patient or nurses and physician need to translate, they will communicate with each other by tourism therapist; thus, all treatment affairs of a foreign patient is facilitated by this unit.