

Hospiten Medical Services

Important telephone numbers

24 hour freephone medical assistance number:

900 110 120

900 151 745

By calling any of these numbers we will arrange:

- **A HOTEL VISIT** – Made by a Doctor from Clínica Las Palmeras in Playa del Inglés or Meloneras, Clinic Assist in Puerto Rico or Anfi, Centro Médico Mogán in Taurito or Mogán.
- **AMBULANCE** – from a private ambulance company

Other Helpline Numbers:

+34 928 769 004 – Hospiten Roca

External public relations

For general queries and assistance phone any of the External Public Relations.

Very important: To qualify for discounts on Medical treatments in the hospital or the medical centres, the External Public Relations Staff **must** be previously notified.

Roberto Hernández – 629 247 474 – Nordic Market

Emelie Nystrom – 659 914 252 – Nordic Market

Gillian Barnes – 659 910 016 – Central British Market

Yvonne Stoof – 659 910 059– Central European Market

Carlos Gens – 671 650 979 – Commercial Director

What to do if a client requires medical assistance

Client asks for medical assistance there are 2 options

OPTION 1
Phone the following 24 hour helpline numbers:
900 110 120 (FREEPHONE)
900 151 745 (FREEPHONE)

A doctor will then visit the hotel/apt.

 CLINICA LAS PALMERAS
Clinicc Assist

 Hospiten
(if necessary)

Ambulance (with Doctor)

 CLINICA LAS PALMERAS
Clinicc Assist

 Hospiten
(if necessary)

What to do if a client requires medical assistance

Client asks for medical assistance there are 2 options

OPTION 2

Clients can go directly to our medical centers. We are present in every area of the south of Gran Canaria:

SAN AGUSTÍN

PLAYA DEL INGLÉS

MELONERAS

ANFI

PUERTO RICO

TAURITO

MOGÁN

The details are in the next page.



(if necessary)

	<p>CENTRO MÉDICO MOGÁN Pasaje El Paraíso, 8 Edif. Playa de Mogán III, Local 9 35130 Puerto de Mogán Tel: +34 928 565 090 10:00 – 18:00 centromedicomogan@clinicalaspalmeras.com</p>
	<p>CENTRO MÉDICO MOGÁN (TAURITO) Hotel Taurito Princess, local 28 C/ Alhambra s/n 35138 Taurito Tel: +34 928 565 617 09:00 – 17:00 centromedicotaurito@clinicalaspalmeras.com</p>
	<p>CLINIC ASSIST PUERTO RICO Avda. Tomas Roca Bosch 3, Local 37 Planta Baja, Fase 4 35130 Puerto Rico Las Palmas – Gran Canaria Tel: +34 928 908 013 08:00 – 20:00 puertorico@clinicassist.com</p>
	<p>CLINIC ASSIST ANFI DEL MAR C/o Anfi del Mar Club Monte Anfi. Planta Baja Barranco de la Verga s/n 35120 Arguineguín – Mogán Tel: +34 661 282 807 08:00 – 16:00 anfi@clinicassist.com</p>
	<p>CLÍNICA LAS PALMERAS MELONERAS C/ Mar Mediterráneo, 2 C.C. Boulevard Oasis Beach Planta 1, Local 203, Meloneras Tel: +34 928 141 426 09:00 – 20:00 repcion.gm@clinicalaspalmeras.com</p>
	<p>CLÍNICA LAS PALMERAS PLAYA DEL INGLÉS Avda. Tenerife, 24 Playa del Ingles Tel: +34 928 763 366 – 900 151 745 24H repcion.alegranza@clinicalaspalmeras.com</p>



All medical centres have English, German and Scandinavian speaking staff available.

If you need medical assistance please feel free to come to any of our medical centres or to Hospiten Roca in San Agustin.

Hospiten Roca

Founded in November 1988 by Dr. Tomas Roca. In 2001 Clínica Roca joined the HOSPITEN GROUP, a solid Canary Island private hospital network, creating the new Hospiten Roca.

Below is a list of our inpatient facilities and services:

- 84 hospital beds in comfortable, soundproof rooms
- Rooms with individual air conditioning and piped music
- Satellite Television
- En suite bathrooms
- Direct telephone line to each room
- Observation room
- Intensive Care unit with 15 beds
- 4 Operating Tables



VISITING HOURS:

WARDS: 13.00 – 19.30

UCI (Intensive Care): 13.00 – 14.00 and 18:30 – 19:30 (only 1 person)

-The above visiting hours are for family members and staff from the touroperators.

-Should a family member wish to stay longer the duty doctor must be consulted and in the UCI it's normally not possible.

About the Hospiten group

The HOSPITEN Group is an international hospital network, with more than 50 years' experience, committed to providing quality healthcare services.

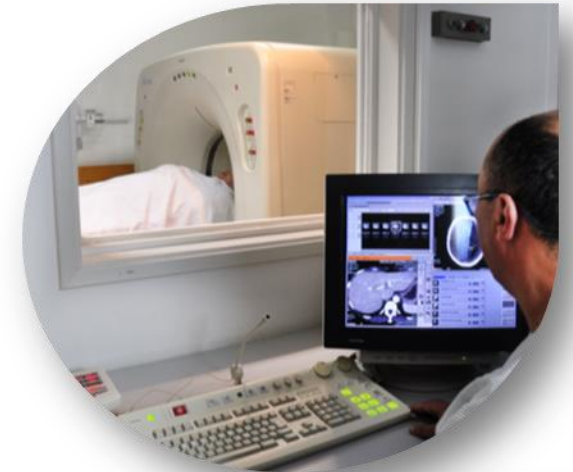
It started in Puerto de la Cruz in 1969 with the Bellevue hospital, and has grown to become one of the largest private medical networks in Spain, with four hospitals in Tenerife, one in Lanzarote, one in Gran Canaria, one in Estepona mainland Spain, and MD Anderson International in Madrid.

- Hospiten Group has also two hospitals in the Dominican Republic, five in Mexico, and one in Jamaica. We have more than 1,250 beds and a team of over 6,000 highly trained individuals dedicated to the highest standards of healthcare, looking after more than 1,700,000 patients a year.
- For Hospiten, it is very important that its quality of service is up to the highest standard. For this reason, our hospitals have the EU quality seal of approval, the AENOR ISO 9001:2000 and the UNE-EN ISO 14001, and EFQM 400+ European Seal of Excellence.



Services

- 24 HOUR EMERGENCY SERVICE
- RADIOLOGY (X-RAY)
 - »CAT SCAN
 - »MAMMOGRAPHY
 - »CONVENTIONAL RADIOLOGY
 - »ABDOMINAL ULTRA-SOUND
 - »GYNAECOLOGICAL ULTRA –SOUND
 - »MRI SCAN
- CARDIOLOGY
 - »STRESS TEST
 - »HOLTER (24 Hour heart monitor test)
 - »ECO-CARDIOGRAPHY (ECG)
 - »STRESS ECO
- INTENSIVE CARE UNIT
- LABORATORY
 - »MICROBIOLOGY
 - »BIOCHEMISTRY
 - »PATHOLOGICAL ANATOMY (Biopsies)
 - »CYTOLOGY (Smear Test)
 - »BLOOD BANK
- PHYSIOTHERAPY & REHABILITATION
- OUTPATIENTS DEPARTMENT



Specialists in Hospiten Roca

- ✓ PATHOLOGICAL ANATOMY (Biopsies)
- ✓ CLINICAL ANALYSIS
- ✓ ANAESTHESIA
- ✓ CARDIOLOGY
- ✓ GENERAL SURGERY
- ✓ CHEST SURGERY
- ✓ VASCULAR SURGERY
- ✓ DERMATOLOGY
- ✓ GYNAECOLOGY
- ✓ GASTROENTEROLOGY
- ✓ INTENSIVE CARE MEDICINE
- ✓ PNEUMOLOGY (lungs)
- ✓ NEUROSURGERY
- ✓ OTORRINOLARYNGOLOGY (Ears, Nose, Throat)
- ✓ RADIOLOGY (X-Ray)
- ✓ TRAUMATOLOGY (Orthopaedics)
- ✓ CHILD TRAUMATOLOGY (Children's Orthopaedics)
- ✓ UROLOGY
- ✓ PEDIATRICS
- ✓ INTERNAL MEDICINE
- ✓ PLASTIC SURGERY
- ✓ OPHTHALMOLOGY (Eyes)
- ✓ ALLERGYS



DO YOU ACCEPT PRIVATE MEDICAL INSURANCES?

HOSPITEN ROCA, Centro Médico Mogán, Clinic Assist and Clínica Las Palmeras are private clinics, depending on the insurance company some may have to pay first for Outpatient treatment and claim back from their insurance company, (normally this will apply to the British, and Central European Nationalities) when they return home. However, if a patient is admitted to the hospital, we will liaise with their insurance company to cover the necessary treatment. Bearing in mind that we will need to receive a confirmation of payment from the insurance company before the patient departs from the hospital, otherwise the bill will need to be settled by the patient.

WHAT DOCUMENTS WILL OUR CLIENTS NEED TO BRING WITH THEM?

- 1) Passport or valid ID
- 2) Insurance documentation
- 3) Flight info
- 4) Credit card

WHO DEALS WITH THE MEDICAL INSURANCE CLAIMS FOR OUR CLIENTS?

WE DO! The patient only needs to bring the documents with them.

DO YOU ACCEPT THE EUROPEAN HEALTH CARD?

NO. If your client wishes to use this card, they need to go to the “Centro de Salud” in Maspalomas , Arguineguín, or Mogán.



WHAT SHOULD I DO IF I NEED MEDICAL ATTENTION FOR MYSELF?

Should you require any treatment at **HOSPITEN ROCA** it is **VERY IMPORTANT** that you notify our External Public Relations staff. Not only can they assist in directing you to the right department, but they can help you should there be an excess on your insurance, or in the event that your insurance does not cover, discounts may be arranged. If, however, it is an **EMERGENCY**, please don't hesitate to call our **FREEPHONE EMERGENCY NUMBER** and our External Public Relations staff can be notified after you have received your necessary medical attention.

Please remember that any information given to **ANY** of our staff members (including public relations staff) is **STRICTLY CONFIDENTIAL**.

WHAT SHOULD I DO IF ONE OF MY CLIENTS NEEDS A PRESCRIPTION?

Send them to the nearest Medical Centre or to Hospiten Roca.

WHO DO I CALL IF ONE OF MY CLIENTS NEEDS TO HIRE A WHEELCHAIR O CRUTCHES?

You can call the Public Relations staff who will assist you, or the medical centre nearest to you.

Remember, all our staff are very highly qualified and have the back up of the latest advanced technology so you can rest assured that your clients are in the best possible hands!!!

