

Next to our patients when they need us

At Clínica Sagrada Familia, through our **Medical Assistance Service for Foreign Patients**, we offer full, personalized and multilingual care.

The service coordinates **the medical assistance provided to all foreign patients who want to be treated at Clínica Sagrada Familia**. We take care of expatriated people who reside in Barcelona, patients who look for a second medical opinion and patients who are just traveling in our city on vacation, work or studies.

With an experience of **more than 20 years in health care**, we provide assistance to international patients who reach to us through:

- **Assistance and insurance companies:** They send the patients directly to our clinic.
- **International flights or airports:** If a passenger feels sick and needs medical assistance and hospital services.
- **Cruise ships:** If a passenger had an accident or feels sick at the ship and needs medical assistance when reaching Barcelona.
- **Hotel:** All tourists staying at a Barcelona hotel who would require medical assistance.
- **Merchant ships:** Members of the crew who will seek medical assistance when arriving to the port or who are in the need of medical certificates to embark.
- **Medical centers:** Patients who are sent by other centers, requiring special hospital services.
- **American students:** If they feel sick, they can come to get medical coverage at our clinic. They can also schedule appointments for medical checks with our specialists.

This coordination service does not have associated costs and is in charge of managing all the assistance during and after the patients' stay at the Clinic.

We believe in international medicine

Personal and technological innovation and the constant development are the main values of Clínica Sagrada Familia. **We believe in international medicine** and offer **personalized services** to all foreign people visiting Barcelona.

Translation by an interpreter (Spanish, English, German, French, Russian).

- Full and multilingual personal assistance.
- Translation by an interpreter (Spanish/English/Spanish).
- Assistance to unexpected patients who come on an emergency.
- Web or email pre-booking for medical checks, budgets requests, hospitalization, medical procedures, surgery...
- Processing of international or travel insurance and guarantee letters for patients who are treated or hospitalized.
- Assistance to diplomatic and embassy patients, attending their individual needed requirements.
- Support and assistance to those staying at appointed hotels that have special fares. Transfers to the clinic from those hotels.
- Coordination and assistance in emergency transfers: terrestrial (ambulance) or aerial (helicopter or plane).
- Support and assistance to hospitalized patients as well as to the relatives staying with them by daily medical visits to those who require them.
- Support to relocating firms established in Barcelona, including guided tour-visits to the Clinic when required.



Advanced facilities and technological equipment

How do we take care of our foreign patients?

1. **Patients can contact us through email**, writing to our International Department (sagradafamilia@tcassistance.com) or calling the following phone numbers: +34 934 181 150 or +34 628 604 412 (24-hour service).
2. **We evaluate the case with our specialists** from the corresponding medical unit and, if needed, we request medical studies, tests results or additional information.
3. **A letter is sent to the patient** with medical recommendations plus a budget of the requiring procedure, including hospitalization or surgery if needed.
4. If the patient decides to come **to our Clinic, we coordinate the assistance:** booking time for a medical visit, tests, surgery procedures, hospitalization or transfer. The information is sent to the patients by email. If the patients ask for it, we can also send a list of recommended hotels.
5. Reception at the clinic and full support during the assistance process.

Our Clinic: professional, integral and close to our patients

Clínica Sagrada Familia offers **personalized and integral assistance**. With an **experience of more than 40 years**, we keep a constant technological and professional development that has led us to a first-level of medical assistance both nationally and internationally.

Our working culture is based in a fast and integral diagnosis that includes an individual and close caring of our patients.

We have a vast number of medical services offered at two buildings that cover 21.000 square meters to assist our patients in all areas.

We have special departments that take care of the administration of our facilities and the daily operations of the Clinic.

A great medical team formed by specialists who cover all areas

We have a professional team with a vast experience that covers all medical and surgery areas, being a reference in Cardiology, Cardiovascular Surgery, Orthopedic, Maxillofacial Surgery, Reconstructive and Cosmetic Surgery and Neurological Surgery.

Through our International Department, we offer the services of a multilingual team that provides assistance to foreign patients on their own language 24 hours a day, being at their side in all the process.

Upper city location: great communications

Clínica Sagrada Familia is located at the upper part of Barcelona, being very close to the airport, port and the main highways that cross the city. This way the patients' mobility from the clinic to its destiny and vice versa is very convenient, through private car or public transportation.

To make things easier for our patients coming from abroad, our International Department is located at the lower floor of the Clinic's main building.

We provide 24-hour assistance from Monday to Sunday.

Our foreign patients enjoy all the services of a first-level clinic with the assistance of an International Department that offers an individual and multilingual treatment.