

# User Information Manual

HEALINDIA MEDITOURISM® — A Unit of Santos King Tours & Travels Pvt Ltd

## 1. Introduction

Welcome to HEALINDIA MEDITOURISM®. This User Information Manual is designed to guide international patients through our medical tourism services, processes, and support system. Our goal is to ensure a safe, transparent, and comfortable medical journey in India.

## 2. About Us

HEALINDIA MEDITOURISM® is a Government of India (Ministry of Tourism) recognized Inbound Tour Operator. Backed by Santos King Tours & Travels Pvt Ltd, we provide end-to-end medical and wellness travel assistance for international patients.

## 3. Our Services

- Coordination with reputed hospitals and specialists
- Medical opinions and treatment plan assistance
- Medical visa guidance and documentation support
- Travel bookings, airport transfers, and accommodation
- Dedicated patient assistance throughout the treatment
- Post-treatment recovery programs, including Kerala Ayurveda therapies

## 4. Step-by-Step Patient Journey

### ***Step 1: Initial Inquiry***

Patient contacts HEALINDIA via email, website, or phone. Basic medical reports and requirements are collected.

### ***Step 2: Medical Evaluation***

Reports are shared with partner hospitals. Treatment plan and cost estimates are provided.

### ***Step 3: Confirmation & Planning***

Patient confirms treatment plan. Visa guidance and travel arrangements begin.

### ***Step 4: Arrival in India***

Airport pickup and transfer arranged. Accommodation assistance provided.

### ***Step 5: Treatment & Care***

Hospital admission and treatment coordination. Dedicated support team available.

### ***Step 6: Recovery & Follow-Up***

Post-treatment care and rehabilitation. Optional Ayurvedic recovery programs. Assistance with return travel.

## 5. Patient Guidelines

- Provide accurate medical history and reports
- Follow medical advice given by doctors
- Ensure proper visa and travel documentation
- Adhere to hospital rules and treatment schedules

## 6. Documentation Required

- Valid passport
- Medical visa (if applicable)
- Medical reports and prescriptions
- Travel insurance (recommended)

## 7. Safety & Ethics

- Transparent pricing with no hidden costs
- Confidentiality of patient data
- Ethical coordination with certified hospitals

## 8. Payment Guidelines

- Payment terms vary depending on the hospital and treatment
- Advance payments may be required
- Payments are made directly to hospitals or authorized channels

## 9. Insurance & Financial Responsibility

- Patients are advised to check with their insurance provider regarding coverage for medical treatment abroad.
- HEALINDIA MEDITOURISM® can assist with documentation required for insurance claims, wherever applicable.
- Most treatments in India are self-funded, and payment is typically made directly to the hospital.
- Insurance acceptance varies depending on the hospital and insurer.
- Patients are responsible for ensuring their insurance policy covers international treatment, travel, and medical emergencies.
- We strongly recommend having comprehensive medical and travel insurance to cover unforeseen situations.

## 10. Emergency Support

Our team is available to assist patients during their stay for any urgent requirements, including medical coordination and travel support.

## 11. Contact Information

- Email: [healindia4@gmail.com](mailto:healindia4@gmail.com)
- Phone: +91 808 908 4080
- Website: [www.santos.care](http://www.santos.care)

## 12. Disclaimer

HEALINDIA MEDITOURISM® acts as a facilitator between patients and healthcare providers. Medical decisions, procedures, and outcomes are the responsibility of the treating hospitals and doctors.

HEALINDIA MEDITOURISM® shall not be liable for expenses related to emergency medical evacuation, including air ambulance services. Patients are strongly advised to ensure adequate insurance coverage for such situations.

*"Trust is our responsibility. Care is our calling."*