



# For our Patient – the way we work

Thank You for your interest in HYKSin's services!

Please find below information about our operating models and terms in short.

## Operating model

HYKSin produces Helsinki University Hospital's high quality health care services for international patients. Our patients are treated in the university hospital clinics by the hospital's top experts.

## Operating process

HYKSin takes care of the planning, scheduling and invoicing of Your care. Our Customer Service is happy to help you in all matters related to the care on weekdays by telephone at +358 10 328 1900 or by email at [info@hyksin.com](mailto:info@hyksin.com).

**Pricing** We offer a fixed price of 376 € for our international patient's first appointment. The price covers the appointment (361 €) and office fee (15€). The appointment time is approximately 60 minutes but can be shorter or longer according to individual needs. The price covers also the time a doctor uses before and after the appointment to examine the patient's documents and to make treatment plans.

We price our surgical procedures individually, since each patient is different. You will receive a treatment plan and price tailored specifically for You.

## Invoicing, payment and cancellation

We invoice our services in advance. You can pay by credit card or bank transfer.

Appointments need to be cancelled on previous day by 12 noon (Finnish time).

Procedures need to be cancelled at latest three (3) days before the scheduled time by 12 noon (Finnish time). If the cancellation comes after this, 80% of the advance payment will be returned. If a procedure needs to be cancelled due to reasons related to the hospital, we will reimburse advance payment in full. With a justifiable cause and well in advance, You can change the time of the procedure free of charge. Services that have not been cancelled will be charged in full.

You may find further details at [www.hyksin.com](http://www.hyksin.com).