TheraTravel

# 15 questions to ask a hospital abroad before you pay

**Most of the worry about having an operation abroad comes from what you don't know yet. These 15 questions turn the unknowns into answers you can see in writing.**

Send them to the clinic by email, so the replies are on record before you pay a deposit or book flights. Tick them off as the answers come in. A good clinic will answer all of them. If one goes unanswered, ask again.

## The hospital

1. ☐ **Is the hospital on its country's official register of healthcare providers? Under what legal name, and what is its registration number?**

   The name on the register is often different from the name on the website.

2. ☐ **Which building will my operation be in? Please give the full address.**

   Some clinics have a well-known outpatient centre and do operations somewhere else.

3. ☐ **Is there intensive care in the same hospital? If I needed it, where would I be moved, and who would pay?**

## Who would operate

4. ☐ **Which surgeon (or dentist) would treat me, by name? Will you confirm that in writing?**

5. ☐ **How many of my operation does that surgeon do in a year? Will I see the same person before and after?**

## The price

6. ☐ **What is the total price, and what exactly does it include?**
   - For a joint replacement: the implant (make and model), anaesthesia, the number of nights, physiotherapy, medicines, crutches and follow-up visits.
   - For dental implants: the implant brand, scans and X-rays, bone grafts or sinus lifts, temporary teeth, and the second trip.

7. ☐ **What could be added on the day, and what would each item cost?**

8. ☐ **When is payment due, and how? If the operation can't go ahead on the day, what do I pay and what is refunded?**

## The trip

9. ☐ **Who is my English-speaking contact, before, during and after my stay?**

10. ☐ **Which airport should I fly to, how do I get from there to the hospital, and will anyone meet me?**

11. ☐ **How many nights should I stay nearby after I leave hospital, and when will it be safe for me to fly home?**

12. ☐ **Will I need anything for the flight, such as blood-thinning injections, compression stockings or help at the airport?**

## Back home

13. ☐ **Will I get my discharge summary and operation notes in English, on the day I leave?**

14. ☐ **Which check-ups are planned after the operation, and can they be done remotely from the UK?**

## 15 ☐ If I have a problem once I'm home, who do I contact, and will you work with my GP or a UK doctor?

### What the NHS says

- Your GHIC or EHIC card doesn't cover going abroad for planned treatment.
- Talk to a GP before you make final decisions, and discuss how your medical notes will be passed to the team abroad.
- The NHS is not liable if private treatment abroad is negligent or fails, so be clear before you go how your aftercare will be arranged.
- Most travel insurance doesn't cover planned treatment abroad. Tell your insurer about your plans; you may need specialist cover.

Source: NHS, "Going abroad for medical treatment (https://www.nhs.uk/using-the-nhs/healthcare-abroad/going-abroad-for-treatment/going-abroad-for-medical-treatment/)" and "Treatment abroad checklist (https://www.nhs.uk/using-the-nhs/healthcare-abroad/going-abroad-for-treatment/treatment-abroad-checklist/)". Checked 6 October 2026.

### Want to talk it through?

Tell us what you're looking into. It's free, and we send your enquiry only to relevant, pre-vetted clinics.

You can also look up a clinic we hold: its register entry, its Google ratings and, where it publishes them, its prices.

**Ask us at www.theratravel.co.uk/enquire**

This guide is general information, not medical advice. Decisions about treatment stay between you and qualified clinicians.