

ATOS
CLINIC HEIDELBERG



Welcome!

Dear International Patients

Hippocrates once said "Healing is a matter of time, but it is sometimes also a matter of opportunity". Welcome to the ATOS Clinic in Heidelberg, your opportunity to take advantage of some of the best medical care available!

Germany enjoys an excellent reputation for high quality healthcare. Here at the ATOS Clinic, our extensive experience in organising treatment for patients traveling from outside of Germany ensure that your special needs and individual wishes will be well taken care of.

We have earned our reputation for excellence by combining first-class medical science with top service and state-of-the-art equipment. Our top-ranked doctors are all experts in their fields. As independent specialists, they are able to concentrate exclusively on specialised treatments and operations. And our commitment to quality and care has led to a statistic that we are especially proud of: 98.8 % our patients say they would recommend us!

Our International Office (page 36) is here for you to answer any questions you might have.

Yours sincerely

Prof. Dr. med. Peter Habermeyer, Managing Director



Prof. Dr. med. habil. Hajo Thermann, Medical Director





Overview

ATOS CLINIC – OVERVIEW FOR OUR INTERNATIONAL PATIENTS

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Security, Trust and Care

INTERVIEW WITH THE MEDICAL DIRECTOR, PROF. DR. MED. HAJO THERMANN, ABOUT THE ATOS CONCEPT

PROF. THERMANN, YOU JOINED THE ATOS CLINIC IN 1998. COULD YOU NAME A PRINCIPLE THAT GUIDES YOU?

We believe in the idea of personalised medicine – this means we take care of the patients in a holistic manner, at the highest international level and in an atmosphere of wellbeing. That's the reason why so many patients from outside Germany come to be treated here in the ATOS Clinic.

HOW DO THE DOCTORS ENSURE A CONSTANTLY HIGH LEVEL OF QUALITY?

All of our doctors at the ATOS Clinic are highly specialised in their field and internationally renowned for their high performance and expertise. Together with their well-coordinated interdisciplinary teams, they perform routine examinations as thoroughly as complicated operations. Their cutting-edge specialist knowledge is constantly being expanded by a vibrant and productive exchange with national and international colleagues. Surgical techniques and gentle therapeutic methods

are always up-to-date and define the international state of the art.

This means that our patients benefit from the highest safety standards and the highest degree of experience.

ATOS IS A PRIVATE CLINIC. WHAT DOES THAT MEAN?

ATOS combines a number of individual practices, employing highly qualified and specialised doctors exclusively. The teamwork practised here ensures a permanent professional exchange of information, which directly benefits the patients. With presently 47 medical specialists, we offer the classic orthopaedic range of services at the highest level of expertise, and have also extended and complemented the clinic's offering in an ideal way.

Apart from excellent medical care, the ATOS doctors also focus on making sure that their patients feel comfortable at the clinic – through perfect service and top-notch ambience.

WHY IS THE IDEA OF WELLBEING SO IMPORTANT TO YOU?

We have often noticed that accidents, injuries and surgeries are a "state of emergency" to many patients – psychologically speaking. And you have to understand that it takes a lot of courage to leave your country to seek treatment. That's why trust and a feeling of security are important for a successful recovery. It is essential that people feel well taken care of and that they feel that their cultural preferences are being respected. That's why patients can feel like they are staying at a good hotel when they are here at the clinic.

WHAT IS YOUR PERSONAL MOTIVATION WHEN DEALING WITH PATIENTS?

I treat every patient in the same way I would treat a member of my family: my children, my wife or my parents. That's my benchmark. When I go into an operating room, then I do the operation the best it can be done. If I ever had doubts, I would recommend the patient to a colleague.



Facts & Figures

4.2

DAYS AVERAGE STAY

89 %

OF PRIVATE PATIENTS

98.8 %

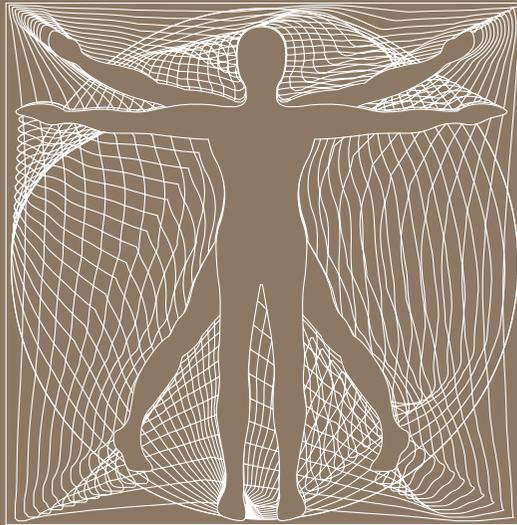
RATIO OF UNRESTRICTED
RECOMMENDATIONS,
DETERMINED FROM PATIENT
FEEDBACK

20

OFFICES

50

DOCTORS

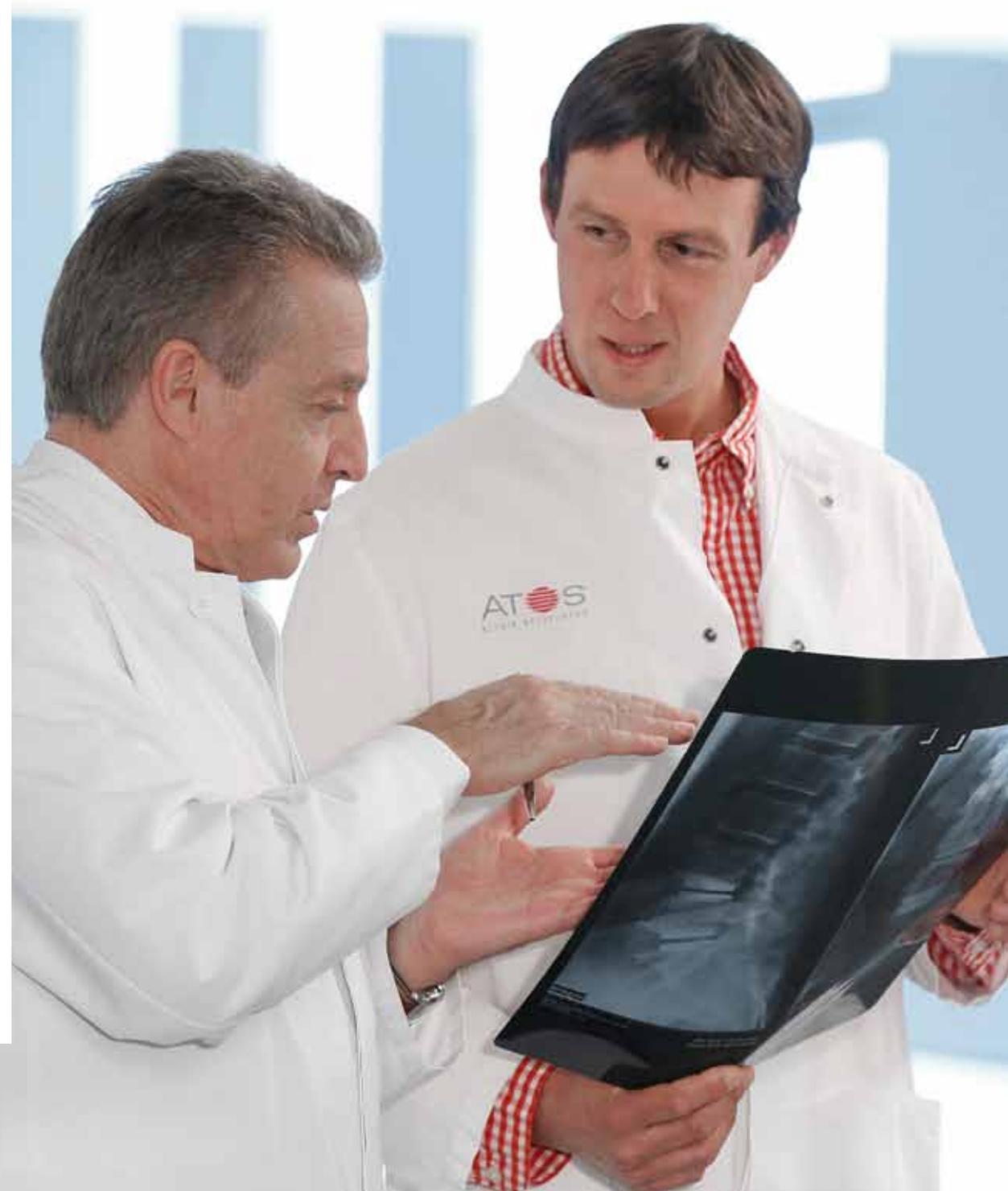


HEALTH

Diagnosis

Comprehensive diagnostics are one of most important aspects of the holistic care you receive here at the ATOS Clinic. Because only when we know what the causes of your symptoms are – can we treat them adequately. We have brought a team of specialists from almost every medical discipline together under one roof to offer you an unrivalled interdisciplinary diagnostics team. From routine examinations to complicated operations, you can count on the unprecedented level of professionalism and technical knowledge that ATOS Clinic delivers. We are constantly investing in the latest medical diagnostics equipment and our team of experts have the training and experience with them that make the difference.

Their excellent specialist knowledge is constantly extended in exchange with national and international colleagues. This means that you benefit from the highest safety standards and the highest degree of experience.



Here at the ATOS Clinic,
diagnosis comes first: Only when
we know what the causes of
your symptoms are – can we
treat them adequately.



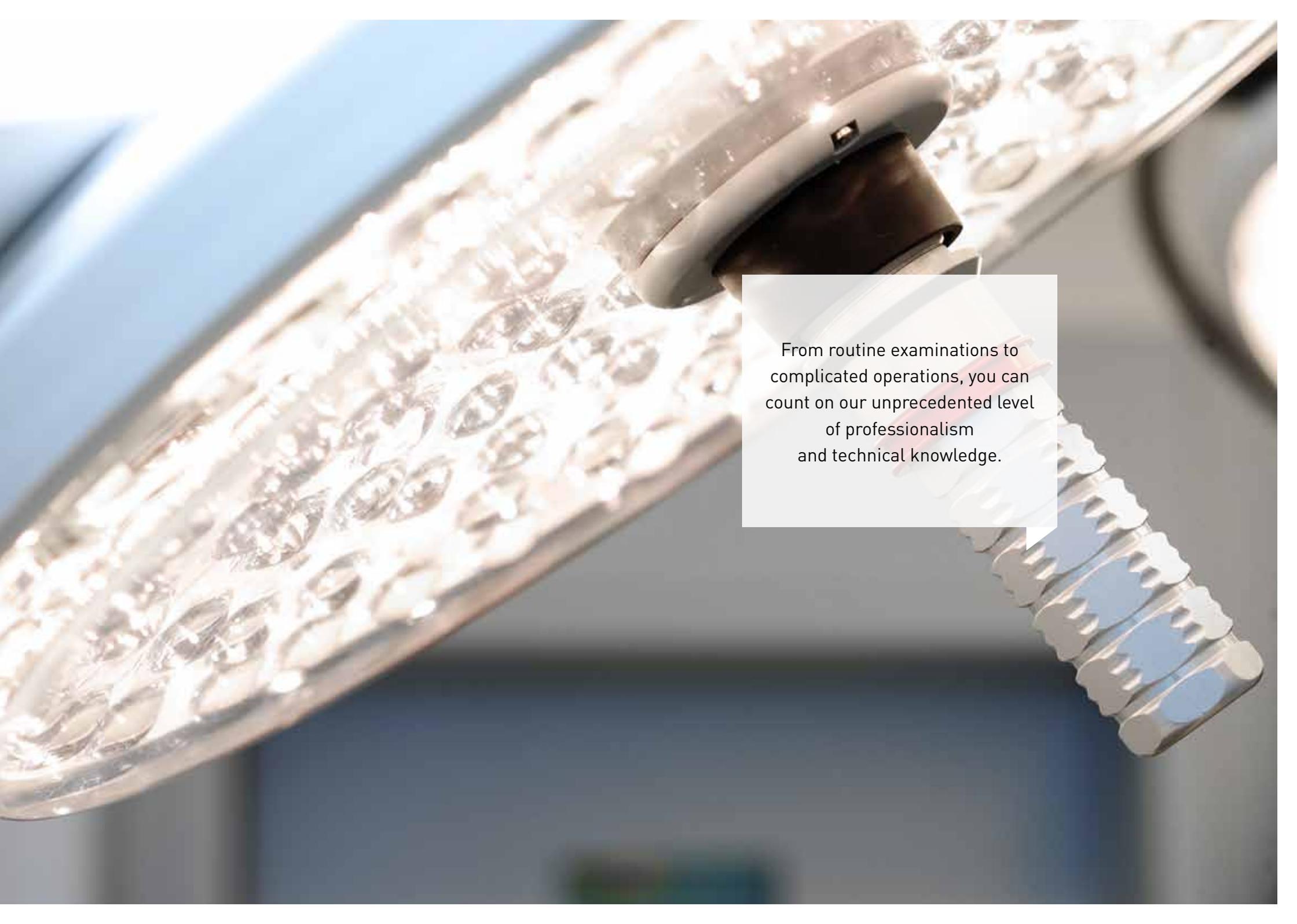
Surgery

Let's be honest: no one wants to have an operation. Even if surgical techniques have never been more gentle and less invasive, an operation is still an intervention into the body – and something you would probably like to avoid or put behind you as quickly as possible. We understand that, and you can count on our expertise and cutting-edge technology to help you through this trying period in your life.

Here at the ATOS Clinic, diagnosis comes first. A clear diagnosis is essential to successful healing. We perform surgery on strict indications only. If we feel that surgery is not necessary, we will advise you against it. The benefit must be clear. If surgery is determined to be necessary, your medical needs will be attended to in one of our five state-of-the-art operating rooms by one of our leading surgeons.

Every one of our specialists is an expert in their field. And as independent specialists, they are able to concentrate exclusively on specialised treatments and operations. They know more because they do more. And when it comes to your wellbeing, doing more is a very good thing.



A close-up photograph of a surgical light fixture. The main part of the image is a large, rectangular lens with a complex, textured pattern of small, irregular shapes, likely designed to diffuse light. The lens is mounted on a metal frame. In the foreground, a metal handle with a series of raised, rounded segments is visible, suggesting it's a control or adjustment knob. The background is blurred, showing other parts of the surgical environment.

From routine examinations to complicated operations, you can count on our unprecedented level of professionalism and technical knowledge.



Care

Medical expertise and the quality of nursing services are essential to superior healthcare. At the ATOS Clinic, we put an equally high emphasis on both. Our nursing staff has a high degree of professional medical training and speaks fluent English. They regularly participate in further training in order to constantly improve their professional abilities and personal skills.

Patient care is important to us. We employ an above-average number of nursing staff so that we can take time for our patients. The time needed to treat our patients as individuals. Furthermore, our in-house kitchen provides our patients with fresh and anallergenic meals, prepared fresh according to specific dietary needs.



Rehabilitation

After your treatment at the ATOS Clinic, the focus will be on restoring the function of your muscles and joints as quickly and well as possible. As a rule, rehabilitation starts immediately after the operation. A physiotherapist will show you the first exercises in your room.

In a close exchange of information with the ATOS specialists, our experienced physiotherapists and sports therapists will develop your individual therapy plan. Whether it is a classical massage or lymphatic drainage to reduce swelling, manual therapy for mobilisation, or the medical training therapy for strength and endurance – our internal rehabilitation centre offers a comprehensive programme to get you up and moving again, quickly and gently.

Our International Office team is here to help you plan the rehabilitation and physical therapy you need. If you would like, we can also help you have your follow-up treatment plans translated into your native language.



Results

The professional experience and skill of the doctors at the ATOS Clinic provides extraordinary medical results. Groundbreaking and highly specialised surgical methods mean short procedures and therefore result in fast recovery times. Through a high degree of personalisation in our patients' therapies, we reduce treatment times to a minimum.

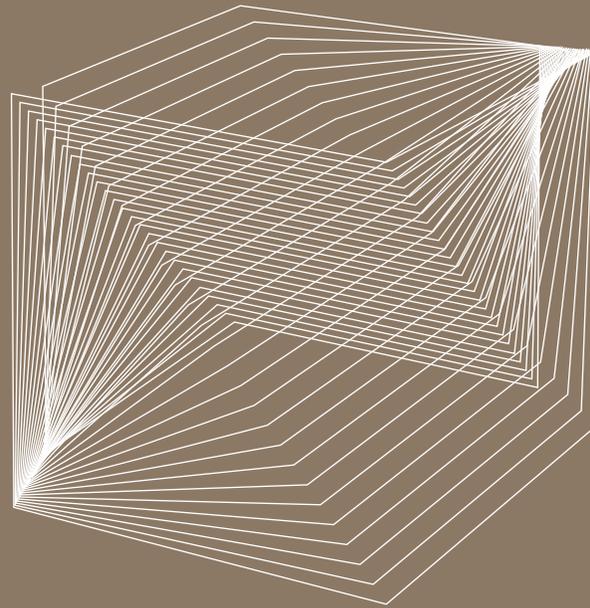
Starting from diagnosis, moving on to surgery and throughout physical therapy and rehabilitation, every step of your treatment is carefully planned and monitored to comply with the highest quality standards. In the end, our uncompromising level of quality pays off: our results are better. The rate of complications resulting from our procedures is far lower than that of our competitors.

But the most important facts and figures are the ones we get from our patients. We continually survey our patients' satisfaction. 98% of them said they would recommend us to family and friends. That is the best feedback we could hope for!



Our guiding principle:
as minimally invasive as
possible – and as
comprehensive as necessary
at the same time.





FACILITIES

Rooms & Suites

All of our rooms and suites let you feel that you are in a special hospital indeed. The furnishing is selected reminiscent of a luxurious hotel. We want our patients from all over the world to feel welcome and comfortable with us. Apart from single and two-bed rooms, you have the option of a comfort room that includes a bed for an accompanying person. Are you looking for a little more comfort? Then perhaps you would like to reside in one of our spacious suites during your stay – some of them even have a view of the Neckar river.

The air-conditioned rooms and suites are all equipped with a radio, minibar, safe and a comfortable sitting area. The bathrooms are well-equipped, wheelchair-accessible and include all the amenities you would expect to find in a good hotel, so you can feel entirely at home. An infotainment system with Internet, as well telephone and TV with Sky movie channel access are there for your entertainment. Wireless Internet access is available throughout the entire building.





AIR-CONDITIONING



WI-FI



MINIBAR / REFRIGERATOR



INFOTAINMENT

Telephone, Radio,
TV with movie channels



WHEELCHAIR-ACCESSIBLE



SAFE

ATOS Lounge

A glass walkway connects the clinic to the ATOS Carré. Here you will be welcomed to our comfortable Lounge by our friendly staff. You can choose from a selection of coffee, refreshing beverages and sweet or hearty snacks. We also offer you a changing range of specialities several times per week, such as delicious soups or Focaccia Panini.

The design and atmosphere of the Lounge have been created to help you relax and take your mind off your troubles. Apart from the great food and snacks, you can find plenty of distraction and entertainment in the air-conditioned Lounge.

You can talk to other guests or watch some TV. Whatever you feel like doing: We want you to feel comfortable during your stay.



TAGES-
SUPPE
€4.50

KNUSPER-
MÜSLI
€0.80

Whatever you feel like doing: We want you to feel comfortable during your stay.



Restaurant

INTERVIEW WITH THE ATOS RESTAURANT CHEF, MR. MEINDL

MR MEINDL, YOU HAVE BEEN WORKING AS A CHEF AT THE ATOS CLINIC HEIDELBERG FOR SEVERAL YEARS. DO THE RESTAURANTS' MEALS CONTRIBUTE TO THE CLINIC'S SUCCESS AS WELL?

Well, first and foremost, the success of the ATOS Clinic is based on the medical performance of our doctors – but our inpatients and the guests at our public restaurant also appreciate what we create in the kitchen. Forget the bad reputation of “hospital food” – we serve very tasty meals to our patients and in the restaurant. Everything is prepared fresh and cooked to preserve the vitamins and flavour.

WHAT IS YOUR TYPICAL STYLE OF COOKING?

We cook using less fat and take care that vitamins and nutrients are preserved as well as possible during preparation. Each day we have fresh fruit, vegetables, fish

and meat delivered from mainly regional suppliers. This way, the produce is not stored for a long time. We also offer Mediterranean and Asian specialities in addition to the popular home-style cooking.

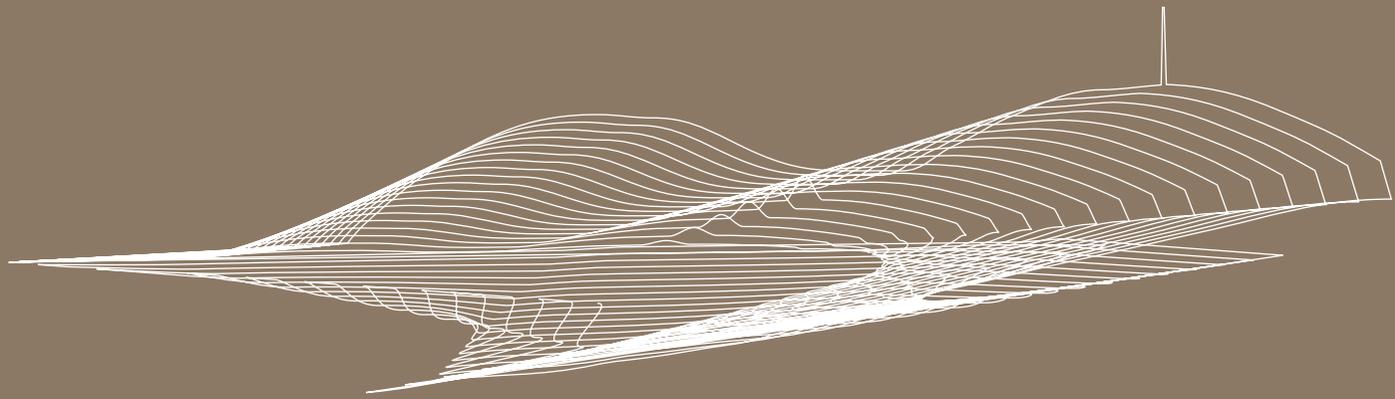
WHAT ELSE ARE YOU AND YOUR STAFF PROUD OF?

Well, our inpatients can choose from three starters, six main courses and three desserts for lunch and dinner. That's standard. A warm meal in the evening is not usually offered at clinics – for us it is a matter of course. We also take into account allergies, incompatibilities, special diets or special meals due to religious beliefs. This way, we fulfil the specific wishes of our patients. We provide our patients and guests with a freshly prepared and variable menu every day. It is important to eat a balanced and healthy diet – particularly during recovery.





An assistant dietician will take your meal orders. You can discuss any allergies, incompatibilities special diets or special meals due to religious beliefs with her.



LOCATION

Getting here

YOUR JOURNEY TO HEALING

No matter if you're travelling from Dubai or Moscow, London or Cape Town or from Amsterdam or Warsaw: getting to the ATOS Clinic is easy. Heidelberg is part of the Rhine-Neckar Metropolitan Region, located in close proximity to the Frankfurt International Airport, Germany's largest and busiest commercial airport. All you have to do is book your flight to Frankfurt – we'll pick you up at the airport. Then you can sit back and relax and take in the beautiful landscape on the 50-minute drive to Heidelberg.

If you would prefer to take a private jet, then you have the option of landing even closer to Heidelberg. You can take advantage of the corporate jet airport in Mannheim. From there it is only a 20-minute drive to Heidelberg. But maybe you would prefer to drive yourself and enjoy the speed of the German Autobahn. As you know, Germany loves its sports cars and the ATOS Clinic is only a 10-minute drive from the Autobahn exit.

Or if you would like to experience the high-speed German Railway System you can take the ICE bullet train to Mannheim and then transfer to a local train to Heidelberg. The ATOS Clinic is located right in the heart of the city, a 5-minute ride from Heidelberg Central Station.

However you choose to get here, we are looking very much forward to greeting and treating you here. Please feel free to contact our International Office if there is anything we can help you with.



FRANKFURT AIRPORT

Arriving at Frankfurt International Airport? If you like, our transfer service can get you to Heidelberg in just around 50 minutes.

 **50 min**

FRANKFURT



MAIN RIVER



FRANKFURT SKYLINE



MANNHEIM AIRPORT

If you prefer the comfort of a private jet then you can take advantage of the corporate jet airport in Mannheim. From there it is only a 20-minute drive to Heidelberg.



AUTOBAHN

Heidelberg is directly connected to the German Autobahn system. The ATOS Clinic is a 10-minute drive from the exit.



HEIDELBERG CENTRAL STATION

We're located right in the heart of the city, a 5-minute ride from the central railway station.



ATOS CLINIC HEIDELBERG

No matter how far away from Germany you are, getting to the ATOS Clinic Heidelberg is easy!

 **20 min**
MANNHEIM

 **10 min**
MOTORWAY
GERMAN AUTOBAHN

 **5 min**
HEIDELBERG
CENTRAL
STATION

Welcome
ATOS CLINIC
HEIDELBERG

RHINE RIVER

JESUIT CHURCH

TV-TOWER

MANNHEIM WATER TOWER

NECKAR RIVER

ODENWALD

OLD BRIDGE

CATHEDRAL

HEIDELBERG CASTLE

Heidelberg & Rhine-Neckar Metropolitan Region

When you think of tourism in Germany, what comes to mind? Oktoberfest in Munich? Berlin and the Brandenburg Gate? The Hamburg harbour? Or maybe the romantic Rhine and Loreley? But, most likely you think of the city that is the picture postcard of what Germany is for so many people around the world: Heidelberg.

Nestled on the banks of the Neckar river, the city opens its arms to thousands of tourists every year with its world-famous castle, historical university and winding old-city streets.

Of course you're coming to Heidelberg for world-class medical treatment at the ATOS Clinic. Tourist attractions might not exactly be at the top of your to-do list. But maybe you could find the time to come a few days earlier and discover a bit of this truly wonderful city with your family or a friend.

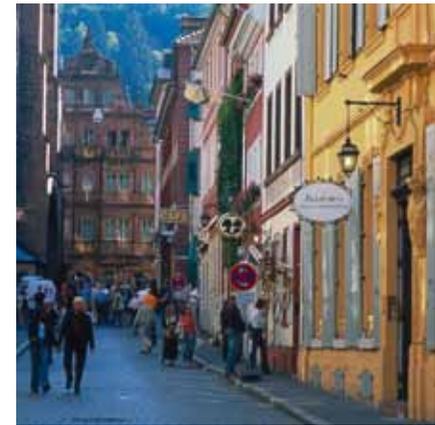
Enjoy the amazing view of the castle and river from the "Philosopher's Path". Walk the cobblestone streets of the baroque old-city and take some time to enjoy some

local specialties at some of the legendary restaurants and student cafes. Or if you prefer a more cultural perspective, Heidelberg offers a wide range of museums, concerts, opera and theatres to help you take your mind off your health issues for a while.

Or, explore the Rhine-Neckar Metropolitan Region – it is much more than just an internationally important business location. It is also a place where the various cultures of Germany live together in harmony and it offers many exciting destinations. From the castles of Heidelberg, Schwetzingen and Mannheim to the beautiful old town of Ladenburg and the Speyer Cathedral, there are no limits on the journey through history in the region.

Not feeling like sightseeing but want to treat yourself instead? The shopping malls in the major cities such as Mannheim, Baden-Baden, Frankfurt or Stuttgart have a lot to offer. Or, if you want to get away from the hustle and bustle, you will find peace and relaxation on a leisurely stroll through the Odenwald or the Rhine Valley.





RELATED LINKS

www.heidelberg-marketing.com

www.metropolregion-rhein-neckar.de

www.dzt.de



SERVICE

International Office

Dear Patients

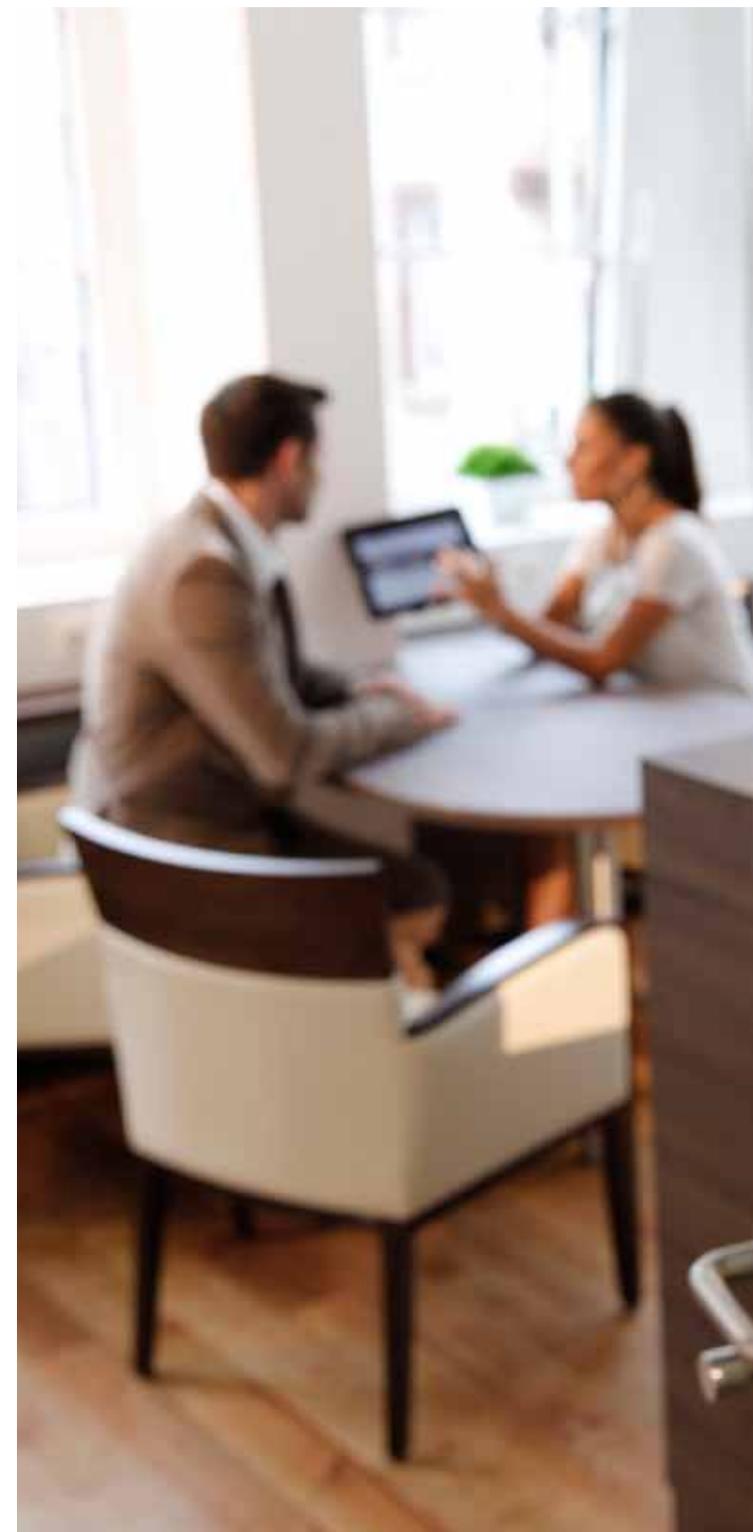
Welcome – on behalf of the entire ATOS Clinic team we would like to extend our warmest greetings to you!

We understand that the decision to seek medical treatment abroad is a complicated one. There are many factors that have to be considered and many questions that need to be answered. And you need someone you can count on to help. That is exactly why the ATOS Clinic has its own International Office. You can count on us to answer any questions you might still have – we'll find a solution!

We are here to help you organise your travel and treatment before, during and after your stay here at the ATOS Clinic. If you have questions to costs, billing, travel or accommodation, please let us know. Do you want to bring your family or a companion with you to Heidelberg? Do you require special food or an interpreter? Whatever you need – we'll help you take care of it. That is part of our service to you, and something that we believe very strongly in: we want to feel good while you're getting well.

Kind Regards

Your Team at the International Office



International Office

YOUR INTERNATIONAL OFFICE TEAM

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 **international.office@atos.de**

Office Hours
Monday to Friday 8 am – 4 pm



YOU CAN COUNT ON US
TO ANSWER ANY QUESTIONS YOU
MIGHT STILL HAVE – WE'LL
FIND A SOLUTION!

From Visa to Rehab: How we can help you.

Do you require a visa for Germany? Does your family want to travel with you? Would you like to have a car in Heidelberg – or would you like to be picked up at the airport? Would it make your stay with us easier if you had an interpreter at your side?

We want to make your travel to and your stay in the ATOS Clinic as pleasant as possible. Please let us know what you need and we will take care of all the details.

We are here for you from your initial enquiry and treatment, to the creation of a post-operative treatment plan and final billing. Transparency is very important to us. We want you to always know what is happening with your treatment. Therefore, we have created a clear framework sequence that begins with your initial enquiry.



FOR FURTHER INFORMATION
AND TO MAKE AN ENQUIRY,
PLEASE VISIT OUR WEBSITE

www.atos-clinic.com



MEDICAL TREATMENT

As soon as your enquiry form reaches us (visit www.atos-clinic.com), our doctors will decide if our clinic is the right one for your needs and if we can treat you. We will then prepare a therapy proposal and a cost estimate for you. When you have made your decision, we will arrange an appointment and organise your stay, your rehab if required and all the financial matters.



VISA FOR GERMANY

Do you require a visa for Germany? No problem. We would be more than happy to assist you in acquiring a medical visa, and if you like, we can write a letter of invitation for you and your companions.



TRANSFER

Heidelberg is only about 50 minutes away from Frankfurt International Airport and only 20 minutes away from the corporate jet airport in Mannheim. Please contact us if you have any questions about travel or transfer.



WITH FAMILY & FRIENDS

Would your partner, your family or a companion like to accompany you to Germany and be there for you during your treatment? Just let us know. We can arrange for tasteful accommodations close to the clinic and will help out your family when they're here in Heidelberg.



CAR SERVICES

Germany is not just leading medical country, it's a leading car country as well. But you already knew that. So if you would like to hire your favourite German sportscar to go all out on Autobahn while you're here, just let us know.



INTERPRETER

In medical matters, it is especially important to be understood and to understand everything that is being communicated. It can be very helpful to have an interpreter at your side. We work with professional interpreters and we would be glad to organise their services for you.



REHABILITATION

It is important to us that you are well taken care of after your operation at the ATOS Clinic. If you should want to do an outpatient or inpatient rehab in Germany after your operation, we can organise the right further treatment for you.



LUFTHANSA COOPERATION

The ATOS Clinic Heidelberg is an accredited "Mobility Partner" of Lufthansa. Therefore, our patients, their family members and accompanying persons benefit from special conditions in First, Business and Economy Class.

Centers

- > Angiology
- > Ankle
- > Dermatology
- > Diabetology
- > Ear, Nose and Throat
- > Elbow
- > Endocrinology / Adrenal Glands
- > Foot
- > Hand
- > Herniae / Inguinal Herniae
- > Hip
- > Internal Medicine
- > Knee
- > Mouth, Jaw & Face / Plastic Surgery
- > Neurology
- > Phlebology
- > Psychiatry
- > Radiology
- > Rheumatology
- > Shoulder
- > Spine
- > Trauma Surgery
- > Venous & Colorectal Diseases



PROF. DR. MED. PETER HABERMEYER

Specialist for Shoulder Surgery
and Shoulder Arthroplasty

DR. MED. SVEN LICHTENBERG

Specialist for Shoulder
and Elbow Surgery



Management

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INTERNATIONAL OFFICE

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