



GRAND EUROPA · MEDICAL CONCIERGE

Your guide to medical treatment in Germany

From a complete patient file to an organised arrival: a clear and realistic process for international patients and their families.

Important: Grand Europa organises and coordinates. We do not diagnose or treat. Medical decisions, case acceptance, appointments, cost estimates and treatment outcomes remain solely with doctors and medical institutions.

The essentials at a glance

Start

Collect the diagnosis, recent findings and one precise question.

First response

Often within up to seven working days after the file is complete; complex cases can take longer.

Costs

Only the requested institution can issue a binding medical estimate after reviewing the records.

Support

On request: clinic communication, visa documents, transfers, accommodation, interpreting and family logistics.

The process in seven steps

1

Clarify the request: describe the diagnosis, symptoms, previous treatment and the question to be answered.

2

Complete the file: gather physician reports, laboratory results, imaging, operation/discharge reports and medication/allergy information.

3

Narrow down the specialty organisationally: Grand Europa prepares the case for a potentially relevant department. This is not a medical assessment.

4

Medical review: the requested institution decides whether more records, a second opinion or an in-person appointment is appropriate.

5

Estimate and appointment: after review, the institution communicates possible dates and its medical cost estimate.

- 6

Prepare the journey: coordinate visa papers, flights, accommodation, airport transfer, drivers, interpreting and companions.
- 7

Coordinate locally: agreed appointments and non-medical logistics are supported in Germany.

Which costs belong in the plan?

Cost category	Typical components	Who determines the amount?
Medical institution	Record review, consultation, diagnostics, laboratory, imaging, procedure, anaesthesia, medication, inpatient stay and follow-up.	The requested or treating medical institution.
External travel services	Accommodation, transfers, local transport, interpreting and services for accompanying family members.	The respective independent provider.
Grand Europa coordination	Agreed organisational, communication and concierge services.	Grand Europa in a separate transparent service offer.

Orientation as of July 2026. Every case is individual; information is non-binding and does not replace a clinic estimate or medical advice.

Document checklist

- Recent physician report with diagnosis and precise question
- Laboratory findings and medication/allergy list
- Imaging preferably as DICOM files plus written report
- Operation, pathology or discharge reports where relevant
- Readable translation if the institution requests it
- Passport and companion details only when required for travel or visa coordination



Let us coordinate the next steps

First send a short case summary and the available records. We will tell you what is still needed for a structured institution enquiry.

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