

## Frequently Asked Questions

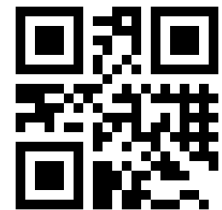
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- **Is the electronic health card required for my appointment?**  
No, your electronic health card is not required. The travel medicine consultation is billed as a private service. Therefore, you will be billed directly for consultations and vaccinations and are asked to pay after your consultation/vaccination(s). You may submit your bill to your health insurance company for reimbursement. We recommend to check with your health insurance company at beforehand to find out what services are being covered and to what maximum amount.
- **What do I need to bring to my appointment?**  
Please be sure to bring your vaccination certificate. If you do not have a vaccination certificate, we will be happy to issue you a new vaccination certificate. In case of any daily medication, please be prepared to provide details (name of medication, indication etc.). Please make sure to wear vaccine-friendly clothing and eat/drink sufficiently before arriving at your appointment.
- **Are vaccination consultations offered over the phone?**  
Unfortunately, we are unable to offer vaccination consultations over the phone to individuals. This service is reserved exclusively for physicians and pharmacists who have questions regarding their patients.
- **What payment options are available?**  
In our travel medicine clinic, you can pay with EC card or credit card.
- **What should I do if I cannot keep my appointment due to health reasons or any other reasons?**  
Please call the telephone number on our webpage and cancel your appointment as soon as possible. This will give other patients the opportunity to receive an appointment. We will be happy to reschedule your appointment.
- **When do I need to start looking for an appointment?**  
Due to the high demand, we ask that you request an appointment as early as possible. Depending on the vaccinations, which are recommended for your destination country, there is an interval of up to 3 months between vaccinations or you need several follow-up vaccinations, which we have to fit in our appointment schedule. All vaccinations need to be administered at least 14 days before departure to ensure full protection.

