



GLOBAL CLINIC RATING™

Choosing the right
medical clinic for you

www.gcr.org

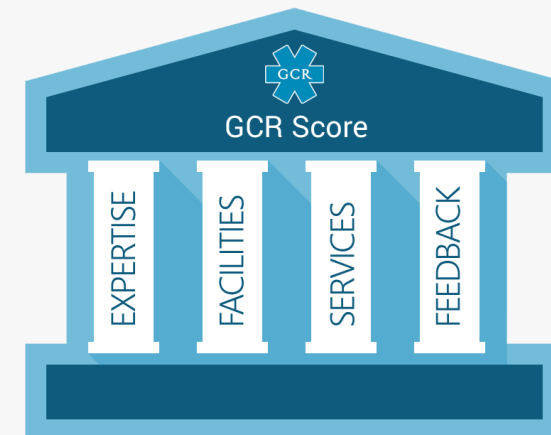
Introduction



The public expect that the care they receive will be of the highest quality, in a safe environment, using appropriate treatments and materials and that any aftercare necessary will be readily available, however, as the GCR discovered through rating thousands of clinics – that’s often not the case.

Medical care is a highly personalized interaction between patient, doctor and the clinic's team and will of course vary in degrees of complexity. It is therefore difficult for most to give absolute guidance on what constitutes “good” medical care or a “good” clinic. However the goal of the GCR is to do just that.

The GCR Score was created to assist patients in making the best possible choice of which medical clinic to visit. Ideally that's a choice which should be made before any medical emergency arises to avoid having to make that decision in urgent or hurried circumstances.



#1 Your Initial Free Consultation



We maintain in our standards that all international accredited medical clinics offer a free medical consultation.

You should use your initial consultation at the clinic as an opportunity to observe standards in the medical clinic and to ask as many questions as necessary so that you can feel safe and confident with your choice of clinic.

Satisfy yourself that the general appearance of the reception/waiting area, including the toilets, is to an acceptable standard of cleanliness and the medical team are presented as neat and clean.

As part of your initial consultation and in addition to questions about your medical history, you should be asked about:

- your general health and medical history;
- whether you have suffered from serious illnesses in the past;
- whether you suffer from a chronic medical condition;
- details of any medication that you have been prescribed;
- your smoking history;
- your previous surgery and general anesthetics history.

#2 Standards of hygiene in the surgery



Officially certified clinics are recommended to operate under comprehensive guidelines on infection control within medical surgeries. You should satisfy yourself that:

- the doctor uses a medical sterilizer such as an autoclave to sterilize instruments;
- gloves are worn by the doctor and his chair side staff at all times when you are under active treatment;
- new gloves are worn for each patient and that these are changed on their return if the treating staff leave the treatment area for any reason, such as taking a telephone call;
- new injection needles are used for each patient;

- sterilized single-use cooling solutions / water is used for surgical procedures;
- staff wash their hands between patients;
- all surgery working surfaces are clean, with disposable covers used on surfaces touched during treatment.



#3 Your treatment plan and options



When discussing your proposed treatment with the doctor you should ask:

- What are your treatment options, what other complications associated with each of the treatment suggested and how much will each option cost?
- What are the rates of success and / or complications associated with each of the options offered or suggested?
- Whether the doctor has before and after photographs or x-rays of treatment previously provided by that doctor?
- What happens if treatment is unsuccessful or you are unhappy with the result?
- If there are complications and further treatment is needed, is this an additional cost and who pays? (all GCR International Accredited clinics must provide some kind of treatment guarantee)
- Who do you contact for advice after treatment?
- Is there a complaints procedure in the clinic and can you see it?
- Does the clinic have professional indemnity insurance cover?
- Does the clinic provide appropriate information in writing regarding aftercare?

#4 Treatment Cost & Satisfaction



Before treatment is commenced you are entitled to know the cost (or best estimate) of the treatment and the way payment is to be made.

You should feel free to discuss this with the clinic before treatment. Most GCR Accredited clinics will be happy to discuss this with you, especially if you have any concerns in this regard.

Take time to be satisfied with your decision

Time spent making the correct decision about your choice of clinic will contribute to building a trusting relationship with the clinic which is established on mutual respect.

This will maximize your peace-of-mind, minimize any potential for conflict and help in building a long-lasting partnership with your chosen clinic.



About The GCR



The Global Clinic Rating publicly certifies and allocates rating scores to 430,000+ medical clinics in 126+ countries, displayed at GCR.org

Through regular support, the GCR team identifies further ways for these satisfaction their medical clinics to increase patient by proactively monitoring and improving GCR Score when a clinic become officially certified. This unique certified clinic option provides clinics with the analysis, worldwide intelligence, competitive benchmarking and reporting needed to help medical clinics reach even higher standards.

LEARN MORE ABOUT THE GCR

