Doctor's appointments

Word for word

medicallink understand health matters

Language and support services for healthcare in English

Hola Hello 968 212 050   635 125 834   info@medicallink.es

medical**link** understand health matters

Language and support services for healthcare in English

Doctor's appointments
Doctors attend to patients **by phone**, **in-person** or **online**.

medical**link** translators
Make it easier for you to get your message across.

medical**link** interpreters
Transform medical Spanish into plain English.

Murcia

Mar Menor

medical**link** Contact-centre
Helps you get better access to health services.

Cartagena

Hola Hello **968 212 050**   **635 125 834**   ✉ **info@medicallink.es**

medicallink understand health matters

Language and support services for healthcare in English

Coordination and Contact-centre

We arrange healthcare appointments and interpreting assistance,
manage calls with your **GP**, health centre or hospital department,
offer guidance and instruction for procedures and administration.

Communicating through us is quicker, easier and clearer

- ■ To consult with your **GP** for advice, prescriptions, tests or referrals.
- ■ To relay symptoms if you need an urgent appointment or attention.
- ■ In an emergency, we can assist via a link to the **112** app for Murcia.

By phone

Compendium of health service doctors in private practice

We can suggest the appropriate specialists, surgeons and test clinics,
ascertain prices for tests, consultations, treatment and operations,
offer advice on using public and private medical services in unison.

Monthly subscription 15€ per patron

Includes non-resident temporary house guests

medicallink interpreters

We accompany patrons at health centres and hospitals for consultation
appointments with their GP or specialist. When instructed, we undertake
case-related assignments involving paperwork or administrative matters.

In-person

From 15 - 60€ per appointment or assignment

New service

DNIe custodians for access to public services

We manage access for patrons to online services provided
by the **Murcia Health Service** and official public institutions.

Online

OMEP
Organización Murciana de Mujeres
Empresarias y Profesionales
**Innovation
Award 2007**

medicallink
infopack (21Fbr)

English

Spanish

About our services

We remove the anxiety and hassle of having to manage and communicate medical matters in Spanish (by phone, in-person or online). We help you get better access to health services in the Region of Murcia.

Generally, unless a physical examination or in depth consultation is required, it is preferable to communicate with doctors by phone first. Used responsibly, this system benefits both patients and doctors. We guide our patrons through the process and communicate on their behalf to ensure they get the appropriate attention.

Subscription covers the cost of ongoing assistance for doctor's appointments (GP) over-the-phone and any related translation, communication and support services provided by our Coordination and Contact-centre. Subscriptions also subsidise the provision of medical interpreting assistance at hospitals and health centres.

Medical interpreting fees vary depending on the type of assignment or consultation (GP or specialist), duration and urgency. The maximum cost of interpreting assistance at scheduled healthcare appointments is capped to safeguard against unforseen delays on the day or waiting times (possibly in excess of 90 minutes).

Our compendium of surgeons, specialists and subspecialist doctors, who work in both public and private healthcare, is available to patrons seeking a second opinion or fast-track attention. Collaborating private hospitals, doctors and clinics offer preferential access and prices to our patrons (self-pay or privately insured).

To assist with official administrative and bureaucratic matters, we have recently introduced a new service to manage access for patrons to online services provided by the Murcia Health Service, local councils and Spanish government institutions.

Office hours **Monday to Friday 09:00 to 15:00**
Interpreters **Monday to Friday 08:00 to 20:00**   *Excluding fiestas*

New patrons
Please leave your details with our Contact-centre and we will forward an application form.

968 212 050   **635 125 834**   **info@medicallink.es**

medicallink *Emergensí*