FOSUN HEALTH

International Patient Guide
English Edition

12 answers to the questions international patients ask most before treatment in China — Treatment & Medical Records · Visa & Travel · Cost & Insurance.

12 Q&A | English — General | Reviewed quarterly | hospitals.fosunhealth.com

Fosun Health Hospitals · 19 hospitals · 6,500 beds

50,000+ international patients from 124+ countries and regions

Edition date: 2026-09-11

CONTENTS

What's inside

Twelve questions, grouped into three parts. Every answer follows the same rule: direct, no jargon, with the practical next step at the end.

Part 1 · Treatment & Medical Records

Q1 Can I get a second opinion from a Fosun Health specialist before travelling to China?

Q2 Will my medical records be kept secure?

Q3 Will I receive a written treatment plan and cost breakdown before I decide?

Q4 How experienced are the doctors at Fosun Health hospitals?

Part 2 · Visa & Travel

Q5 Can my family travel with me to China?

Q6 What medicines can I bring through customs?

Q7 Can I extend my stay or combine treatment with sightseeing?

Part 3 · Cost & Insurance

Q8 How much does treatment cost in US dollars?

Q9 Are there any hidden fees?

Q10 What if my final bill is higher than the estimate?

Q11 Do I need to translate my medical documents into English?

Q12 Can I speak with a doctor by video before deciding to travel?

PART 1 · ENGLISH

Treatment & Medical Records

The questions patients ask most before choosing a hospital in China — answered directly, with no jargon.

Q1 Can I get a second opinion from a Fosun Health specialist before travelling to China?

Yes. Email your medical records (discharge summaries, CT/MRI/X-ray scans on CD, pathology reports, current medication list) to our international coordinator. Our specialist team reviews them and gives you a remote evaluation, usually within **1–3 working days**. You receive an expert opinion before committing to any travel. If you prefer, we can arrange a video consultation so you can speak with the specialist directly.

Start by contacting us via the online enquiry form — the review is free.

Q2 Will my medical records be kept secure?

Yes. All records you share are handled under hospital confidentiality policies, stored in secure systems and used only for your treatment evaluation and care. We never share your information with third parties without your consent, and you can request a summary of your records at any time.

If you have concerns, ask your coordinator to explain our data protection procedures before you send anything.

Q3 Will I receive a written treatment plan and cost breakdown before I decide?

Yes — and you are never asked to commit before you see it. After your remote evaluation, the specialist team issues a **written treatment plan with an itemised cost estimate** covering treatment, hospital stay, medications and interpreter services. You review it, ask questions, and only then decide.

Reference figures: many common cardiac and orthopaedic procedures range between USD 12,000 and USD 30,000. The exact amount depends on your individual condition; the final cost is confirmed in the plan after your face-to-face consultation with the doctor.

Request your personal cost estimate — send your condition summary via the online form today.

Q4 How experienced are the doctors at Fosun Health hospitals?

Our network includes **19 hospitals** and more than **6,500 beds**, with specialists who treat a high volume of complex cases every year. Many lead departments in cardiology, oncology and orthopaedics, and the network has treated more than **50,000 international patients** from over 124 countries and regions.

When you are matched with a specialist, your coordinator shares their background so you know exactly who will be treating you.

PART 2 · ENGLISH

Visa & Travel

Entry, customs and practical travel questions — with the caution that rules vary by nationality and can change.

Q5 Can my family travel with me to China?

Yes. Family members and companions are welcome, and one or more can usually accompany you under the same medical visit purpose. Requirements vary by nationality, so your coordinator confirms the **current entry rules at the time of travel** and, if needed, the hospital provides a supporting letter for the visa application. We also help with family accommodation: hotels within walking distance, companion apartments and long-stay options.

Ask your coordinator about companion visas when you start your application.

Q6 What medicines can I bring through customs?

You may bring personal medication for the duration of your stay, carried in **original packaging with the prescription or doctor's letter**. Controlled or large-quantity medicines should be declared and may require documentation. Because rules can change, check current customs guidance before you fly — your coordinator can advise on what to declare. When admitted, bring your medication list so the pharmacy can match your home regimen.

Send us your medication list in advance for a quick check.

Q7 Can I extend my stay or combine treatment with sightseeing?

Yes. Patients often combine treatment with a short recovery tour in Shanghai or nearby cities once their doctor approves. Visa validity depends on the type issued and your nationality, so **confirm the permitted stay** with the issuing authority and plan any travel inside that window. Our concierge team helps with hotels, transport and day trips that respect your treatment schedule.

PART 3 · ENGLISH

Cost & Insurance

Straight answers about money — reference prices, transparency and what happens if anything changes.

Q8 How much does treatment cost in US dollars?

We publish **reference price ranges in USD** for common procedures:

· Coronary artery bypass graft: **USD 15,000–22,000**
· Knee replacement: **USD 12,000–18,000**
· Complex cancer surgery: **USD 18,000–30,000**
· Heart valve replacement: **USD 20,000–28,000**
· Spinal surgery: **USD 15,000–25,000**

These are reference ranges only, in USD, as of 2026. The final cost is confirmed in your written treatment plan after the doctor's face-to-face assessment and depends on your condition, chosen materials and length of stay.

Get a personal estimate — send your condition summary via the online form now.

Q9 Are there any hidden fees?

No. Before treatment you receive an **itemised cost estimate** covering surgery, hospital stay, standard medications and interpreter services. Anything outside the plan — optional premium materials or additional days — is discussed and agreed with you first, in writing.

Your coordinator is your single point of contact for any billing question.

Q10 What if my final bill is higher than the estimate?

If your condition changes during treatment and additional procedures are needed, we explain the reason and the new cost with you — or your family — **before proceeding**, unless it is an emergency. Your coordinator keeps you informed of any adjustments, and the itemised invoice lets you review every line.

Our billing team also supports you with documentation for insurance claims if applicable.

Q11 Do I need to translate my medical documents into English?

English translations help our specialists review your records quickly, and we recommend it where possible. The hospital can assist with translating records from Indonesian, and coordinators support Bengali, Vietnamese and Mongolian-speaking patients through the process. Please bring scans as **CD/DVD where available** (not only printed reports) so our radiologists can view the original images.

Not sure what to bring? Your coordinator sends a complete checklist when you start.

Q12 Can I speak with a doctor by video before deciding to travel?

Yes. Our video consultation service lets you meet a specialist remotely — typically **30–45 minutes** — to discuss your condition, possible treatments and expected costs. It works well for second opinions, pre-travel evaluation, post-treatment follow-up and family participation. You need a stable internet connection, a camera and a quiet space. An interpreter can join if needed.

Book it through the online form — it's easy to start.

STILL UNANSWERED?

Ask us directly — in your language

Our international coordinators answer in English, Indonesian, Vietnamese, Bangla, Mongolian and more. Send your question via the online form; we usually respond within 2 working days.

Online enquiry

Book a consultation or request a free cost estimate:

hospitals.fosunhealth.com/international-patients/book-consultation/

Direct contact

Email:
international@fosunhealth.com

Shanghai · Foshan · Shenzhen, China

This guide provides general information only and is not medical advice. Prices are reference ranges in USD and may change; the final cost is confirmed in your written treatment plan. Entry, visa and customs rules vary by nationality and can change — your coordinator confirms the current rules at the time of travel. © 2026 Fosun Health Hospitals.