International Patient Guide

FOSUN HOSPITAL
Shenzhen

深圳恒生医院
SHENZHEN HENGSHENG HOSPITAL

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深圳恒生医院 SHENZHEN HENGSHENG HOSPITAL

Welcome to Shenzhen - A Warm Stay for You & Your Family



This guide is written in English and designed to be culturally inclusive and easy to understand for all visitors.

Key sections of this Guide:

- Internet
- Hotel
- Payments
- Transportation
- Translation Tools
- Shopping & Dining
- Local Tourism

Patient Journey

Pre-Visit

Patient Profiling

Submit your medical records and reports to build your health profile.

Online Consultation

Meet specialists online to review your condition and next steps.

Treatment Plan

Get a customized treatment plan designed based on your diagnosis.

Appointments

Enjoy fast-track priority scheduling with our expert team.

Visa & Travel Arrangements

Obtain a medical invitation letter and travel support.

Arrive at Hospital

Treatment

Receive personalized treatment solutions designed based on your condition.

Exclusive Care

Receive attentive medical care along with concierge-level support.

Health Plan

Get post-treatment recovery guidance and health planning.

Follow-Up Assistance

Access ongoing remote consultations after returning home.

Satisfaction

Your feedback drives our continuous service improvement.

Post-Visit

Pre-Arrival Checklist

Make sure you have these ready before coming to China:

Internet: International Roaming OR Local SIM Card, require VPN for some Apps like Whatsapp.

Messaging: WeChat (for communication and payments).

WeChat Pay & Alipay linked to your bank account.

Cash: If not using e-payments, bring enough Chinese RMB cash.

Transportation: Didi Ride-Hailing App.

Translation: Google Translate.

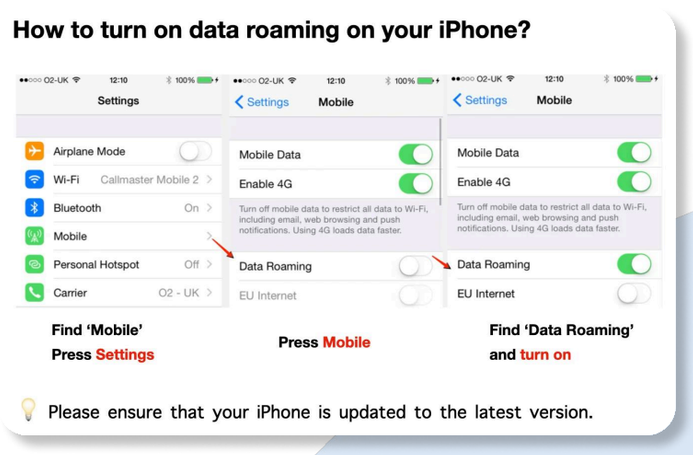


Recommendation: Download and set up all apps before your flight to avoid connectivity issues upon arrival.

Internet in China

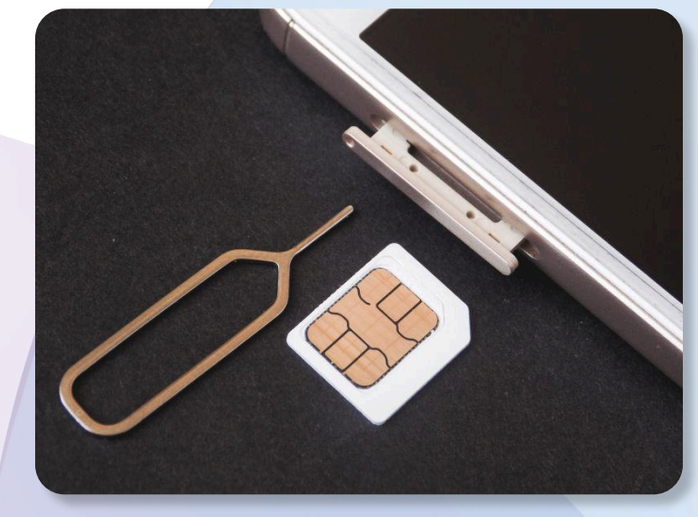
Active International Roaming

1. Contact your mobile carrier before arrival.
2. Ensure your plan includes data coverage in China.
3. Check roaming rates to avoid unexpected charges.



Buy a Local SIM Card

1. At the airport: e.g. 180 RMB package card (data + calls).
2. In the city: Visit official telecom stores (China Mobile, China Unicom, China Telecom) - Bring passport.
3. Prices vary: Please confirm at purchase location.



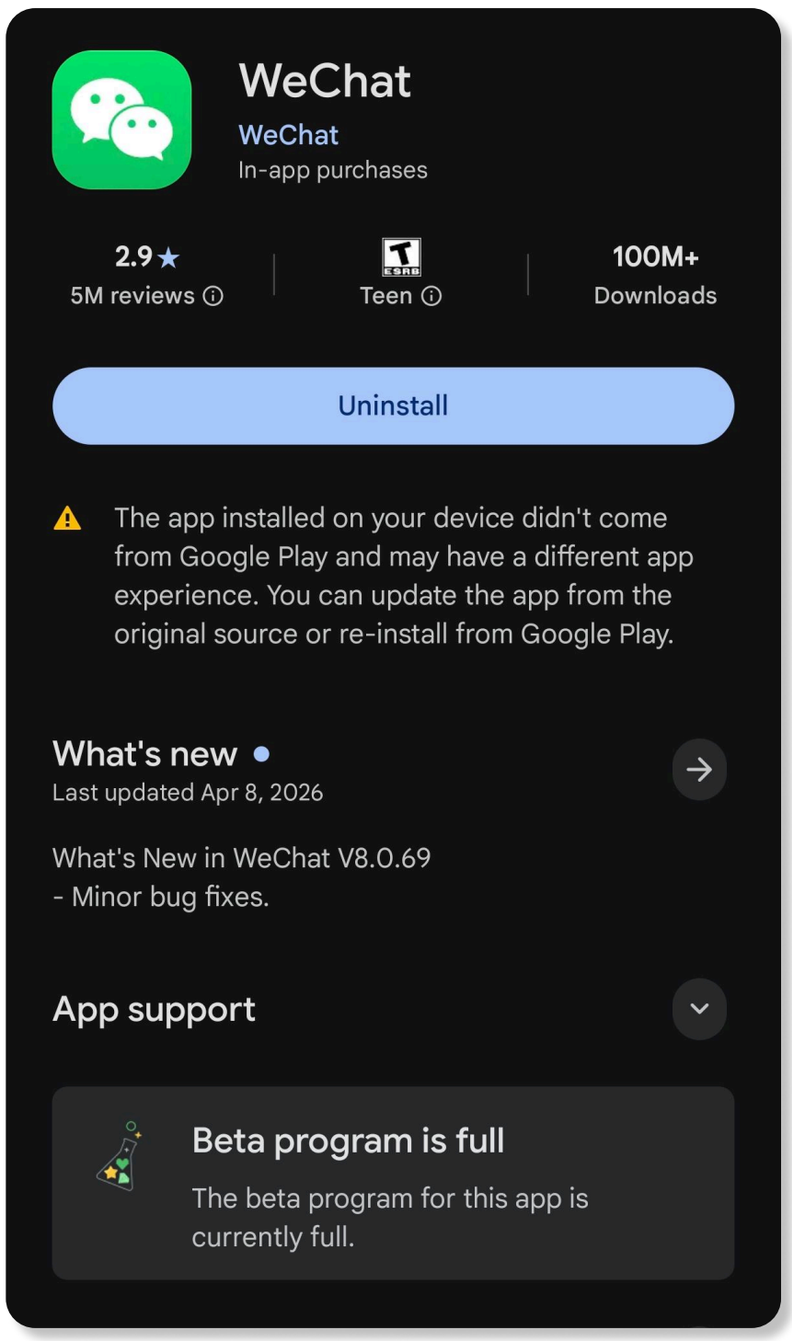
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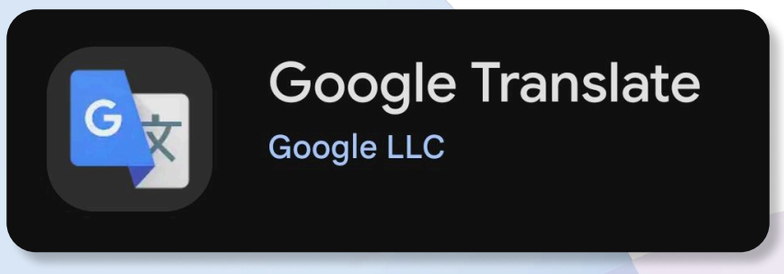
Preparation For Visiting China

WeChat: For Contact and Paying in China

1. Download WeChat - Sign up with your number (make sure roaming SMS is active).
2. In WeChat - Me > Services > Wallet > Cards > Add Card.
3. Enter any VISA / Mastercard / JCB in your own name - Passport details - SMS OTP.
4. Complete Real-Name Verification (scan passport photo page).
5. Done! You can now make payments of up to USD 5,000 per transaction for clinics, restaurants, taxis, Didi, etc.



Google Translate: For translation



1. Translation with typing or speaking.
2. Offline translation after downloading language pack

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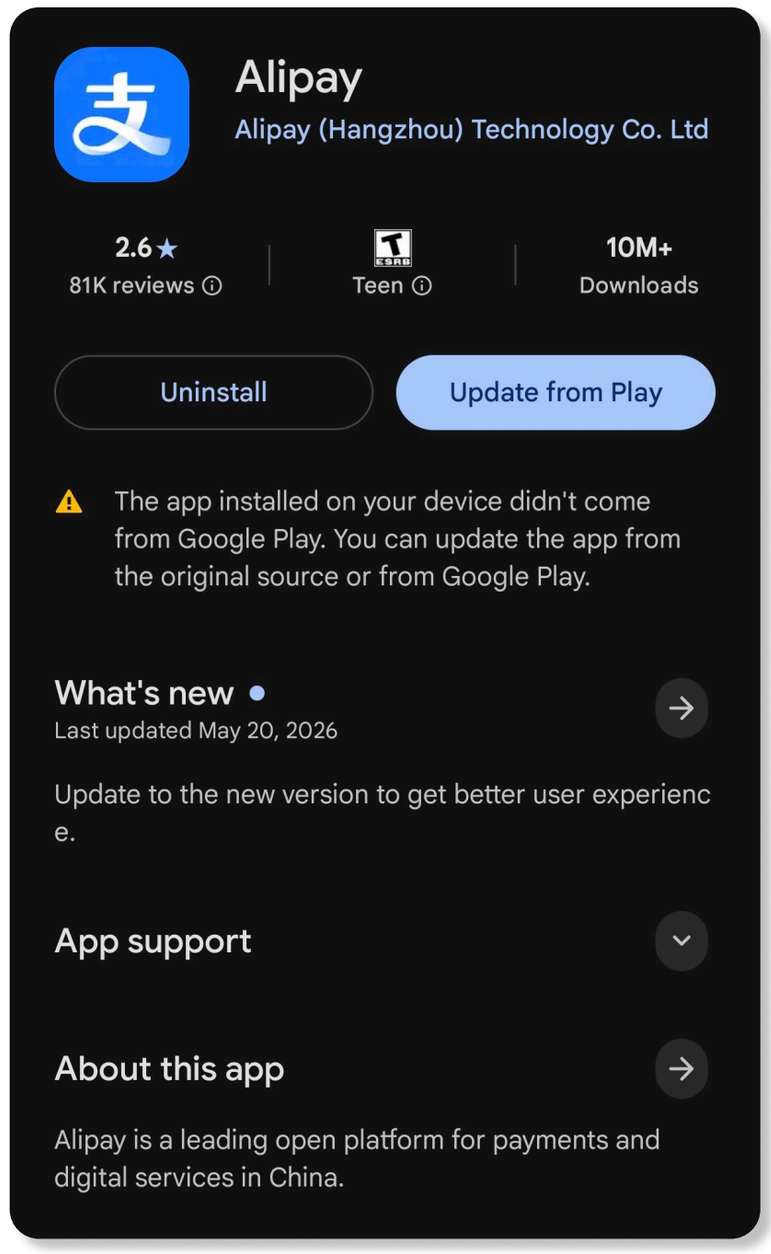
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Preparation For Visiting China

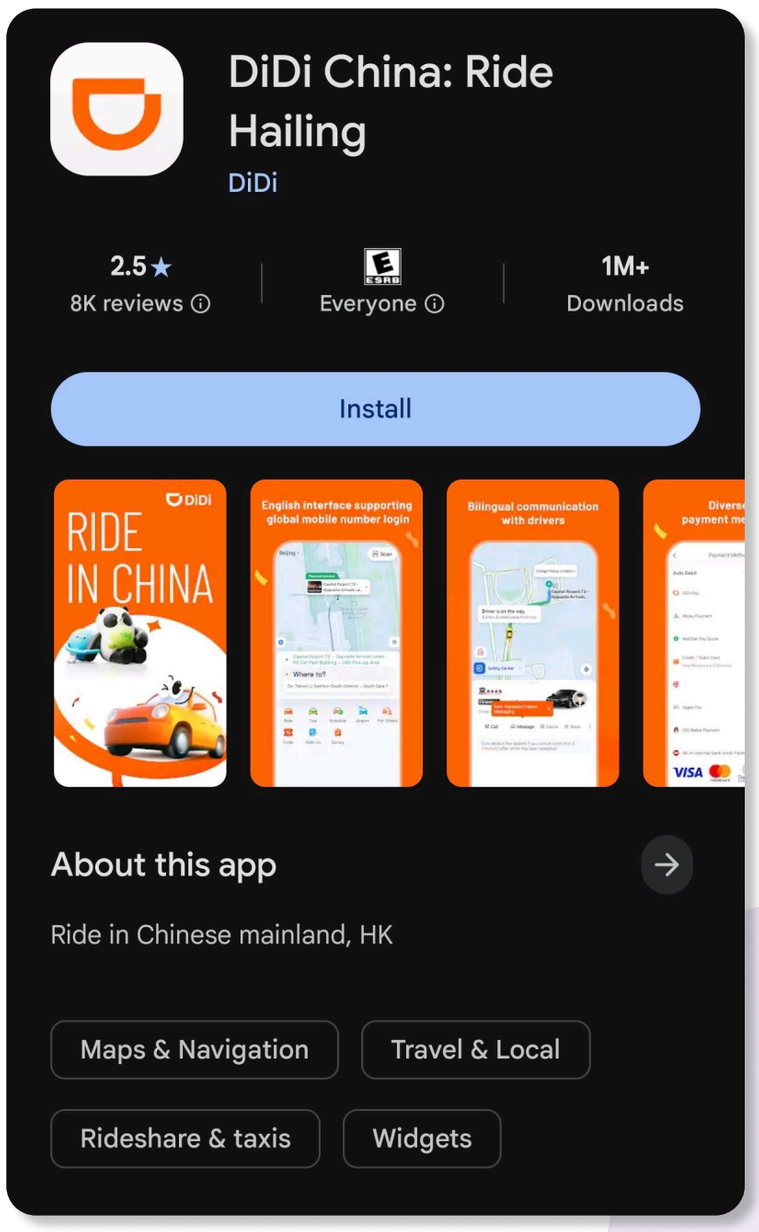
Alipay: For Paying in China

Registering Alipay / TourPass (backup)

1. Download Alipay - “International Version”
2. Tap Me > TourPass - Add foreign bank card - Upload passport.
3. A prepaid CNY wallet is created; minimum load CNY 100.



Didi: For Hailing Ride



1. Didi Global App (English) accepts WeChat Pay / Alipay.
2. Book various vehicles; online payment accepted
3. See the whole route before or during the ride.

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Ward Environment



1. Comfortable Modern Suite with good privacy
2. Cozy & Relaxing Atmosphere
3. Well-Lit & Patient-Friendly Interior

*Generally, a patient may be accompanied by only one family member;
special circumstances must be explained to the head nurse.

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Ward Environment



1. Private En-Suite Bathroom & Rest Area
2. Multi-Language Consultation Support

*Generally, a patient may be accompanied by only one family member; special circumstances must be explained to the head nurse.

International Patient Service

- Patient journey
- Offering invitation letter
- Assist in accommodation and flight booking
- One-time airport pick-up & drop-off service
- Nursing service
- Healthcare service
- Multiple payment methods



- Exclusive full-process assistance & translation
- The operating surgeon can be pre-selected
- Dedicated service group during medical treatment
- Priority examination & results
- Exclusive waiting area & consulting room
- On-Site halal canteen providing meals for patients & companions
- Complimentary on-site parking spaces provided for all visiting patients.

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Pick-up & Drop-off Service

What you Need to Prepare:

Name & Contact Details

Flight Information

Number of Luggage

Companion(s)

Front Desk: 0755-2790-1199

On-Duty Phone NO. : 191-6622-5132

Deposit Payment Info

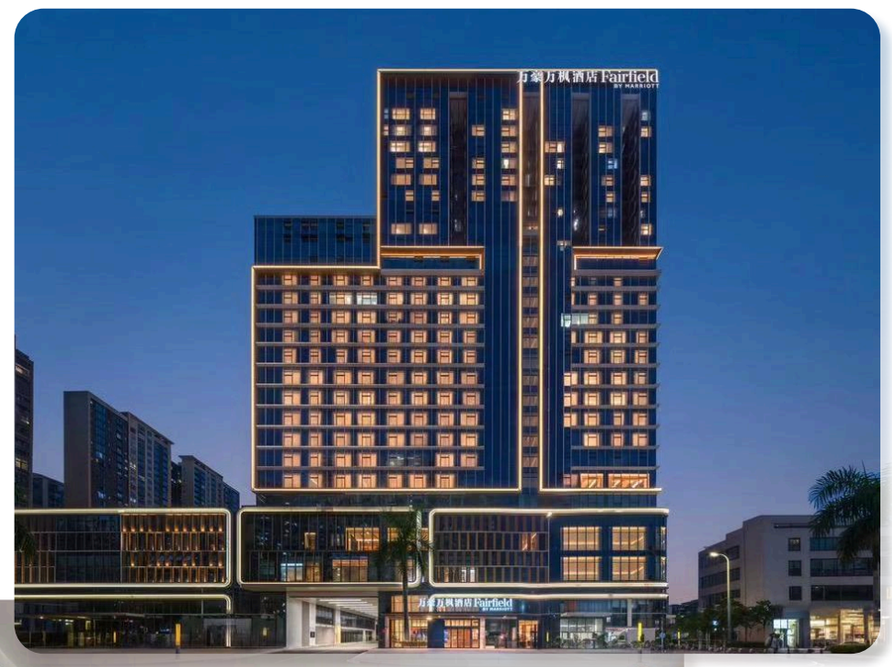
1. **Beneficiary Name:** SHENZHEN HENGSHENG HOSPITAL OF FOSUN HEALTH CO., LTD
2. **Beneficiary Address:** No.20, Yintian Road, Xixiang Street, Bao'an District, Shenzhen, China
3. **Account No. :** 755920104410001
4. **Bank Name:** China Merchants Bank H.O. Shenzhen
5. **Bank Address:** China Merchants Bank Tower No. 7088, Shennan Boulevard, Shenzhen, China
6. **Swift Code:** CMBCCNBS / CMBCCNBSXXX
7. **Bank Service:** +86 755 83198888

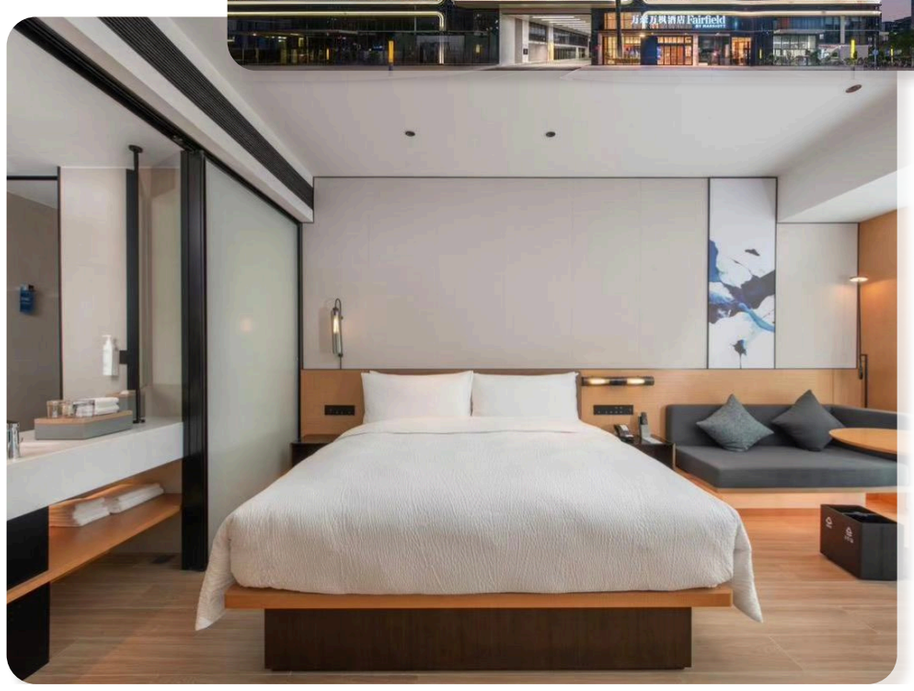
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Hotel Recommendation

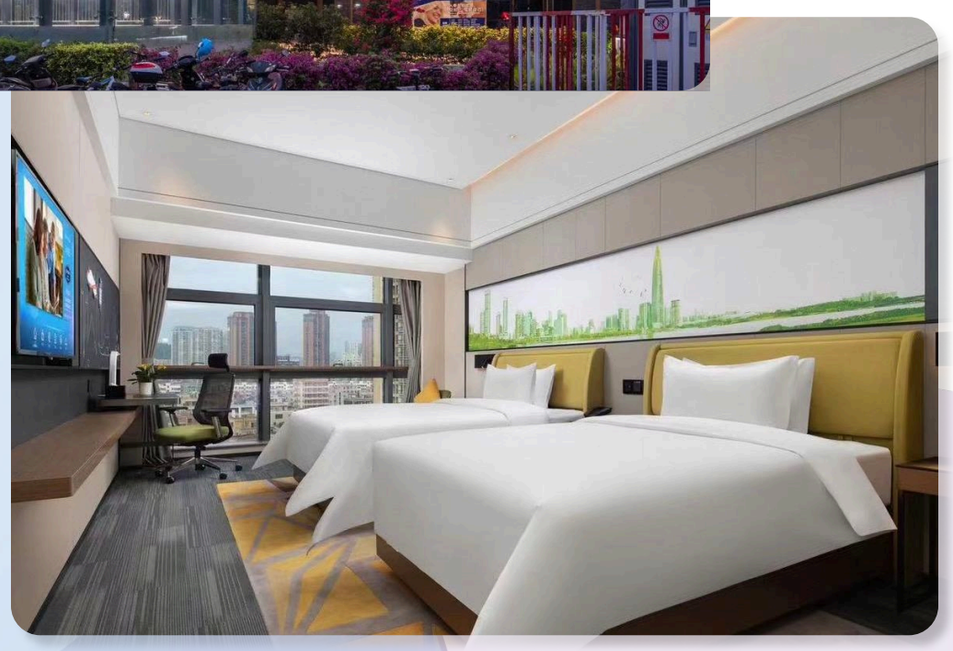
Fairfield by Marriott





- 5 Minute walk from Hospital
- Modern, Spacious, Well-Maintained
- Room rate around ¥ 600-800





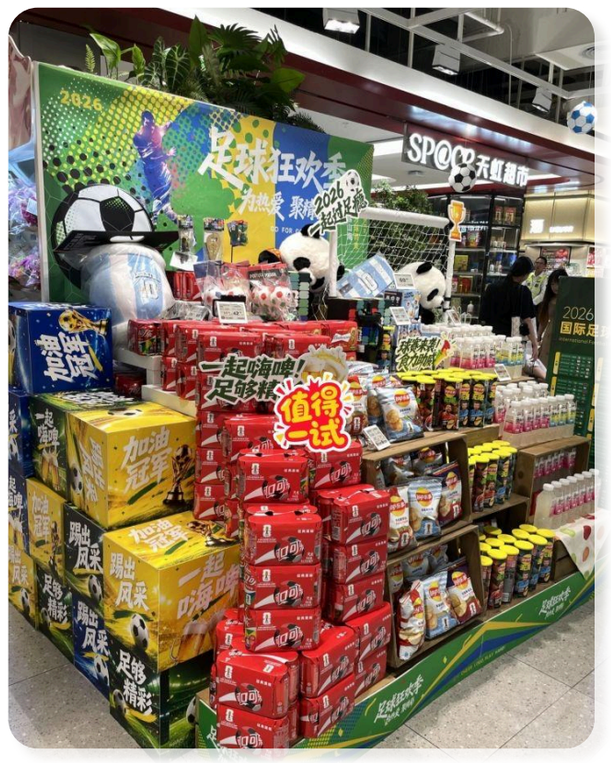
Hampton by Hilton

- 8 Minute drive from Hospital
- Comfortable, Spotless, Inviting
- Room rate around ¥ 500-700

Supermarket Recommendations

Rainbow Supermarket

- Address：B2 Floor, Hezheng Huiyicheng, Intersection of Xixiang Avenue and Xinhu Road
- Opening hours：08:30-22:00
- 8 minutes by car



Walmart Jinhai Road Branch



- Address： 2/F, Jingangcheng, No.4009-1 Bao’an Avenue
- Opening hours：08:00-22:00
- 8 mins by car from the hospital

Yonghui Supermarket (Maxland Branch)

- Address：B1 Floor, Maxland Shopping Mall (Bao’an), No.3 Haicheng Road
- Opening hours：10:00-22:00
- 10 mins by car



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Shopping Mall Recommendations

Rainbow Shopping Center



Situated at the intersection of Xixiang Avenue and Xinhu Road in Bao'an District, this is a metro-connected shopping center with a commercial area of 80,000 square meters. It brings together fashion retail brands, anchor stores including Rainbow Supermarket and children-themed venues, and integrates shopping, dining and entertainment.

Distance: 1.3km / 8 - minute drive from hospital

Maxland Shopping Mall



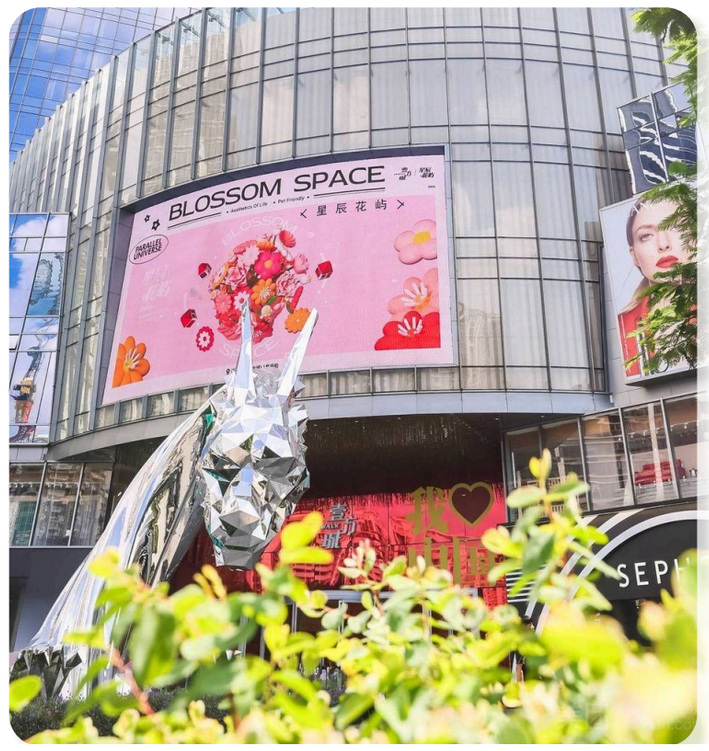
Situated at the intersection of Haicheng Road and Xinhu Road in Bao'an District, this is a metro-connected large-scale shopping center with an area of 160,000 square meters. It brings together fashion retail brands, anchor stores including Yonghui Supermarket and cinema, and integrates shopping, dining and entertainment.

Distance: 2.9km / 10 - minute drive from hospital

Shenzhen Uniwalk Qianhai

Situated at No.99 Xinhu Road in Bao'an District, this is a huge metro-connected shopping center with an area of 360,000 square meters. It brings together luxury retail brands, anchor stores including Ole' Supermarket and CGV Cinema, and integrates shopping, dining and entertainment.

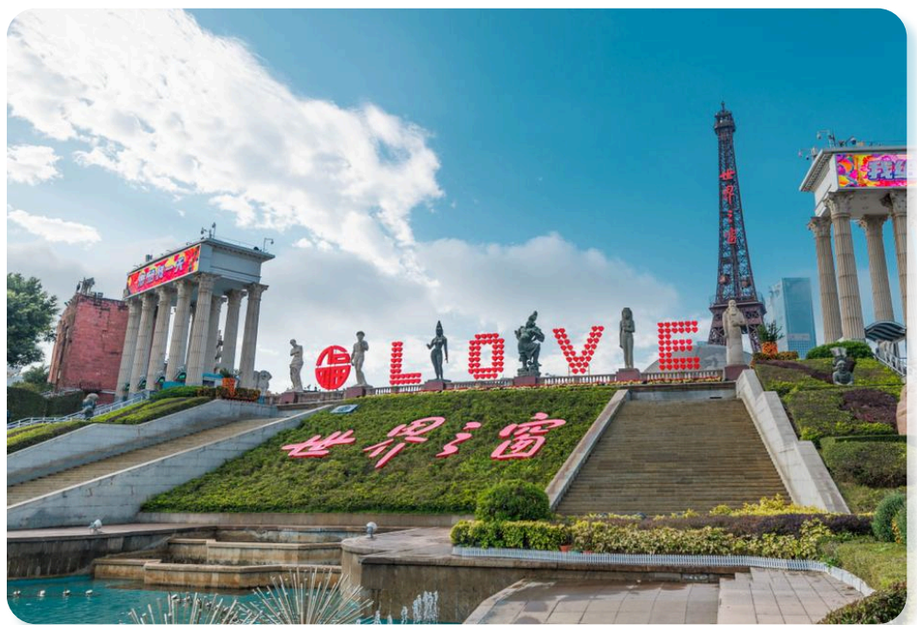
Distance: 4.8km / 20 - minute drive from hospital



Tourism Recommendations

Shenzhen Window of the World

A well-known cultural theme park in Nanshan District, Shenzhen City,in southern China. It was officially opened in 1994,featuring over 130 scaled-down replicas of world-famous landmarks.It gathers classic sights from Asia, Europe, Africa, America and Oceania,allowing visitors to tour global wonders within one single day.Now it serves as a city landmark of Shenzhen and a must-see attraction for travellers visiting the city.



Shenzhen Happy Valley



A popular large-scale theme park in Nanshan District, Shenzhen City. It first opened to the public in 1998.Divided into multiple themed zones, it features over 100 amusement facilities,including thrilling roller coasters, water rides and family-friendly attractions. Combining exciting rides, wonderful live shows and festive events for visitors of all ages. Now it stands as a landmark of Shenzhen and a must-see destination for tourists seeking fun and adventure.

Nantou Ancient City

A time-honored historic old town in Nanshan District . Its origin can be traced back to the Eastern Jin Dynasty in 331 AD,with a history of nearly 1,700 years. Once the administrative center of ancient Xin’an County,it used to govern today’s Shenzhen, Hong Kong and Macao regions.Well-preserved ancient city gate, old ancestral halls and traditional lanes can still be found inside.Blending ancient heritage with modern creative businesses,it is known as a must-visit cultural site for travellers to Shenzhen.

