Towards a Better Life
Thomas Cook was born on 22 November 1808 in a small cottage in the village of Melbourne in Derbyshire England. He is the son of a labourer and the grandson of a Baptist minister. After completion of his apprenticeship as a wood-turner and cabinet-maker, Thomas Cook decided instead to pursue his religious interests and become a wandering Baptist missionary.

On 5th July 1841, the thirty-two year old Thomas Cook, inaugurated the first group rail excursion by taking a party of 500 Temperance Society members from Leicester to a meeting in Loughborough. To ensure his success, Cook included in the cost of the rail ticket (one shilling) the attractions of a brass band, speeches and afternoon tea. The venture was a great success and Thomas is soon asked to organise similar outings for other local temperance societies and Sunday schools.

In 1845 Thomas Cook ran his first professional tour to Liverpool and in 1855 his first 'package tour' to Europe. Participants received a handbook of useful information which was to become the forerunner of the holiday brochure. He also included a personal escort, setting the pattern for future tours and, in 1868, he introduced the first International Service Order (ISO) hotel coupon. Then in 1874 came the circular note, today's travellers cheque.

Ownership of Thomas Cook remained with the family until 1928 when the company was suddenly sold to the Belgian concern Compagnie Internationale des Wagons-Lits by Thomas' grandsons. Shortly after the outbreak of World War II, the Wagons-Lits headquarters in Paris was seized by occupying forces, and Cook's British assets were requisitioned by the British Government. Thomas Cook settled its affairs with Wagons-Lits immediately after the war, and in 1948 the firm became state-owned as part of the nationalised British Railways.

In 1972 Thomas Cook returned to private ownership, bought by a consortium of Midland Bank, Trust House Forte and the Automobile Association. Radical reorganisation followed and a new, standardised corporate logo (the words Thomas Cook in a blue and yellow globe) was soon introduced.

In 2001, Condor & Neckermann (G&N Touristic AG) acquired the Company and changed the brand name to Thomas Cook AG introducing a new logo (the words Thomas Cook in blue and yellow). On 19 June 2007 Thomas Cook AG and MyTravel Group plc merged to form Thomas Group plc.

Today, Thomas Cook employs over 29,000 staff providing services to over 21 million customers. The Company operates 93 aircraft (Thomas Cook Airlines), has more than 3000 retail outlets, leading tour operating brands offering more than 2000 destinations worldwide and leading financial services and foreign exchange businesses.

The pioneering spirit, which was the hallmark of Thomas Cook, is still evident today as a medical travel facilitator - connecting people to leading medical facilities around the world.

Content

- Medical Travel Overview
- Medical Travel at Thomas Cook
- Medical Travel Host Countries
- Medical Services Available
- Medical Travel Management
- Medical Travel Services
- Medical Travel Processes
- Medical Travel Facilitator Selection
- Medical Travel Terms and Conditions
- The Pioneer of Travel – A Brief History of Thomas Cook
Informed Decisions

Often basic questions are not answered to enable someone to make an informed decision about using a particular service. The aim of this brochure is to address basic questions (Who? - Which? - What? - When? - Why? - Where?) to help a patient decide whether to consider the option of medical travel, and if so, the services provided by Thomas Cook.

WHO ... Who should consider medical travel?
WHICH ... Which countries offer medical travel?
WHAT ... What medical services are available?
WHEN ... When should the planning process commence?
WHY ... Why should I select a particular medical travel facilitator?
WHERE ... Where can I obtain more information regarding medical travel?

Should you have further questions do not hesitate to address them with your medical practitioner and medical travel facilitator.

Medical Travel Overview

Medical travel (also called medical tourism, health travel or global healthcare) is a term created for travel across international borders to obtain health care services.

Medical travel is where people who live in one country travel to another country to receive medical, dental and surgical care while at the same time receiving equal to or greater care than they would have in their own country, and are travelling for medical care because of affordability, better access to care or a higher level of quality of care.

Medical Travel at “Thomas Cook”

Thomas Cook Overseas Limited (Thomas Cook) is a wholly owned subsidiary of the Thomas Cook Group plc which was founded in 1841. As a pioneer of travel, Thomas Cook’s aim has always been to offer its customers worry-free affordable travel.

Medical Travel is fast becoming one of the most rapidly growing sectors of the travel industry and now plays an integral role in globalisation. Thomas Cook has the trusted reputation and expertise to service this important travel segment.

At Thomas Cook medical travel is truly global – patients can travel from anywhere to anywhere. Patients are not restricted with only a couple of country options as is the case with many medical travel facilitators. Surgical options are based on availability, quality, convenience and cost.
Medical Travel
Host Countries

Medical Travel is one of the fastest growing healthcare industries. More and more people are starting to travel abroad in search of the best quality and the most affordable medical care.

Host countries equipped for medical travel, have medical facilities with recognized accreditations and standards, state of the art medical technology and employ highly qualified medical practitioners, including physicians, surgeons and professors. Some countries are considered to be the most advanced with respect to specific surgeries, e.g. cardiac, orthopedic, and plastic.

In considering a host country, in addition to the standard of medical care, one must consider a number of different factors. For example:

- cost
- insurance coverage
- entry visa requirements
- travelling distance
- language (spoken and written)
- telecommunication (telephone and internet)
- local transportation network
- climate
- culture (food, dress)
- safety

While the primary concern for most customers is the standard and affordability of the healthcare, the opportunity to visit interesting destinations is an additional draw for some when selecting the country. Examples of popular host countries include:

**Middle East:**
- Egypt, Jordan, Lebanon, United Arab Emirates

**Asia:**
- India, Thailand

**Europe:**
- France, Germany, Spain, United Kingdom

**North America:**
- Canada, United States

A wide range of medical procedures are available by highly qualified, trusted and accredited medical practitioners, including: Cardiology, Dental, ENT, Gastroenterology, Gynecology, Obesity, Ophthalmology, Orthopedic, Plastic, Spinal and Urology.
Medical Services Available

In addition, health screening (including comprehensive medical history evaluations and physical examinations) is available as well as various treatments at clinics.

Cardiology:
• Coronary Angioplasty (PTCA or PCI)
• Pacemaker Implantation (Single Chamber)
• Coronary Artery Bypass Graft (CABG)
• Pacemaker Implantation (Dual Chamber)
• Coronary Angiography
• Peripheral Vascular Treatment
• Atrial Septal and Ventricular Septal Defect (ASD/VSD)
• PDA Devre
• ASD Devre
• Robotic Cardiac Surgery (daVinci Telmanipulation)
• Minimally Invasive Direct Coronary Artery Bypass (MIDCAB)
• Benting
• Off Pump Coronary Artery Bypass (OPCAB)
• Totally Endoscopic Coronary Artery Bypass (T-CAB)
• Enhanced External Counter Pulsion (EECP) (noninvasive)
• Trans Myocardial Laser Revascularisation (TMLR)
• Implantable Cardioverter and Defibrillator (ICD)
• Valvoplasty

Gastroenterologist:
• Colonoscopy
• Sigmoidoscopic Polypectomy
• Gastroscopy / Endoscopy
• Oesophageal / Pyloric / Duodenal Dilatation
• Flexible Sigmoidoscopy
• Endoscopic Branding
• Colonoscopy Polypectomy
• Laparoscopy Appendectomy
• Foreign Body Removal
• Endoscopy
• Achalasia Cardia Dilation
• Gastroplasty
• Colonoscopic Balloon Dilatation
• Laparoscopy Assisted Hemicolecctomy
• Sigmodioscopic Balloon Dilatation
• Laparoscopy Cardiomyectomy
• Oesophageal Metal Slinging
• Laparoscopy Cholecyctectomy with Choledochoduodenostomy
• Endoscopic Ryle’s Tube Placement
• Laparoscopy Fundoplication
• Endoscopic Sclerotherapy
• Laparoscopy Gastrojejunostomy
• Percutaneous Endoscopic Gastrostomy
• Laparoscopy Rectopsy
• Endoscopic Hemoclip Appln. GI Bleed
• Laparoscopy Splenectomy
• ERCP Diagnostic
• Laparoscopy Duodenal, Perforation Closure
• ERCP Therapeutic
• Liver Cyst
• Mechanical Lithotripsy of Biliary Stones
• Pseudo pancreatic Cyst
• Paracentesis
• Wireless Capsule Endoscopy
• Ultrasound Guided Liver Biopsy
• Laparoscopy Splenectomy
• ERCP Therapeutic
• Laparoscopy Duodenal, Perforation Closure
• ERCP Therapeutic
• Liver Cyst
• Mechanical Lithotripsy of Biliary Stones
• Pseudo pancreatic Cyst
• Paracentesis
• Wireless Capsule Endoscopy
• Ultrasound Guided Liver Biopsy
• Laparoscopy Splenectomy
• ERCP Therapeutic
• Laparoscopy Duodenal, Perforation Closure
• ERCP Therapeutic
• Liver Cyst
• Mechanical Lithotripsy of Biliary Stones
• Pseudo pancreatic Cyst
• Paracentesis
• Wireless Capsule Endoscopy
• Ultrasound Guided Liver Biopsy
• Laparoscopy Splenectomy
• ERCP Therapeutic
• Laparoscopy Duodenal, Perforation Closure
• ERCP Therapeutic
• Liver Cyst
• Mechanical Lithotripsy of Biliary Stones
• Pseudo pancreatic Cyst
• Paracentesis
• Wireless Capsule Endoscopy
• Ultrasound Guided Liver Biopsy

Dental:
• Cosmetic Dentistry
• Dental Fillings
• Oral Surgery
• Teeth Whitening
• Smile Designing
• Periodontal Flap Surgery
• Root Canal Treatments
• Full Mouth Radiograph
• Dental Implants
• Tooth Contouring and Reshaping
• Dental Crowns
• Veneers, Bonding, Inlays and Overlays
• Dental Bonding
• Tooth Extractions
• Dental Caps
• Tooth Impactions
• Dental Bridges

ENT:
• Myringoplasty
• Thyroidectomy
• Superficial Parotidectomy
• Micro Laryngeal Surgery
• Tonsillectomy
• Tymanoplasty
• Septoplasty
• Thyroidectomy
• Stapedotomy
• Cochlear Implant
• Ossiculoplasty
• Somnoplasty

Gynecology:
• Cervical Dysplasia
• Chorionic Villus Sampling
• Ventroususpension
• Hysteroscopy
• Colporrhaphy
• Abdominal Hysterectomy
• Laparoscopy Hysterectomy
• Dilation and Curettage
• Amniocentesis
• Endometrial Ablation
• Salpingo-oophorectomy

Obesity:
• Gastric Bypass
• Rouyn Y Loop
• Lap Band

Ophthalmology:
• LASIK
• Phaco + IOL (Intra Ocular Lens)
• Squint
• Cataract + Gaucoma
• Retinal Detachment
• Vitrectomy
• Squint Correction – Horizontal
• Vitrectomy + Retinal Detachment
• Squint Correction – Vertical
• Ptosis
• Glaucoma (Trabeculectomy)
• Fundus Fluoroscein Angiography (FFA)
• Amblyopia
• Lip Enhancement

Orthopaedic:
• Hip Replacement (Partial)
• Arthroscopy with Ligament Reconstruction
• Knee Resurfacing
• Hip Resurfacing
• ACL Repair
• Knee Surgery
• Posterior Cruciate Ligament (PCL) Repair
• Knee Arthroplasty
• Knee Surgery
• Hip Reconstructive Surgery
• Knee Resurfacing
• Hip Resurfacing
• Knee Arthroplasty
• Knee Arthroplasty
• Knee Resurfacing

Plastic:
• Arm Lift (Brachioplasty)
• Gluteoplasty
• Breast Augmentation (Mammoplasty-Augmentation)
• Hip Resurfacing
• Breast Lift (Mastopexy)
• Tummy Tuck (Abdominoplasty)
• Liposuction
• Chin Augmentation
• Liposuction
• Chin Implants
• Mole Excision
• Cheek Implants
• Neck Lift (Platyplasty)
• Breast Lift (Mastopexy)
• Nose Lift (Rhinoplasty)
• Ear Surgery (Otoplasty)
• Ear Surgery (Otoplasty)
• Ptosis Correction
• Eyelid Surgery (Blepharoplasty)
• Chin Implants
• Mole Excision
• Eyelid Surgery (Blepharoplasty)
• Chin Implants
• Mole Excision
• Eyelid Surgery (Blepharoplasty)
• Chin Implants
• Mole Excision
• Eyelid Surgery (Blepharoplasty)
• Chin Implants
• Mole Excision

www.thomascookegypt.com
Medical Services Available

Spinal:
- Artificial Disc Implantation
- Herniated Disc Treatments
- Laminectomy + Posterior Instrumentation
- Cervical Discectomy
- Laminectomy for Excision of Spinal Tumours
- Cervical Discectomy with Fusion
- Decompressive Laminectomy
- Disc Degeneration Treatments
- Open Discectomy
- Disc Surgery
- Percutaneous Endoscopic Lumbar Discectomy (PELD)
- Discectomy
- Radio surgical Treatment of Spinal Tumours
- Endoscopic Discectomy
-stenosis Treatments
- Fusion
- Thoracoplasty

Urology:
- Lithotripsy
- Varicoceles – Unilateral
- Urethroscopy
- Endoscopic Surgery – Optical Internal Urethrotomy
- Cystoscopy
- Endoscopic Surgery – Endopyelotomy
- Optical Internal Urethrotomy
- Stone Treatments
- Endoscopic Surgery – TURP / TUEVP
- Percutaneous Nephrolithotomy (PCNL)
- Pyeloplasty
- Ureteroscopy (URS)

Health Screening:
- Haematological Studies
- Cancer Markers
- Blood Grouping
- Venereal Disease
- Lipid Profile
- Hepatitis
- Kidney Disease
- Urine Analysis
- Liver Disease
- Stool Analysis
- Metabolic Disorders
- Abdomen and Chest X-Rays
- Bone Disease
- Electrocardiogram (ECG)

Clinics:
- Asthma & Quit Smoking
- Auditory
- Endoscopy
- Cardiology
- Endocrinology
- Breast Cancer
- Paediatric
- Rehabilitation
- Anti-Aging
- Internal Medicine
- Allergy
- Diabetes Mellitus
- Infertility
- Physiotherapy
- Hormonal Replacement Therapy

Medical Travel Management

Thomas Cook has developed a comprehensive medical travel management programme to coordinate a variety of medical travel services from basic medical consultations to full service treatments. The comprehensive management programme brings together a consortium of qualified physicians/surgeons and medical facilities.

Thomas Cook’s well known trusted name in travel, is a reliable source for medical options - connecting patients to healthcare facilities, as their primary concern is quality of care. Carefully screened hospitals are selected based on their quality of care, procedural availability and pricing.

Thomas Cook’s health care consultants are qualified medical practitioners who are consistently reviewing the medical travel programme and are actively involved in monitoring the patient’s care.

Administrative assistance concerning all the details related to medical travel is provided from arranging the consultations/surgery and financing options to travel, accommodation, travel and visas.

MedicalTravel

www.thomascookegypt.com
Medical Travel Services

Medical application, registration and payment processing

Upon receiving the patient’s medical file/application, the appointed medical professionals will select the appropriate medical facility. The preferred hospital’s medical committee will study the medical file and provide a summary report and financial quotation, within 24-hours, depending upon the complexity of the case. Translation services will be provided if required.

Following approval of the treatment plan, assistance will be provided to coordinate the hospital registration by obtaining patient information. Patients will be entitled to personal privacy and confidentiality of information.

Upon completion of the medical treatment, a thorough audit of the patient’s invoices and statements will be performed to ensure accuracy compliance.

Travel counselling and reservation processing

Value for Money:

As part of one of the world’s leading travel organisations with over 165 years of experience - the Thomas Cook Group plc, Thomas Cook is in the position to ensure travel costs are effectively reduced through strong supplier relationships due to its substantial business volume.

Flexible Choices:

The customer is Thomas Cook’s main concern and priority. Accordingly, Thomas Cook not only provide carefully designed itineraries to meet its customers’ needs but also offer tailor-made packages that allow them to experience a superior travel experience.

Specialist Knowledge:

Thomas Cook’s dedicated, highly trained and knowledgeable staff are considered one of its core competencies. Keeping customers informed is something Thomas Cook values and endeavours to provide its customers with the most dependable of consultancy services.

Thomas Cook’s specially trained medical travel counsellors can provide a variety of accommodation and transportation options (including air ambulance) with special negotiated rates and services.

Meet & assist services (e.g. airport) are available in most host medical travel countries, 24 hours a day, 365 days a year. This service can also include an escorted transfer and hotel/hospital check-in assistance.

In addition, local tours and sightseeing can be arranged as in many circumstances, customers and their travelling companions take advantage of being abroad and spend time sightseeing before or after the medical procedure.

www.thomascookegypt.com
Medical Travel Processes

Thomas Cook operates its medical travel business using process pathway mapping. This system ensures all processes are performed efficiently and keeps a record of all related details. Top level processes include:

1. Medical professional contacts Thomas Cook’s health care consultant to review medical case and determine which medical facilities best suit the patient.
2. Medical professional and patient choose medical facility and inform Thomas Cook of their selection.
3. Medical facility studies medical file and provides summary report and financial quotation to Thomas Cook.
4. Thomas Cook reviews financial quotation and forwards the summary report and financial quotation to the medical professional for discussion with the patient.
5. Upon approval by the medical professional and patient of the treatment plan, Thomas Cook will coordinate the hospital registration and travel related services.
6. Patient forwards payment deposit to Thomas Cook.
7. Upon completion of medical treatment, Thomas Cook audits the patient’s statement and invoices.

Medical Travel Facilitator Selection

So why consider Thomas Cook as your Medical Travel Facilitator?

1. Thomas Cook is a respected travel industry pioneer with over 165 years of experience.
2. Thomas Cook operates according to continuously monitored quality standards.
3. Thomas Cook has contracts and relationships with reputable medical facilities and travel suppliers.
4. Thomas Cook patients are not restricted with only a couple of country options – they can travel from anywhere to anywhere.
5. Thomas Cook removes the element of uncertainty by planning each step. Professional planning includes providing medical and travel options that best suit the patient’s requirements.
6. Thomas Cook can save you money on your travel expenditure as its substantial business volume generates the most competitive prices.
7. Thomas Cook has the clout to obtain the best possible travel solutions whether it is airline seats, accommodation or ground transportation.
8. Thomas Cook does not surcharge or mark-up hospital fees and in many cases the price is negotiated less than the patient could obtain.
9. Thomas Cook can easily be reached 24-hours a day, 365 days a year.
10. Thomas Cook understands that travelling abroad for medical treatment is a serious decision. Subsequently, Thomas Cook works together with the patient and medical practitioner to ensure that the patient is able to make an informed decision.

www.thomascookegypt.com
Medical Travel Terms and Conditions

Thomas Cook Overseas Limited – Egypt reserves the right to change the Terms and Conditions at any time by posting changes on its website: www.thomascookegypt.com

- Medical Advice

The contents of this brochure, such as text, graphics, images are for informational purposes only. The content is not intended to be a substitute for professional medical advice, diagnosis, or treatment. Always seek the advice of a physician or other qualified health provider with any question regarding a medical condition.

Thomas Cook Overseas Limited – Egypt facilitates travel and related services for patients seeking medical treatment abroad. Thomas Cook Overseas Limited – Egypt is not a healthcare provider, medical advisor or medical referral service. Thomas Cook Overseas Limited – Egypt does not provide advice on medical treatment and do not recommend or endorse any specific tests, physicians, products, procedures and opinions.

- Accuracy of Information

Thomas Cook Overseas Limited – Egypt has made reasonable efforts to ensure that the information contained in this brochure is accurate at the time of inclusion. It is important to note that information provided by Thomas Cook Overseas Limited – Egypt is based on what is supplied by “Third Parties” e.g. airlines, hotels, transportation companies, tour operators and medical service providers.

- Limitations of Liability

Patients must understand that choosing a medical provider (overseas hospital, clinic, physician etc.) is their own decision and also recognise that any medical advice or treatment carries risks. Thomas Cook Overseas Limited – Egypt will not be liable or responsible for any treatment or other services rendered by the overseas medical providers (overseas hospital, clinic, physician etc.), or for any malpractice claims and other claims that may arise directly or indirectly from such advice, treatment or any other services.

- Payment Terms and Cancellations Fees

Once a patient’s medical appointment is confirmed overseas, Thomas Cook Overseas Limited – Egypt will require a deposit within 5 working days. The balance will be due upon the patient’s arrival at the hospital or clinic for the procedure.

Many services may be non-refundable or have cancellation fees associated with it. Thomas Cook Overseas Limited – Egypt recommends that patients familiarise themselves with these conditions prior to making any payment. The patient agrees that they are responsible for all cancellation/change fees and that Thomas Cook Overseas Limited – Egypt is not responsible for these charges.

Thomas Cook Overseas Limited – Egypt suggests purchasing cancellation protection and travel interruption insurance wherever available.

- Indemnity

The patient agrees to defend, indemnify, and hold Thomas Cook Overseas Limited – Egypt, its officers, directors, employees, agents, advisors, licensors, and suppliers, harmless from and against any claims, actions or demands, injuries (physical or psychological), liabilities and settlements including without limitation, reasonable and legal and accounting fees, resulting from, or alleged to result from, or violation of these Terms of Use.

- Jurisdiction

The patient expressly agrees that exclusive jurisdiction for any dispute with Thomas Cook Overseas Limited – Egypt resides in the courts of Egypt.