

## TOURIST SAFETY GUIDELINES FOR FOREIGN PATIENTS

- 1. PRIOR RESEARCH:** Before traveling, you should research the destination, including the local culture, customs, and areas that are considered safe and unsafe. Research the clinic where the patient's procedures are going to be performed, that it is accredited, research about doctors and surgeons who are going to treat or intervene on the patient, who have good references and experience in the procedures that will be performed, if possible consult opinions of other patients.
- 2. KNOWLEDGE OF THE SAFE AREAS OF THE CITY** with your tourist advisor or with our logistics operator Health Without Borders or in our international office. The neighborhoods of El Poblado and Laureles in Medellín, and the municipality of Envigado, neighboring Medellín, are usually the safest and most visited places among foreigners who arrive in the city.
- 3. DOCUMENTATION:** Make sure you have a copy of all necessary documents such as passport, visa and any relevant medical information (carry another copy of all documents in a separate place), make digital copies (can be photos). In hotels or places of stay, it is recommended to keep documents in safe places (safes). Do not carry the original passport unless necessary. In places of medical care, such as the clinic, it is necessary to carry a passport because it is the identification document of foreign patients.
- 4. WATCH YOUR MONEY:** Avoid carrying amounts of money over \$250 in cash. Use debit or credit cards preferably. When withdrawing money from an ATM, if you have any doubts, just ask bank officials for help. Do not wear expensive jewelry or watches or high-value computer or communication equipment.
- 5. TRAVEL INSURANCE:** It is advisable to take out health and travel insurance that covers medical emergencies abroad. It is important to verify the coverages that are of interest to you and that are within your reach (for example: that include medical and dental care and repatriation). We clarify that this travel insurance is different from the surgical complications insurance that you acquire with surgery.
- 6. SAFE TRANSPORTATION:** Use reliable transportation services, request recommendations from the hotel where you are staying or contact people you trust. Remember that our strategic partner "Health without Borders" offers you reliable transportation service and if you require the driver to speak English, you can request it. Other options available in the city are the transport platforms Uber, Didi, Cabify and Indriver. Avoid taking taxis on the street.

- 7. WATCH OUT FOR ALCOHOL AND DRUG USE:** Do not accept drinks from strangers. We also inform that the consumption of drugs and psychoactive substances is prohibited in public places and is heavily penalized in Colombian territory.
- 8. AVOID RISK AREAS:** Educate yourself about areas that may be dangerous and avoid visiting them, avoid walking sol@ at night in poorly lit areas and do not carry jewelry or valuables.
- 9. COMMUNICATION:** Keep someone informed about your itinerary and plans. Use messaging apps to keep in touch, keep the phone with enough battery charge and data plan or a local SIM card.
- 10. PERSONAL CARE:** Keep your belongings safe, use caution with food and drinks, make sure food is well cooked, do not eat raw salads (vegetables only cooked), well-washed fruits and always drink bottled water. Although the quality of water in Medellín and its metropolitan area is of excellent quality and can be drunk, it is advisable to drink bottled water to avoid digestive disorders due to the lack of habit of treating local water. Carry any medications you need, along with prescriptions.
- 11. EMERGENCIES:** Familiarize yourself with local emergency numbers and always have them at hand; the emergency number in Colombia is 123. It is also important that you know the location of nearby hospitals or clinics and the location of your country's embassy or consulate.
- 12. CULTURAL RESPECT:** We should all be respectful of local customs and norms, this can help you avoid misunderstandings and uncomfortable situations, if something does NOT feel right, trust your instincts and remove yourself from the situation.
- 13. PLAN YOUR STAY:** Make sure you have a safe place to stay during recovery. Consider the proximity of the clinic to your accommodation. The Clinic has a portfolio of hotels and recommended places to stay safely. Please ask your clinic business advisor or through our strategic partner "Health Without Borders".
- 14. COMPANION:** If possible, travel with someone who can help you through the process and during recovery. Having someone you trust by your side can be very comforting. If surgical procedures are to be performed, clinics in Colombia require that the patient have an adult companion (18 years or older) who has the capacity to make decisions and support them.
- 15. TAKE CARE OF YOUR HEALTH BEFORE TRAVEL:** Maintain a healthy lifestyle before surgery, this includes good nutrition, hydration and adequate rest. Before your trip, you should have a virtual consultation (telemedicine)

with your eye doctor and anesthesiologist to identify potential risks. Please comply with the recommendations.

**16.FOLLOW POST-OPERATIVE INSTRUCTIONS:** Once you have had surgery, follow all of your doctor's instructions to ensure a proper recovery.

**17.MAINTAIN CONTACT WITH FAMILY OR FRIENDS:** Maintain regular communication with family or friends, always informing them about your situation, providing them with information on where you are, what they are going to do and where you are going to stay, providing names, addresses and telephone numbers in case an emergency situation may occur. If you decide to take these services with our partner "Health Without Borders", we will have a way to follow up to support your stay safely.

**18.REGISTER YOUR TRIP:** At the embassy or consulate of your country. This is useful in case of emergency.