

Section	Title	Comment	Met/not met
1	Details		Met
2	Clinical details	<p>The Medical Director of Careful Trip is Dr Alireza Tanha. He is also a member of the clinic board of directors. A description of his clinical career is in place on the clinic's website here https://carefultrip.com/doctors#doctor-information</p> <p>Dr Tanha's biography states: '<i>Dr. Alireza Tanha general practitioner with a doctorate in medicine from Tehran Azad University. Work experience: Army Hospital Doctor, 2 years Founder and physician of Renault factory clinic for 5 years Medical director of Mom Infertility Center for 5 years.</i>'</p> <p>All doctors associated with the clinic are registered with the Ministry of Health and Medical Education - https://irangov.ir/ministry-of-health-and-medical-education Doctors' medical licenses are issued through the Organisation of the Medical System of the Islamic Republic of Iran.</p> <p>Details of other doctors in the clinic team, with their stated speciality and brief biography, are in place on the website and include:</p> <p>Fertility/IVF</p> <ul style="list-style-type: none"> • Dr Reza Nasr • Dr Minoo Taheri • Dr Sara Mokhtar • Dr. Farnaz Montazeri • Dr. Fatemeh Farajzadeh Vajari • Dr. Mansoureh Alirezaei • Dr. Ameneh Lahouti Eshkevari • Dr. Koohsar Nabavi • Dr. Noushin Mohammadi • Dr. Ehsan Otroj 	Met

		<ul style="list-style-type: none"> • Dr. Mohammad Mohsen Mazlumfard • Dr Afsane Mehrnami • Dr Fatemeh Sadat Sarfjo • Dr Akbar Abedi • Dr Prvane Lak • Dr Safieh Ashoori Moghadam <p>Rhinoplasty</p> <ul style="list-style-type: none"> • Dr. Dariush Nasiri Jozani • Dr. Mojtaba Maleki Dolarstaghi • Dr. Alireza Mohebbi • Dr. Ali Javadani • Dr. Hamed Abbasi <p>Open Heart Surgery</p> <ul style="list-style-type: none"> • Dr Reza Asemi <p>Weight Loss Surgery</p> <ul style="list-style-type: none"> • Dr Majid Rezvani 	
3	Hospital accreditation	The clinic has been awarded the International Patient Department, Certificate of Approval from the Ministry of Health and Medical Education (MOMHE) in Iran. This is valid until 23 October 2022.	Met
4	Organisational information	<p>The clinic services are provided by Careful Trip. The postal address, telephone contact details and e-mail address are visible on the clinic website here https://carefultrip.com/aboutus</p> <p>Careful Trip, Tehran Province, Tehran, District 6, S St, E 68th St, No. 6, Shirazi, Iran</p> <p>Tel: +98 905 577 3059 Email: info@carefultrip.com</p> <p>Carefultrip is registered as a company in Iran. The registered name of</p>	Met

		<p>the company is Rahseparan Salamat Rastak Co. The company head office address is:</p> <p>Rahseparan Salamat Rastak Co First Floor, Mam Complex No. 6. St. No. 68 East South Shiraz St. Mahalleh Valfajr Tehran City Central District - District No. 14 Tehran - Zip Code: 1436975171</p> <p>Registered company documentation was provided to confirm the company registration in Iran and officially translated into English.</p> <p>There are three company directors:</p> <p>Mr Mohammad Khrosrozadeh (National code: 0013277820)</p> <p>Mr Ali Reza Tanha (National code: 0451234839)</p> <p>Mr Mojtaba Fazel Neishabouri (National code: 1050077504)</p>	
5	Payment information	<p>Payment information for individual treatments is described on the website under a heading '<i>Available Packages</i>' here https://carefultrip.com/packages</p> <p>Additional payment information is set out under a heading '<i>Informative Guides</i>' here https://carefultrip.com/guide</p> <p>Information is provided which states that an advance deposit is required for appointments with doctors. The patient is responsible for paying a transaction fee of a bank transfer; the cost of which can vary from 2.99% to 5%.</p>	Met

		<p>Patients are advised that prices are subject to change without notice, and the packages cannot be combined with any other offers or promotions. No exchange or substitution of a package is permitted, nor can services from a package be redeemed for cash.</p> <p>As part of an initial first consultation, CarefulTrip will quote patients the cost of a treatment, and the quote will be valid for 30 days. During a face-to-face consultation and subsequent pre-treatment medical examination, any unforeseen costs will be declared to patients. Patients must pay Careful Trip for the total cost of the procedure or treatment before the operation can proceed.</p> <p>Patients are advised that CarefulTrip will apply for a visa on their behalf in order to allow travel to Iran. Careful Trip gives information it collects from patients to other parties such as the Ministry of Foreign Affairs (MFA), the Ministry of Intelligence of Iran, and the travel agencies only to process visas. An administration fee is payable for the visa which is non refundable.</p> <p>Information is in place on the website stating that payment for treatments can be made in cash or by credit card.</p>	
6	Refunds	Arrangements are in place to provide patients with a payment refund where services have not been used. It can take up to 10 days for a refund to be processed.	Met
7	Testimonials	<p>There is a patient testimonial section in place on the clinic's website here - https://carefultrip.com/testimonial</p> <p>Five patients have provided a written description of their experience of having fertility treatment at the clinic. The testimonials are written in Arabic but can be translated into English whilst viewing the Careful Trip website.</p>	Met
8	Communication	<p>The Careful Trip website is produced in Arabic and English https://carefultrip.com/aboutus</p> <p>Written treatment information for patients is provided in Arabic and</p>	Met

		English. Careful Trip has confirmed that most of the patients that use the clinic services are from Iraq and the neighbouring countries of Bahrain, Kuwait, Qatar, Oman, and the UAE. There are also patients who visit from Pakistan, India, Afghanistan and Turkey.	
9	Patient journey	<p>Information is in place for patients about contacting the clinic, making travel arrangements, applying for passports and visas, accommodation, costs, arriving in Iran, treatment, recovery, aftercare, and follow-up, and travelling back to the patient's home country.</p> <p>There is good information on the website under heading of 'Informative Guides' https://carefultrip.com/guide and 'Six steps that will help you get the best treatment in Iran'.</p> <p>Step 1 – How CarefulTrip Provides Medical Services.</p> <p>Step 2 – What's The Procedure For Getting An Iranian Treatment Visa Through CarefulTrip?</p> <p>Step 3 – CarefulTrip's Terms and Conditions.</p> <p>Step 4 – Follow Up Services of CarefulTrip.</p> <p>Step 5 – CarefulTrip's Guarantee and Insurance Policy.</p> <p>Step 6 – How to Work With CarefulTrip.</p>	Met
10	Informed consent	The clinic has a Consent form in use. The Consent Form includes information about the risks and benefits of a treatment and spaces for the patient to sign and date along with confirmation of the name of the Physician carrying out the treatment.	Met
11	Contact	The postal address, telephone contact details and e-mail address of Careful Trip are clearly visible on the website here https://carefultrip.com/contact .	Met

12	Information	<p>The Careful Trip website https://carefultrip.com/aboutus offers information for patients on healthcare services related to fertility/IVF, eye care, open heart surgery, orthopaedics, and stem cell therapy. In addition, there is information on several cosmetic treatments which include rhinoplasty, plastic surgery, hair transplant, non-surgical cosmetic procedures, weight loss surgery and body contouring procedures.</p> <p>There is information about the names and designations of the doctors who work at the clinic - https://carefultrip.com/doctors .</p> <p>Patients are provided with Informative Guides - https://carefultrip.com/guide which have information about doctor consultations, treatment costs, planning for travel to Iran, obtaining an Iranian treatment visa, hotel accommodation, after care and follow up, policy and guarantee, terms and conditions, translation services, and paying for treatment.</p>	Met
13	Contract	<p>The clinic has a Terms and Conditions document which includes an explanation of the medical tourism services offered, legal jurisdiction, irregularities, notice of copyright, rights of patients, clinics and hospitals, doctors, safety of patients, information security, packaged treatments, pre-treatment tests, obtaining an Iranian treatment visa, language translation, transport, hotel accommodation, and paying for treatment.</p> <p>Other documents in place include an International Patient Contract, Iranian Patients' Rights Charter, and Patient Follow-up.</p> <p>Arrangements are in place to provide patients with a payment refund where services have not been used. It can take up to 10 days for a refund to be processed.</p>	Met
14	Complaints	<p>The clinic has a complaints' procedure in place. A Registration of International Patient Complaints form is available for patients to document and submit a complaint. The form states that a complaint</p>	Met

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		<p>can be registered up to 28 days after treatment and that a complaint will be responded to after 20 days after the complaint is registered.</p> <p>If a patient is not satisfied after they have received a response from Careful Trip about their complaint, they can go to the Ministry of Health of the Islamic Republic of Iran to complain further.</p>	
Conclusion	<p>Careful Trip should be accepted to the Treatment Abroad, Code of Practice having met the above standards.</p> <p>However, it is recommended that Careful Trip reviews all of its documents every 3 months to ensure that all information is up to date and that there are relevant spaces on forms and documents for patients and doctors to sign and date.</p>		