

Telemedicine User Guide

Wooridul Spine Hospital (Cheongdam)



Second Opinion



Description

A written opinion based on the patient's medical records, including prior diagnoses and test results from local hospitals. The second opinion is provided in written form; face-to-face meetings are not available.



Eligibility

Available for overseas patients seeking medical advice regarding their condition.



Process

A full written report detailing the doctor's opinion, tentative treatment, recommended tests, and estimated surgery costs is provided.



Timeframe / Cost

5–7 business days.

For costs, please inquire with the International Patient Center for this information. Payment can be made through a wire transfer. An invoice will be sent once all the essential documents have been received by the International Patient Center.

Video Consultation



Description

A real-time video consultation involving the patient, a local doctor, and a Wooridul Hospital Neurosurgeon, facilitated by a coordinator/interpreter.



Eligibility

Available for overseas patients seeking medical advice regarding their condition.



Process

Medical information is analyzed, explained, and followed by a full written report detailing the doctor's opinion, tentative treatment, recommended tests, and estimated surgery costs.



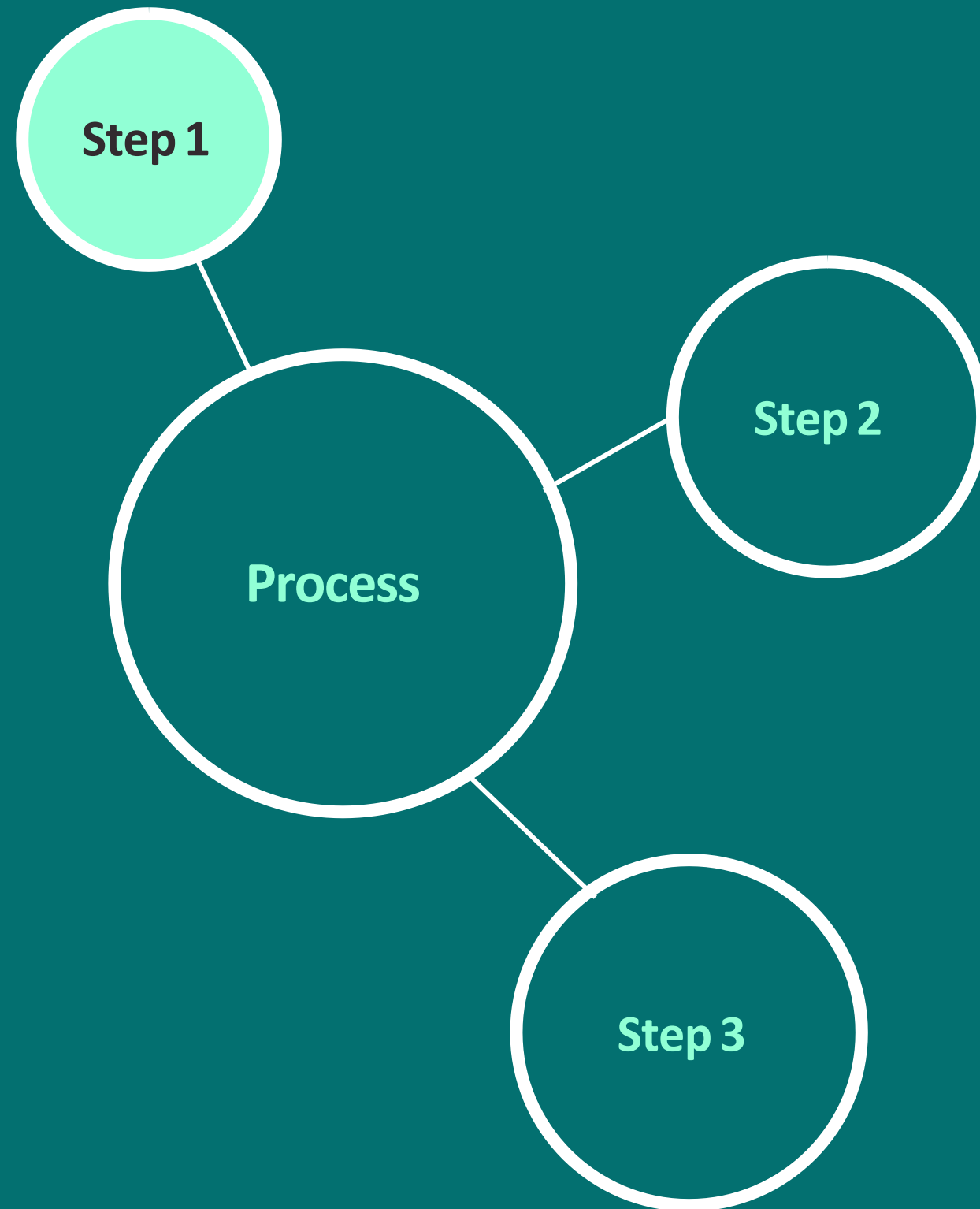
Timeframe / Cost

5–7 business days.

For costs, please inquire with the International Patient Center for this information. Payment can be made through a wire transfer. An invoice will be sent once all the essential documents have been received by the International Patient Center.

! PLEASE NOTE:

A LOCAL DOCTOR MUST BE PRESENT DURING THE VIDEO CONSULTATION. THIS MUST BE ORGANIZED BY THE PATIENT BEFORE THE CONSULTATION.



Step 1

Initiating the Process

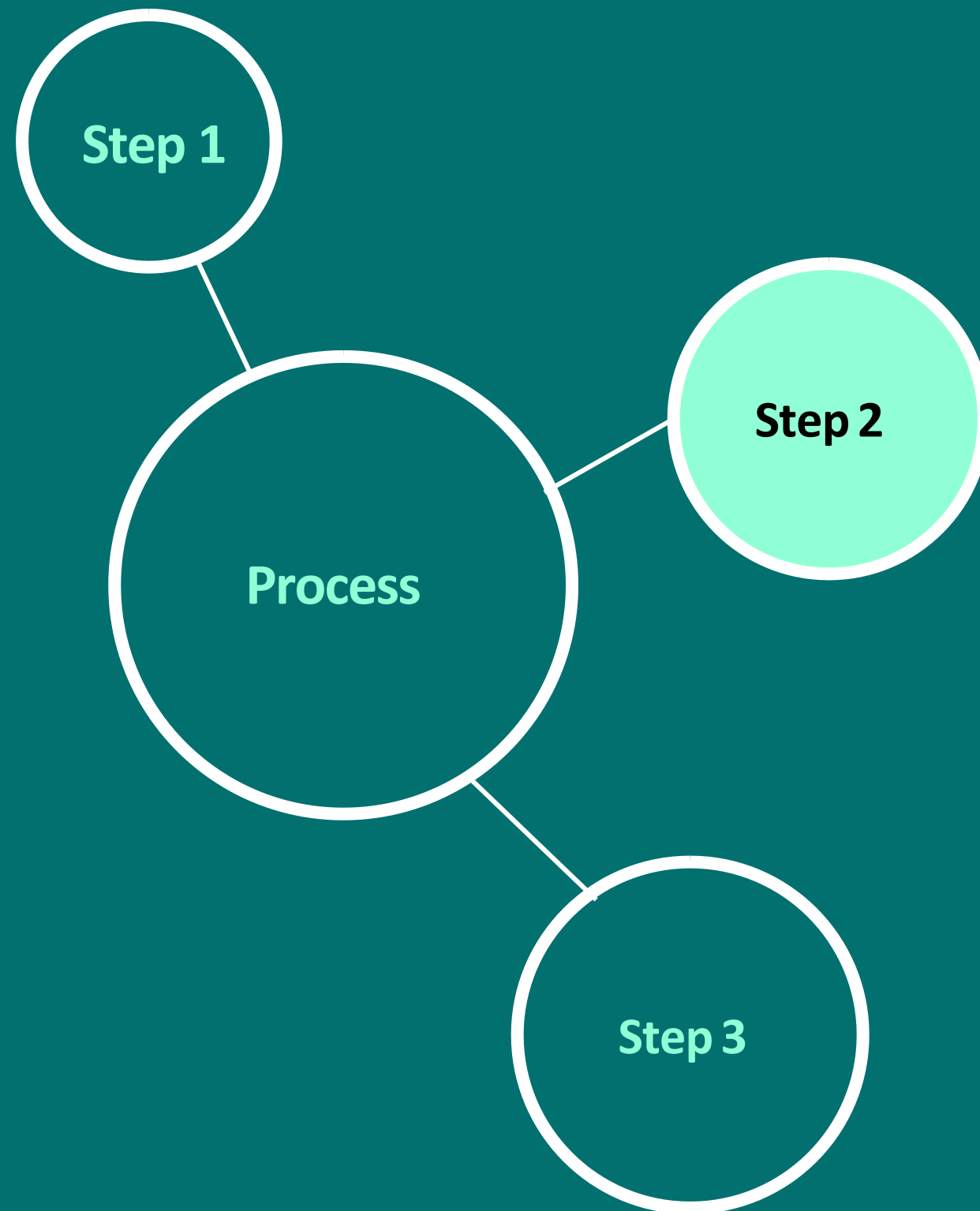
Registration: Patients with relevant symptoms may register for services.

Review: Eligibility for a video consultation or second opinion will be determined after a review by the medical team.

! Please note: Both services are provided by a Neurosurgeon at Wooridul Spine Hospital.

! Please note: Wooridul Spine Hospital specializes in spine-related conditions and does not have an orthopedic department.

! Please note: Both services are not available for Korean National Health Insurance holders. You must hold a foreign citizenship to be eligible for both services.



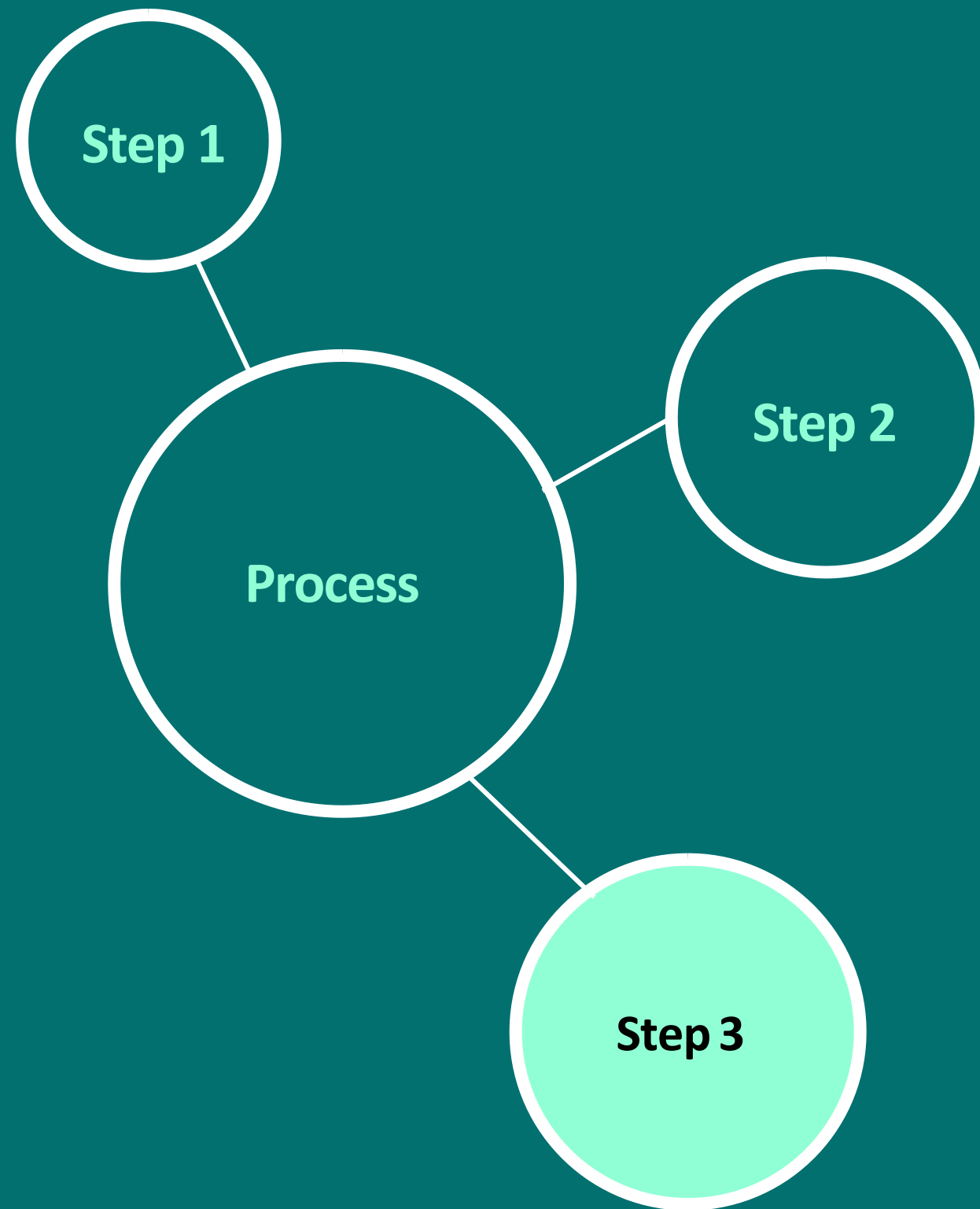
Step 2

Preparation

- **Imaging** taken with the last 3-6 months (i.e. MRI and X-ray as a DICOM file) and medical reports. This can be sent as a zip file, Google Drive, or you can send a portal link with login details.
- **Medical report** (MRI, X-ray, CT) from your doctor
- Laboratory, radiology, and biological **test results** (if you have one)
- **Symptoms** – Description of symptoms in detail (including exact area), medical history (i.e. previous treatments/surgery, diseases, current medication)

! Please note: Inadequate images may necessitate further MRI or X-ray images. The specialist's assessment will come after reviewing your information.

! Please note: All records must be submitted in English.



Step 3

Contact

Begin the process by reaching out to a Wooridul International Patient Center coordinator

✉ via email at ipc@wooridul.co.kr or

🌐 send an inquiry through our website at
<http://www.wooridul.com/service/appointment>

! Please note: Waiting times may vary based on consultation request volume.

! Please note: Once a payment has been made and the consultation process has commenced, refunds cannot be issued.

Language Support

Wooridul Spine Hospital offers language support through coordinators/interpreters in English, Russian, and Arabic.

CONTACT INFORMATION

English

ipc@wooridul.co.kr

+82 2 513 8452/8381

Arabic

ipc@wooridul.co.kr

+82 2 513 8450/8451

Russian

wooridul@mail.ru

+82 2 513 8385

Working hours: Monday to Friday, 9 AM–6 PM (Korea Time)

