

INFORMATION BROCHURE ON OUR COMPLEX SPA TREATMENTS

In what cases can complex spa treatment be ordered and used?

- The complex spa treatment can be ordered only by our specialist in rheumatology.
- Patients can take a maximum 15-day complex cure, which can be approved by the rheumatologist of the spa after an examination by a specialist. During the implementation of the treatment course, the specialist, doctor may, in a professionally justified case, change the composition of the cure by reducing or increasing the number of treatments to be provided as part of certain medical treatments. The change must be recorded on the treatment card.
- At the end of the treatment course, the patient will receive a final report in Hungarian from his/her physician.

What should I do before starting complex spa treatment?

Request a medical examination

- You must make an appointment for a mandatory pre-cure medical examination at the spa's Complex Spa Treatment Department in person, by phone, or by email. The medical examination is required 3-5 days before the start of the spa treatment course.
- The patient must bring the following documents to the medical examination (if you have):
 - Social security card or the form for replacement of the card,
 - Identity card,
 - Address card,
 - Health insurance card, (if You have one)
 - Referral,
 - Medical records,
 - Musculoskeletal findings and final reports, x-rays, MR, CT scans,
 - Internist records, final reports, EKG, laboratory results, lung screening,
 - A detailed list of medications currently taken, especially blood thinners, antihypertensives.
- After administration and examination by a specialist, the spa specialist will prepare a detailed treatment card and prescribe the treatments. A maximum of 4 treatments per day are prescribed (less if recommended by the specialist).
- The following treatments are offered: Thermal bath with thermal water, thermal gymnastics (water and dry, individually or in a group), physiotherapy, medical massage, mud bath, weight bath, underwater jet massage, carbonic acid bath.
- The exact treatment plan is prepared by the nurse and/or the dispatcher responsible for the patient, taking into account the sequence of water and dry treatments and the intervals between them, and is included in the treatment card.

Payment for complex spa treatment

- Payment is made at the ticket office after the medical examination. The price of the medical checking is 20 000 Forint, and it is not included in the price of the medical cure. The whole treatment course is paid in one sum. Each therapy day costs 20 000 Forint. It is possible to pay by cash or credit card.
- Billing must be requested in advance from the ticket office. Bills can only be issued upon payment at the ticket office.
- Upon payment, the patient will receive a proxy wristwatch for the treatments, which will be returned at the end of the treatment. The proxy wristwatch covers all treatments of the complex spa treatment. If the patient loses the watch, a replacement fee will be charged.
- A cash overdraft deposit is required at the time of payment, which will be returned at the end of the treatment course (available at the ticket office). The length of stay is calculated on a per minute basis. If the patient leaves the gate after the length of stay has expired, the overdraft deposit is forfeited and must be paid again at the next visit. If the patient does not exceed the length of stay, this amount remains as a deposit for the entire duration of the spa treatment course and is refunded by the health insurance company only after the last spa treatment.
- Finally, at the patient administration counter, the patient gives the receipt for the payment, which completes the provisional administration.

How can I change my treatment appointments?

- If a patient receiving a complex treatment course becomes ill during the treatment course, the treatment course will be interrupted. This must be reported to the Patient Management Office in person or by telephone. After recovery, provided it occurs within 30 days of the start of the treatment course and the patient has received confirmation from his/her general practitioner, the patient will be readmitted for the remaining days of treatment. If he/she cannot continue the complex cure due to a persistent illness, the spa will reimburse the remaining treatment days. If the patient cannot provide a medical certificate, the missing days will not be made up.
- We cannot change or refund your booked appointment after 24 hours. Please always bring your proxy wristwatch with you, otherwise you will not be able to participate in the treatment.
- If the patient experiences any discomfort during the treatment, he/she must report to his/her doctor, who may order a change in the treatment. This will be noted by the doctor on the treatment card, and the change will then also be noted in the patient's administration so that it is included in the patient's schedule and proxy wristwatch.
- If the patient's medical condition changes since the date of the prescription, the patient must inform the attending physician.

How long and how can I use the complex medical care daily?

- During complex medical care, the patient participates in treatments for 4 hours a day according to the following schedule:

	Lukács Thermal Bath
1st tour	7 am - 11 am
2nd tour	11 am - 3 pm
3rd tour	3 pm - 7 pm

- Patients can enter and leave the Lukács Thermal Bath only after activating the proxy wristwatch, which gives them a 4-hour reservation, so we recommend that you arrive not much earlier than the beginning of the treatments on the given treatment day (e.g. the 4-hour reservation for the proxy wristwatch of the patient arriving at 6:50 am in the first tour expires at 10:50 am).
- The patient receives a treatment appointment on the first day of treatment course. The spa provides patients with a lockable locker for their treatments. The key for the locker can always be picked up at the patient control desk and must be returned there at the end of the 4-hour stay.
- At the beginning of the day, the patient confirms the start of the day's treatments with his/her signature. After changing, in the Lukács Thermal Bath the treatments are confirmed on the proxy wristwatch one after the other. However, an important rule is that the proxy wristwatch must always be worn in the thermal bath. If a patient is late for a treatment, the treatment time is reduced by this amount.

Cases of treatments ordered outside the Complex Spa Treatment Department:

- Most of the treatments in the Lukács Thermal Bath take place inside the zone. Underwater jet massages and carbonic acid baths can be performed in the section of the North Bath, which is located outside the zone. Of course, these treatments are also counted towards the maximum stay of 4 hours. In this case, the information desk will help the patient with entry and exit.

Rules to follow during a complex spa treatment:

- Before the treatments, a pre-bath and the use of a foot disinfectant is mandatory.
- Suitable clothing is required for the treatments: shorts, short-sleeved T-shirt, socks for physiotherapy; bathing suit, towel, bathing cap, non-slip slippers for wet treatments; dry bathing suit for therapeutic massage. It is highly recommended to wear a bathrobe between treatments. The patient must bring the cleanser.
- Do NOT use your own hair dryer or other electrical appliances. There is a wall-mounted hair dryer in the locker rooms.
- The loungers may be used as provided. The baths provide sheets for treatments. The loungers can only be used with a dry body or bathing suit by laying out the sheets. Smoking is PROHIBITED in the entire spa area.
- Before leaving the spa, you must return the treatment card, key and sheet to the patient control desk. The proxy wristwatch must be handed in at the ticket office and the patient will receive a refund of the overdraft deposit here.
- The cure is personalised and non-transferable.
- The duration of each medical treatment is shown in the table below:

Name of medical treatment	Duration of medical treatment
Physical therapy	up to 15 minutes
Carbonic acid bath, underwater jet massage, weight bath	15 minutes
Individual and group gym physiotherapy, therapeutic massage, mud pack	20 minutes
Underwater group physiotherapy	25 minutes

I am aware of and accept the Thermal Bath Policy. I have read and understood the present information brochure and accept to be bound by its provisions. I received a copy of it and the privacy notice today:

Budapest,(Month) (Day), 20..... (Year)

Name (in block letters)

Signature:.....

We wish you good health!