Hoi An Clinic

International Medical Care and Assistance

Hoi An Clinic provides English-speaking outpatient care in Hoi An and serves as a single point of contact for international patients, insurers and medical assistance partners seeking care across Vietnam. Outside our local service area, we coordinate care with local healthcare providers based on the patient's needs and provider availability.

Clinical Services

Outpatient consultations General and internal medicine consultations for common travel-related concerns, including gastrointestinal illness, fever, respiratory symptoms, ear complaints, urinary symptoms and minor injuries.

Hotel visits and teleconsultations Doctor visits to hotels, resorts and private accommodation, subject to availability and clinical suitability. Online consultations are available when appropriate.

Diagnostics and treatment Rapid tests, blood and urine testing, ECG, wound care and IV fluids when clinically indicated and appropriate for the care setting.

Follow-up and referrals Follow-up, medical certificates and fit-to-fly assessments when appropriate. We coordinate referrals for specialist care, advanced imaging or hospital treatment.

Access and Medical Leadership

Medical Director Dr. Pham Van Hoai, Internal Medicine Physician.

Clinic address 62 Bà Triệu Street, Hội An ward, Đà Nẵng city

Clinic hours 07:30–18:00. Hotel visit and online consultation requests can be made 24/7, subject to availability.

Medical Assistance Across Vietnam

Partners can refer patients to Hoi An Clinic from anywhere in Vietnam. We provide outpatient care directly in Hoi An and liaise with local clinics, specialists and hospitals for patients elsewhere in the country.

Patient and Insurer Support

For international patients We help patients find a suitable provider, arrange outpatient care, diagnostics, specialist appointments or hospital admission, and facilitate English-language communication where available.

For insurers and assistance partners We receive referrals, liaise with treating providers, share agreed case updates, coordinate Guarantee of Payment (GOP) requests and follow up on invoices and payments.

Referral and Billing Workflow

1. Refer the case Send the patient's location, reason for referral, case reference and any authorization requirements. We confirm local availability and propose an appropriate care setting.

2. Confirm billing arrangements We coordinate pre-authorization or GOP requests with the referring partner when required. The insurer or its designated administrator confirms coverage. Direct billing depends on accepted authorization and agreed terms.

3. Coordinate care and case updates The treating provider assesses and treats the patient. We coordinate referrals and hospital transfers and liaise with specialist transport providers for medical evacuation or repatriation when clinically indicated and authorized.

4. Submit case documentation We help collect medical reports, itemized invoices and receipts from the treating provider, along with relevant prescriptions and test results where available.

Clinical Governance

Clinical procedures guide documentation, medication safety, infection prevention and referral. Case updates and records are shared through agreed channels with attention to patient confidentiality.

Provider Onboarding

During onboarding, we can agree on service areas, referral channels, escalation contacts, response expectations and billing terms. Physician credentials and sample documents can also be discussed.

Referrals and Partnership Inquiries

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Email hoianclinic@gmail.com

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