

Sinova Care

MEDICAL CONCIERGE • CHINA

A PATIENT BRIEFING

EDITION I — 2026

FOR PATIENTS ACTUALLY
CONSIDERING IT

China's Top Hospitals, One Seamless *Medical Journey.*

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A NOTE, BEFORE YOU READ FURTHER

Every week you wait for an appointment, the disease doesn't wait with you. You've been told months. We've moved people in days.

— This book explains how.

— THE SINOVA CARE TEAM

You are not curious. You are *running out of options.*

I. Too long a wait.

Months on a list for an appointment that should take days. The disease does not pause while paperwork moves through a queue, and the waiting is the part nobody seems to treat as clinical.

II. Too expensive.

Quotes that approach the price of a house. Carve-outs, deductibles, things "not covered" by the policy you've been paying into for twenty years. A surgery becomes a financial decision long before it becomes a medical one.

III. Nothing left to try.

Your physician at home has run through what is locally available. The therapy that might help is not yet approved, not yet funded, or simply not yet offered within your country's borders.



INTERLUDE

FROM WAITING TO MOVING

THE TURNING POINT

Somewhere between
giving up and starting
over, *there is a flight to
China.*

THE TIME IT TAKES, ELSEWHERE →

Months.



Days.

WHAT WE HAVE ACTUALLY MOVED

4 months → 6 days.

14 weeks → 9 days.

5 months → 11 days.

REAL CASES • INTERNATIONAL PATIENTS • 2025



WHATSAPP US

THREE CASES, ANONYMISED

What "days" actually *looked like*, in practice.

NO.	CASE	ELSEWHERE	SINOVA CHINA
I	Top oncologist consultation at a top-three national cancer centre · solid tumour	4 months	<i>6 days</i>
II	Cardiac surgery scheduling at a leading national heart hospital · valve replacement	14 weeks	<i>9 days</i>
III	CAR-T eligibility & admission haematology department, tier-3A hospital · relapsed lymphoma	5 months	<i>11 days</i>

These are real cases we handled for International patients in China during 2025. *Through years of trusted partnerships with China's top hospitals, Sinova Care provides exclusive VIP access — getting you to specialists others can't reach.*

A MOMENT TO PAUSE

You are not looking for
another country's
hospital. *You are
looking for a door that
has not yet been closed.*

Eight walls you would hit.

-
- 01 Appointment systems are entirely in Chinese, requiring a Chinese national ID and a Chinese phone number.
 - 02 No way to know which sub-specialty, which physician — and the wrong choice costs you weeks.
 - 03 Payment is cash or WeXin / Alipay. Foreign cards are rarely accepted at the counter.
 - 04 The internal flow — register, pay, scan, wait, report, follow-up — is signed only in Chinese.
 - 05 Records translated literally lose clinical nuance, and nuance is what changes the protocol.
 - 06 Lodging, transport, a chaperone for inpatient nights. None of it is set up for non-residents.
 - 07 Post-op follow-up and the handoff back to your doctor at home is on you to coordinate.
 - 08 If something goes wrong at 2 o'clock in the morning, nobody in the room speaks your language.
-

Eight doors *we open.*

-
- 01 Direct booking through our hospital Sinova VIP channel. No queue, no app. We hold the slot for you.
 - 02 Physicians / Specialists matched to your specific subtype, not just "any doctors".
 - 03 Payment handled end to end. Itemised invoicing in English for your records and your insurer.
 - 04 On-site escort through every step inside the hospital. You walk. We navigate.
 - 05 Medical translation by Sinova Personal Care Manager, reviewed before it reaches the doctor.
 - 06 Lodging, transport, chaperone — arranged before you board the plane, tuned to your schedule.
 - 07 Discharge package and remote follow-up, sent to your doctor at home in their preferred format.
 - 08 One number, 24/7, in your language. One dedicated Personal Care Manager handles everything for you.
-

WHAT CHANGES EVERYTHING

The right hospital
matters. *The right
people inside it matter
more.*

WHERE YOU WILL BE TREATED

A nationwide network. *Our working partners.*

Direct relationships with department heads across China's top Tier 3A hospitals — not referral agreements, not international-department queues.

GENERAL HOSPITALS

Zhongshan Hospital

复旦大学附属中山医院

Huashan Hospital

复旦大学附属华山医院

Ruijin Hospital

上海交通大学医学院附属瑞金医院

Renji Hospital

上海交通大学医学院附属仁济医院

Xinhua Hospital

上海交通大学医学院附属新华医院

Shanghai Sixth People's Hospital

上海市第六人民医院

Peking Union Medical College Hospital

北京协和医院

Chinese PLA General Hospital (301)

中国人民解放军总医院

West China Hospital

四川大学华西医院

Zhejiang University First Hospital

浙江大学医学院附属第一医院

SPECIALIST HOSPITALS

Fudan University Shanghai Cancer Center

复旦大学附属肿瘤医院

Shanghai Chest Hospital

上海市胸科医院

Shanghai Pulmonary Hospital

上海市肺科医院

EENT Hospital of Fudan University

复旦大学附属耳鼻喉科医院

National Cancer Center

中国医学科学院肿瘤医院

Beijing Cancer Hospital

北京大学肿瘤医院

Sun Yat-sen University Cancer Center

中山大学肿瘤防治中心

Fuwai Hospital

中国医学科学院阜外医院

Beijing Tiantan Hospital

首都医科大学附属北京天坛医院

Guangdong General Hospital

广东省人民医院

PRIVATE & INTERNATIONAL

United Family Hospital, Shanghai

上海和睦家医院

Shanghai Jiahui International Hospital

上海嘉会国际医院

Parkway Health, Shanghai

百汇医疗

Raffles Hospital Shanghai

上海莱佛士医院

Shanghai International Medical Center

上海国际医学中心

United Family Hospital, Beijing

北京和睦家医院

United Family Hospital, Guangzhou

广州和睦家医院

Clifford Hospital

广州祈福医院

Shenzhen Shekou People's Hospital

深圳蛇口人民医院

Gleneagles Chengdu Hospital

成都鹰阁医院

30+

PARTNER HOSPITALS

8

MAJOR CITIES

100%

TIER 3A RATED

50+

DEPARTMENTS

14

JCI ACCREDITED

24/7

BILINGUAL SUPPORT



WHATSAPP US

ON THE PEOPLE BEHIND THIS

A professional team with the *connections that matter.*

Sinova Care was built by people who spent the last decade working inside China's top medical institutions on the operations and partnerships side. The connections we use to get you in are not "contacts" — they are working relationships built over years of moving real cases through real departments.

Every patient we accept is one we know we can move through the system effectively. If staying home is the better choice, we will tell you.

WHAT WE NEVER DO

- Accept a patient we cannot honestly help
- Hand you off to a stranger once you land
- Push tests / exams you do not need

10+

YEARS INSIDE CHINA'S
TIER-3A HOSPITALS

28

PARTNER HOSPITALS
NATIONWIDE

40+

SPECIALIST DEPARTMENTS
COVERED

24/7

ENGLISH & PATIENT
SUPPORT

A TIMETABLE, NOT A PROMISE

One Team. One Process. Every Step Covered.

how to work with Sinova

STEPS	WHAT HAPPENS	TIME
01	Contact us today Reach out via our website, email, or WhatsApp.	0 DAY
02	Medical records assessment Two different doctors review your file and give written opinions.	2~3 DAYS
03	Free Zoom review session Our specialist explains both opinions in plain language for you to decide.	1 DAY
04	Treatment plan and hospital selection Personalised plan with recommended hospital, department, and cost .	2~3 DAYS
05	Visa, invitation letter, itinerary We handle paperwork and finalize itinerary with you.	1~2 WEEK
06	Airport pickup and hotel check-in Transport, lodging, chaperone — already in place.	1 DAY
07	Hospital treatments and therapies On-site escort, translation, and daily case management.	TBD
08	Follow-up and insurance support Discharge package, remote follow-up, and a complete claim file for your insurance company.	TBD


[WHATSAPP US](#)

BEFORE YOU BOARD

Visa, insurance,
itinerary — *the logistics
nobody else touches.*

WHERE MOST INTERNATIONAL CASES BREAK

We treat paperwork *as part of the medicine.*

TIMING

Invitation letter: day 1.
Visa in hand: day 10–14.

CLASSES

We know which visa class suits your nationality — M, F, or short-stay medical — and coach the filing.

LIAISON

We liaise directly with Chinese consulates where helpful.

Visa — handled before your bags are packed.

We issue the **formal hospital invitation letter** that satisfies Chinese consular requirements, on the receiving hospital's letterhead, signed by the department that will treat you. We brief you on the correct visa class, prepare the supporting documents in the correct order, and stay on the line during the application itself.

Where expedited processing is available, we use it. Where a consulate is slow, we know which one to route around. This is the kind of institutional knowledge that *only comes from having done it many times.*

COVERAGE

Most international plans treat China as out-of-network by default — meaning reimbursable, if the paperwork is right.

PACKAGE

Itemised bills in English, ICD-10 coded, physician-signed, plus a translated discharge summary.

RESULT

A claim file your insurer will actually accept.

Insurance — a file your insurer will accept.

For most international plans, care in China is not "uncovered" — it is **reimbursable, if and only if you come home with the right paperwork.** We prepare that paperwork from day one, not as an afterthought.

We keep itemised translated invoices in English with currency conversion, obtain a treating-physician letter with ICD-10 codes, and hand you a complete reimbursement file on the day of discharge. *You file, and it works.*



Send us your records.

We'll do the rest.

TAP TO EMAIL →

Contact us today. A Personal Care Manager on our team will get back to you within 24 hours with a clear recommendation — the right hospital, the right department, the right specialist, and an honest answer on whether coming to China makes sense for your condition. No cost, no sales call, no pressure.

WEBSITE

sinovacare.com

WHATSAPP

Chat with us →

EMAIL

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