

5 questions to ask any clinic.

The short, unsentimental checklist that filters
90% of unsafe medical-tourism clinics in one email.

A quiet hand on a foreign shoulder.

AlbaniaClinic

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Why these five.

This is not a marketing leaflet. Five questions — if a clinic answers all five in writing, on email, within 24 hours, they are almost certainly a clinic you can trust. If they duck any of them, switch.

Our coordination team has sent these five questions to more than 200 clinics across Albania, Turkey, Hungary, Spain, and the UK. The pattern is the same everywhere: **the clinics that answer all five openly are the clinics with the cleanest outcomes**. The ones that hedge, redirect to phone calls, or say 'we'll explain when you arrive' are the same ones that generate the complaint volume you see in patient-forum archives.

The five questions are, in order:

1. Who exactly will perform the surgery?
2. What is the all-in total, in writing?
3. What materials, batch, and manufacturer?
4. What's the written guarantee — and how do I claim it?
5. Will I get my full patient record in English?

A clinic that passes all five has internalised the habits a patient has a right to. A clinic that fails any of them has a gap in their practice — and that gap is almost always where the risk lives.

How to use this document: forward the five questions to any clinic you are considering. Paste them directly into the email body. Then compare the answers. The pattern reveals itself in minutes.

01 Who exactly will perform the surgery?

■ *Ask for a named clinician, not a team or a clinic.*

The most common pattern behind bad outcomes in medical tourism is that the doctor shown on the marketing is not the person who actually operates. In Turkey, technicians routinely do extractions and incisions on hair transplants; in cheap-dental corridors, a junior dentist does the preparation. The best clinics tell you, in writing, the name of the clinician who will personally perform the incisions or implant placement, and give you their registration number on the national medical register.

● GOOD SIGN

You get a named clinician, their registration number, and a confirmation in writing that no unlicensed personnel will touch your procedure.

● RED FLAG

The clinic answers in vague team language — 'our specialists', 'our experienced team', 'our doctor will be assigned'.

02. What is the all-in total, in writing?

Ask for a single number that includes everything.

A common pattern across low-price medical-tourism clinics is the arrival surcharge — the quote you receive by email is a starting-from price, and the real total gets added on at the desk after you land. Ask for a single written number that includes clinician fee, technician fees, materials, nursing, anaesthesia, disposables, post-op check-ups, and accommodation (if part of the package). Have them confirm in one sentence: 'There is nothing further to pay on arrival or during your stay.'

● GOOD SIGN

One line-itemised written quote that totals to a single number, with an explicit 'nothing else to pay' sentence.

● RED FLAG

A range like 'between €X and €Y', 'starting from', or a quote that 'depends on examination on arrival'.

03 What materials, batch, and manufacturer?

■ *Materials must be traceable. Ask for it in writing.*

A dental implant or a biomaterial is a regulated medical device. In the EU, CE-marked devices carry a batch number, country of origin, and a manufacturer warranty — your patient file must contain all three. In clinics that use non-CE-marked or grey-market materials, this paper trail doesn't exist. The question 'can I have the batch number and manufacturer warranty card in writing before I pay' filters out most of the bad actors.

● GOOD SIGN

A named system (Osstem, Straumann, Nobel, Dentsply), batch number, country of origin, CE certificate, and manufacturer warranty card in writing.

● RED FLAG

Vague language like 'top-quality materials', 'CE-certified implants', or 'European manufacturer' with no specific system named.

04. What's the written guarantee — and how do I claim it?

If it's not in writing, it doesn't exist.

Every serious clinic gives you a written guarantee covering graft density or implant survival for a defined period. But a guarantee you can't practically claim is worthless. Ask: what's the duration, what does it cover, what doesn't it cover, and — critically — how do I claim it from my home country if I can't fly back? The best clinics name a partner clinic in your country that performs the revision at no cost to you.

● GOOD SIGN

A written guarantee with duration, what is covered, what isn't, and a named partner clinic in your country for no-cost revisions.

● RED FLAG

A verbal assurance, a generic 'lifetime guarantee' slogan with no written contract, or a guarantee that only applies if you fly back at your own cost.

05 Will I get my full patient record in English?

EU Directive 2011/24 gives you the right. Make sure you use it.

Your home-country dentist or clinician needs to be able to follow your aftercare. That means the clinic must give you a full patient record in English (or your language): X-rays in DICOM format, treatment plan, materials used, medications prescribed, photos taken during treatment. Under EU cross-border healthcare directive 2011/24, this is your legal right. A clinic that refuses — or says 'we only keep records in Turkish/Albanian/Hungarian' — is telling you something important.

● GOOD SIGN

You receive a complete patient record in English, including DICOM X-rays, treatment plan, material batch numbers, and photographs, before you leave.

● RED FLAG

The clinic refuses to share records, charges a fee for them, or only provides them in the local language.

If a clinic answers all five, in writing, within 24 hours — you've found a clinic.

The five questions are designed to be answerable by a clinic that runs a serious practice. It should take them 15 minutes to write a clean reply with all five answers and the supporting attachments (clinician registration, CE certificate, batch-number example).

If the clinic cannot do that — if their reply is a phone-call request, a scripted pitch from the sales coordinator, or a pivot to "let us explain in person" — you have already received the most important piece of information about the clinic: that they are a **sales-led** rather than **clinician-led** operation. That distinction is where the difference between a good outcome and a patient-forum complaint lives.

Our coordination team applies this same checklist to the 16 clinics in our Tirana network.

We verify the clinician register every six months, retain a sample batch certificate per implant system, and hold copies of each clinic's written warranty policy. If any clinic in our network fails one of the five, we remove them from the network until they fix it.

How we can help: if you'd like us to send the five questions to two or three Albanian clinics for you, and compare the written answers side-by-side, email info@albaniaclic.com or WhatsApp **+355 68 409 9986**. We don't charge patients for this — our clinics pay a coordination fee only when treatment happens.

Get your written quote in 24 hours

albaniaclic.com/book-now.html · info@albaniaclic.com · WhatsApp **+355 68 409 9986**

Sources + further reading

EU Directive 2011/24: Cross-border healthcare rights for EU patients.
eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32011L0024

ISHRS 2024 Practice Census: 59% of member surgeons report black-market hair clinics in their city; 10% of repair cases trace to illegal clinics. ishrs.org

Trustpilot Consumer Alerts / Warnings: 85+ consumer alerts issued, 19,000 business warnings in 2024.
trustpilot.com/trust

General Dental Council (UK): Registration lookup for all UK-practising dentists. gdc-uk.org/check-a-dentist

Turkish Medical Association (TTB): National register for Turkish clinicians. ttb.org.tr

Clinic Truth — 'Who holds the scalpel?': Full investigation on technician-performed surgeries in Turkey.
clinictruth.com/blog/who-holds-the-scalpel-2026.html

Clinic Truth — 'Why is Albania 60% cheaper?': Component-level cost breakdown.
clinictruth.com/blog/medical-tourism-economics-2026.html

Disclosure: AlbaniaClinic is a coordination service — not a medical provider. The clinics in our Albanian network pay us a coordination fee only when a patient proceeds with treatment. We do not charge patients, and we remove clinics from the network if they fail any of the five questions in writing. This document is editorial, not medical advice; a clinician should review your specific case.