

POLIKLINIKA BAGATIN

CROATIA

Health & Wellness
Destination Guide



MEDICALTOURISM
magazine

POLIKLINIKABAGATIN



Health & Wellness
Destination Guide

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POLIKLINIKA **BAGATIN**



Health & Wellness
Destination Guide



MEDICALTOURISM
magazine

By **Renée-Marie Stephano** · Editor **William Cook**



AUSTRIA

SLOVENIA

Ljubljana

Zagreb

CROATIA

Karlovac

Sisak

Rijeka

Omišalj

Pula

Otočac

Gospić

BOSNIA AND
HERZEGOVINA

Zadar

Šibenik

Split

Ploče

Croatia

50 km
50 miles

Adriatic
Sea

HUNGARY



Croatia

BY THE NUMBERS

Capital
Zagreb

Government Type
Parliamentary Republic

Land Area
56,594 km²

Islands
1,200

Languages
Croatian (official)

Population
4.2 million*

Physician Density
2.84 physicians/1,000 population (2011)

Hospital Beds Density
5.9 beds /1,000 population (2014)

Elevation Extremes
Lowest point: Adriatic Sea 0 m
Highest point: Dinara 1,831 m

Country Code
385

Emergency Telephone Number
112

Currency
Kuna HRK

Electricity
230V / 50Hz

Time Zone
UTC+01:00

Tourism
Croatia was selected as the world's most desirable destination in 2016 according to a comprehensive analysis of Google data.**

Sources:

CIA Fact book

*<http://ec.europa.eu/eurostat/documents/2995521/7553787/3-08072016-AP-EN.pdf/c4374d2a-622f-4770-a287-10a09b3001b6j>

**<https://aboutcroatia.net/news/tourism/telegraph-croatia-most-desirable-holiday-destination-33535>





POLIKLINIKA 3AGI



Hvar

Photo Credit: Boris Kacan/ Croatian National Tourism Board





Art Pavillion in Zagreb





Arena of Pula, built in the 1st century AD to host gladiatorial contests
Photo Credit: Damir Fabijanic/ Croatian National Tourist Board





Old Town Dubrovnik





National Park Plitvice Lakes





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Foreword

Ognjen Bagatin
CEO Bagatin Clinic



The story of Bagatin Clinic began in 1995, when my father, Marijo Bagatin, the late Professor of Medicine and one of the most renowned maxillofacial specialists in Croatia, opened a private medical office. At that time, I was only 13 and my two older brothers had just started medical school, both looking forward to following in our father's footsteps by becoming doctors of medicine. Shortly after medical school, they underwent specializations in both general and plastic surgery at the top hospitals and medical research centers in the country. Both my brothers eventually took over our father's cosmetic surgery practice.

My personal path, however, was somewhat different from theirs. I found myself in the area of business and management. After having completed my studies in business and economics at the University of Zagreb, I started working as the assistant to the Board of Directors in a well-known company. Having experienced numerous business scenarios, leading different teams, working on various projects, I realized how powerful it is to really love what you do. The only way to true success is dedication and love for your work. Only then does your "job" become a "mission."

At the time, I realized that I was still working a "job" and that my life's mission was still out there waiting for me. So, thankful for all the experiences and learning opportunities I had received, I decided to take the big step of pursuing an MBA at Cotrugli Business School. Once I completed my MBA, I invested in a loan in order to continue with my father's vision of making Bagatin Clinic the leading private clinic in the region and a synonym of top quality service. Is there anything better than continuing your family's professional legacy?

From the very beginning I wrote down my personal vision and that of the clinic: the Patient always comes first! Our objective is to provide our patients with the highest medical service standards using only world-renowned technology, accompanied by a highly specialized and educated staff and a service level that is on par with five-star hotels and resorts.



As with any startup, getting the business off the ground wasn't easy. However, even with only two employees in 2008 and a limited budget, I wanted to see this dream come to fruition. I was especially focused on encouraging the development of corporate entrepreneurship and project management in the medical space. Being a sports trainer for many years, it was natural for me to embed a strong team spirit, sense of belonging and positive values into our team.

Over the past eight years I have recruited top experts to our team, consolidating our position as the market leader in our region. Currently, we employ more than 70 well-educated, primarily young and ambitious individuals with passion imbued in their actions and in their views, as well as their approach to work. Bagatin Clinic has now expanded to two central locations in Zagreb and offers over 240 treatments and services in the fields of plastic surgery, dentistry, dermatology, and cosmetology. According to Deloitte, we are one of the fastest-growing small and medium-sized medical institutions in this part of Europe.

We continue to invest in the development of our team members via our Bagatin Academy - yearly educational modules that train not only our employees but also medical staff from other clinics in Croatia. We are striving to become a regional educational center for medical institutions. The clinic already serves as the referral and training center for Allergan Medical Institute in the region, Allergan being one of the main manufacturers of Botox and its European equivalents. The clinic is also a referral center for Planmeca dental equipment, Biolase dental lasers, Asclepion lasers, Canfield imaging software and many more.

Did we help our patients and provide them with the best possible service? That is the question we ask ourselves at the end of each day. Today we have served more than 14,000 patients whose lives we continually strive to improve, and we accept the challenge of continuing to be the top beauty, dental health, and aesthetics medical provider in the market - anything less is unacceptable.

Sincerely,

Ognjen Bagatin, MBA

Letter from the Ministry of Health



REPUBLIC OF CROATIA
Ministry of Health

The Ministry of Health supports all the relevant projects that contribute to the development of health

tourism in Croatia and in that context hereby supports the cooperation project “Destination Guide”

between Bagatin Clinic and the Medical Tourism Association (MT A) as an example of

strengthening the image of high quality medical services in Croatia.

Sincerely,

MINISTER
Professor Mladen Kujundžić, MD, PhD





Zlatni rat beach in Bol, Brač Island

Letter from the Croatian Chamber of Economy



HRVATSKA GOSPODARSKA KOMORA
CROATIAN CHAMBER OF ECONOMY

It is our pleasure to support the Destination Guide project. Health Tourism, which covers medical and dental tourism, is a yearlong product of tourism, which is why we welcome each effort made to strengthen this product.

Unlike some other tourism segments that are sold through destination tourism, medical tourism customers opt for targeted services and therefore the service provider of these services sells the destination rather than vice versa, especially in a relatively new destination. Therefore, we compliment the initiative and willingness of Bagatin Clinic to fund this Destination Guide, for which both Zagreb and Croatia as destination will directly benefit.

We hope that in the future other service providers will also collaborate with their own Destination Guides, so that the efforts of all of us working together could position Croatia as a desirable destination for medical tourism. Once again, we express our support for this project.

Yours sincerely,

Director:
Leila Kresic-Juric



ISO 9001:2008

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e-mail: turizam@hgk.hr, www.hgk.hr

Letter from the President of Croatia



PRESIDENT OF CROATIA

I am pleased to comply with your request to endorse the project of development of health tourism in Croatia and positioning the Republic of Croatia as a desirable health tourism destination.

Croatia has a highly developed healthcare system and a splendid tradition of health tourism. The Croatian seaside, thermal and other health resorts were known in Europe as early as the 19th century. Today, an increasing number of people are coming to Croatia from countries outside Europe for treatment or recovery.

In recent years, this offer has been supplemented with the opening of various specialized clinics. The Polyclinic Bagatin, which has recognized an enormous potential for the development of health tourism, as well as the need and opportunities for the health education of physicians and other medical personnel in soft skills, takes a prominent place among them.

Therefore, it can and should be emphasized that the work of the Polyclinic Bagatin fills the gap in medical education, and thereby represents a new added value for the development of health tourism and healthcare in general, with the ultimate goal of providing better health protection.

Your major step forward in this sense is an example of the advancement that our healthcare system as a whole should and can achieve. I am confident that the Republic of Croatia has a major potential to feature more prominently on the healthcare map of the world and be positioned as a country of advanced pursuits. This will open new major possibilities for the development of health tourism, medical education and international medical cooperation as a whole. I wish you much success in your further work on the promotion of Croatian health tourism.

Yours sincerely,


Kolinda Grabar-Kitarović

Letter from the Zagreb Tourist Board



You contacted Zagreb Tourist Board with a request for a letter of support for the cooperation project “Destination Guide” between Poliklinika Bagatin and the Medical

Tourism Association (MTA). Zagreb Tourist Board considers the aforementioned project a perfect example of promoting special interest tourism and strengthening the image of Zagreb and Croatia as a destination that offers high quality medical services .

For decades, travelers have trusted Destination Guides for information such as culture, language, gastronomy , tourism activities and destination highlights. Zagreb is a city with highly developed tourism services and, as part of one of the most advanced regions for medical tourism in Europe, it has all the potential to become an internationally recognized medical tourism destination .

Comparative advantages of Zagreb are a mix of its accessibility, competitive prices, excellent medical services, pleasure and attractiveness of visiting a tourism-oriented and safe city. It is the reason why Zagreb Tourist Board considers that presenting

Zagreb and its medical tourism through the Destination Guide is something that would have a positive impact and could position Zagreb and Croatia as a more desirable destination for medical tourism .

Therefore we express our full support to this project and we thank you for your efforts in promoting Zagreb as a medical tourism destination.

Yours sincerely,

Martina Bienenfeld
CEO

A purple circular stamp is positioned to the left of the signature. The stamp contains the text 'TURISTIČKA ZAJEDNICA GRAD ZAGREB' around the perimeter and 'ZAGREB' in the center. The signature 'Mey' is written in blue ink over the stamp and the name 'Martina Bienenfeld'.

About the Author

Renée-Marie Stephano
President of the Medical Tourism Association®



Renée-Marie Stephano, JD is president and co-founder of the Medical Tourism Association®, editor-in-chief of Medical Tourism Magazine® and the Health and Wellness Destination Guide Series of books. Ms. Stephano is also founder and CEO of Global Healthcare Resources, the leading global consulting and market solutions firm in Medical Tourism, Destination Medicine, Wellness Travel and Corporate Wellness. As founder and president of Corporate Health & Well-being Association, Renée-Marie is passionate about improving productivity through corporate wellness programs. She brings strategic solutions for the integration of medical and wellness travel, corporate wellness and population health management strategies for destinations worldwide.

GHR's outreach spans a network of over 2 million execs and professionals through its managed organizations, events, magazines, books and large social network. Renée-Marie is an advocate for professional development as an integral component in changing the way we access and receive healthcare globally. She is passionate about connecting a global network of buyers with health providers that are transparent in quality and pricing and dedicated to international best practices for traveling health and wellness seekers. She has developed a series of professional training and certification programs for healthcare, hospital and tourism for medical and wellness travel and currently serves as a Director to the International Luxury Hotel & Travel Association. Ms. Stephano has authored several books from "Developing International Patient Centers, Best Practices in Facilitation," to "Medical Tourism for Insurers and Employers," and "Engaging Wellness - Corporate Wellness Programs that Work."

Renée-Marie is a keynote speaker at international conferences, has spoken at hundreds of events and is a featured source of reference on issues related to health, travel and tourism for media outlets around the world.

You may reach Renée-Marie at:
Renee@MedicalTourismAssociation.com



About the Medical Tourism Association®

The Medical Tourism Association® (MTA) is a global non-profit association for the medical tourism and international patient industry. The MTA works with healthcare providers, governments, insurance companies, employers and other buyers of healthcare - in their medical tourism, international patient, and healthcare initiatives, with a focus on providing the highest quality, transparent healthcare. The MTA is also committed to educating consumers about their options internationally for medical treatment through its programs; such as its Health & Wellness Destination Guides and through the #1 rated internet portal for healthcare consumers: www.MedicalTourism.com.

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About the Medical Tourism Association® Destination Guides

For decades, travelers have trusted destination guides for information such as culture, language, gastronomy, tourism activities, currency and a highlight of things to do in the destination they visit. Currently, as a result of the high cost of healthcare, limited access to high technology and specialized surgical techniques among other factors, patients are finding themselves looking for alternative options for treatment, many times, outside of their local community, state and even country.

As nearly a hundred countries around the world embrace the medical tourism industry, the Medical Tourism Association® has launched its Destination Guides program as a commitment to education, with a focus on consumer awareness. The Medical Tourism Association® Destination Guides provide an exclusive focus on a destination, country, city or facility with detailed information about the quality of healthcare in the destination and the healthcare infrastructure found in that region, including wellness and preventative healthcare options as well.

The Destination Guides are structured to educate consumers and take them through their medical tourism decision making process; from the moment they begin to research a destination, they will know what to look for. The key function of the Destination Guides is to empower medical travelers with knowledge about the industry and provide a step by step, set of guidelines to take into consideration when traveling for healthcare and/or wellness.

Additional features of the Destination Guide include instant free access for prospective medical tourism patients. Patients can download the destination guides from MedicalTourism.com (one of the highest rated websites for medical tourism on the internet), MedicalTourismMagazine.com, and/or MedicalTourismAssociation.com. The print edition of the guides may be available through Amazon.com™, iTunes, and/or other merchants for worldwide distribution. The guide is also available for download on to your Nook or Kindle eReader.

A recent Medical Tourism Association® survey found that almost 73 percent of medical tourists researched their information on medical tourism online. The guide will include information on hospitals, clinics, medical spas, wellness centers, hotels and tour operators for patients. The Medical Tourism Association® Destination Guides also feature tourism information for patients with full color photos to go along with the tourism information to help establish expectations and includes helpful tips for patients and their companions during their medical stay.



Maiden with a seagull, Opatija

From the Author

Nestled between the Balkans and Central Europe, Croatia is a land teeming with contrasts. It boasts dramatic mountain landscapes, endless fertile plains, and a rugged coastline dotted with windswept islands that beckon to be explored. From the magic of Plitvice Lakes to the idyllic charm of Hvar town, each year thousands of visitors are captivated by Croatia's celebrated beauty.

For those in search of history and culture, Croatia has roots extending from the Roman era, through the Renaissance, the Baroque period and the Ottoman conquests right up to the present day. City destinations such as Zagreb, Dubrovnik, Split and Zadar offer exquisitely preserved centuries-old architecture in the midst of a thriving urban scene of alternative music, stylish fashions and non-stop clubbing. Over fifty music and film festivals are held throughout the year, many of them at locations that date back to ancient times, when Roman soldiers and emperors walked these paths.

Although Croatia developed under the influence of many different cultures, it has made its own unique imprint on the history of European civilization. "It is the home of the necktie, the parachute, the torpedo, the mechanical pencil, the filament light bulb, the world's fastest electric car and the second oldest film festival in the world, the Dalmatian dog, Marco Polo, one of the oldest cities and parliaments in Europe, the second longest stretch of defensive walls in Europe, the smallest cathedral, the oldest arboretum, and the birthplace of great athletes."¹

If that wasn't enough, Croatia has also made a name for itself as a leading destination for health and wellness tourism. From plastic surgery and dentistry to orthopedics or alternative treatments, an increasing number of visitors are discovering the benefits of its high quality medical care and low-cost treatments. Bagatin Clinic is a prime example of Croatia's high quality healthcare offering. Through the vision and leadership of the Bagatin brothers, this multi-specialty clinic has established itself as the premier clinic in the region for patients seeking high-quality dental and cosmetic treatments.

¹ Tourist Information with Road Map of Croatia. Croatian National Tourist Board



While one clinic can make a difference by pushing the boundaries of innovation and quality, it is incumbent on the public sector (both healthcare and tourism) to provide the regulatory framework and incentives to create a sustainable medical tourism destination. To this end it is gratifying to acknowledge the support of Croatia's Ministry of Health, Ministry of Tourism, Chamber of Commerce, the Croatian National Tourist Board and Zagreb Tourism Board for the development of the Bagatin Clinic Health and Wellness Destination Guide.

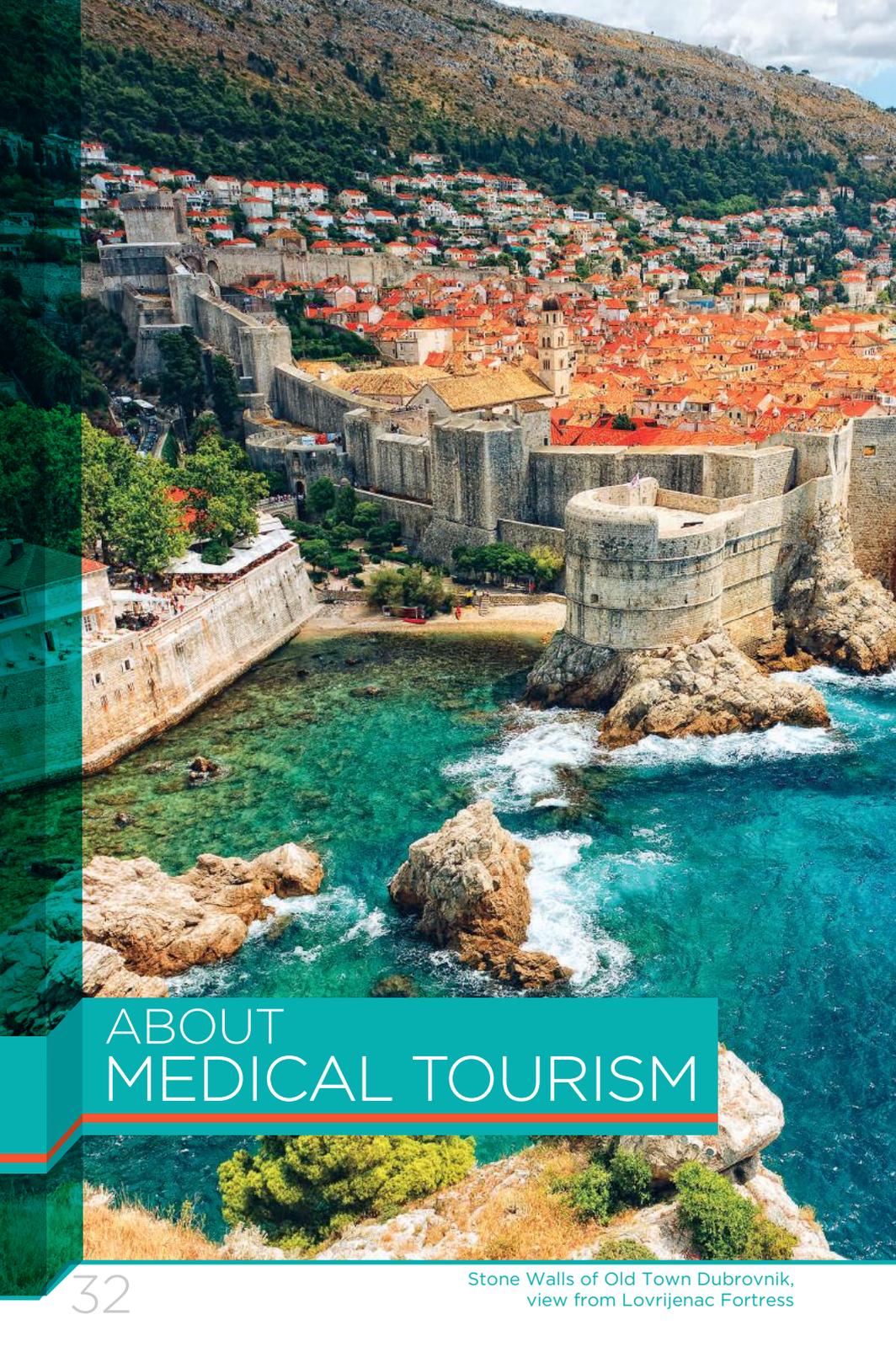
I have had the privilege of visiting Croatia multiple times over the past several years, and while I'm always amazed by its beauty, history and culture, what I admire most about this country is the kind and friendly nature of its people. Whether you are lost on a street corner asking for directions or attended by a doctor or nurse in an ultra-modern clinic, you will never forget the genuine warmth and authenticity of the Croatian people. This is what truly makes this country unique.

To your health!

Robert Stephens



Funicular in Zagreb



ABOUT MEDICAL TOURISM



WHAT IS MEDICAL TOURISM?

Medical tourism (also known as medical travel or global healthcare) is the process in which patients travel to another region or country for medical or health and wellness services. Oftentimes these services can take the form of a dental treatment, knee surgery, health check-up or even a trip to a wellness spa.

WHAT FACTORS ARE DRIVING THE GROWTH OF MEDICAL TOURISM?

Whether it is a North American patient seeking less expensive care in Latin America or someone in Africa looking for better quality care in Europe, patients from all over the world and from all walks of life are increasingly choosing medical tourism to satisfy their healthcare needs. The Medical Tourism Association® estimates the size of the medical tourism industry at approximately **100 billion USD**, with a projected growth rate of up to 25% per year. Why are more and more people around the world bypassing their local medical providers and, instead, choosing to travel hundreds or even thousands of miles for medical care?

There are four main factors driving medical tourism: **better quality** (patients looking for the doctors and facilities with the most experience and cutting-edge medical technology), **savings or affordability** (patients looking for less expensive medical care options), **quick access** (patients looking to schedule treatments quickly), and **availability** (patients looking for procedures that are not available in their own country or city). Let's take a closer look at each driver.

Better quality of care

The term “quality” is thrown around quite casually these days. You see it plastered on websites, magazines and television; so much so that its true meaning has been diluted.

For the purpose of this guide we will define quality of care as the *effectiveness of clinical and inter-personal care*. In other words, there are two sides to quality of care: a clinical/technical side (e.g. did the nurse insert the IV in correctly?) and an experiential side that hinges on relationships (e.g. did the patient assistant smile and make eye contact with me?).

Patients are typically seeking “best in class” healthcare facilities or “centers of excellence” that perform a high volume of the medical procedures or treatments they are seeking. Consequently, healthcare facilities that see high patient volume for certain procedures will tend to:

- Have experienced and talented specialists on staff
- Offer higher quality of care
- Provide better outcomes

This translates into lower complication rates, a quicker recovery (missing less work days) and higher patient satisfaction. There are several other elements that also impact quality of care.

Healthcare quality indicators

Quality indicators are a commonly used method to measure a healthcare facility’s overall quality. These are metrics used to assess particular health processes and outcomes. As a medical traveler it is important to inform yourself about the experience level and success rates of a particular healthcare facility for the treatment you are seeking. Ask the healthcare facility about its medical procedure volume, mortality rates, complication rates, infection rates, and re-admission rates. Find out if the procedure you require is one of its specialties – in other words, that it performs a high volume of these types of procedures.

Although healthcare quality indicators may not tell the whole story, they are a good way to gauge a medical provider’s

overall level of proficiency and, with all else being equal, will often translate into a better surgical or treatment outcome.

Medical expertise

How good is your doctor? In other words, how much experience and training does he/she have in the particular procedure you are interested in? Although the likelihood of your doctor being unqualified is slim - especially if you are dealing with a well-known medical institution, it is still advisable to verify your doctor's credentials before traveling anywhere for surgery - especially if you are considering a healthcare facility you have never heard about or a smaller clinic. Your goal is to find out if he or she has the necessary background, skills and experience to successfully treat your condition.

In Croatia, the Ministry of Health (www.zdravlje.gov.hr) along with the Croatian Medical Chamber (www.hlk.hr) and Croatian Dental Chamber (www.hkdm.hr) are the authorities that regulate the practice of medicine and dentistry in the country.



To practice medicine and dentistry, doctors must belong to their respective Chambers. When checking the credentials of physicians in Croatia you have several options:

- Request physician credentials from internationally accredited facilities as they have a very high stake in making sure that their medical staff's qualifications are in order.
- Ask the medical provider or company that is facilitating your trip to provide you with a doctor's bio or curriculum vitae that has been authenticated by the medical provider and/or the Ministry of Health.
- Check and see if the physician is affiliated to local or international professional societies.

The staff at Bagatin Clinic will be more than happy to provide you with detailed information about their doctor's impressive credentials. Take a look at pages 40-44 in this guide or visit www.poliklinikabagatin.hr/eng/About-Us/Doctors for more information about Bagatin Clinic's medical staff.



Doctors Tomica and Dinko Bagatin



Accreditations and Certifications

In the context of healthcare, accreditation is a voluntary process by which hospitals and clinics meet standards established by an external accrediting body such as the Joint Commission International (JCI), The Health Care Accreditation Council, Trent Accreditation Scheme, Accreditation Canada, or another agency that is recognized by the International Society for Quality in Health Care Inc. (ISQua).

While accreditation does not guarantee a perfect medical experience, it does signal that a particular hospital or clinic has invested significant time and resources in perfecting quality of care processes and patient safety protocols that, over time, will promote successful surgical outcomes. For patients, it is an assurance that high standards of safety and quality of care are in place and that the medical provider cares about delivering quality services to its customers. Most healthcare facilities will display accreditation information prominently on their websites.

A growing number of healthcare facilities have opted for seeking an internationally recognized accreditation to validate the quality of their services. And while most accrediting bodies are doing an excellent job of promoting better procedure outcomes and improving patient safety, there have been few initiatives that focus specifically on improving the overall international patient experience.

Global Healthcare Accreditation

Global Healthcare Accreditation (GHA) was developed by the Medical Tourism Association® to fill this gap and promote specific improvements in the protocols and services that impact the international patient experience, particularly, but not exclusively, from a non-clinical perspective. It provides a framework for good practice, which covers the various situations that healthcare providers may face in managing international patient care. For more information about GHA, please refer to this link: www.globalhealthcareaccreditation.com.

Savings

Saving money is often a prime motivator for people choosing medical tourism. The fact that you can save anywhere from forty to sixty percent on medical procedure costs in Croatia is extremely attractive regardless of your income. Below are some sample cost comparisons between Bagatin Clinic and the United States.

Procedure	Avg. U.S. Cost	Approx. Bagatin Clinic Cost*
Breast augmentation	\$7,000-\$9,000	\$4,100-\$4,400
Tummy tuck	\$10,000-\$15,000	\$3,600-\$5,600
Dental implants (ICX - Straumann)	\$1800-\$2,500	\$600-\$900

**These are only approximate costs as final cost may vary depending on your condition and evaluation by the physician. For detailed information on pricing visit www.poliklinikabagatin.hr/eng/Prices*

As you can see, a tummy tuck procedure at Bagatin Clinic, for example, will cost you less than \$6,000 USD compared to about \$10-15,000 USD in the U.S. Even considering travel costs, you will still enjoy significant savings and have the opportunity to discover Croatia's enchanting beauty. Not a bad deal!

Quick access

In some cases your primary reason to choose an outside medical provider may be because your local health system cannot schedule your procedure quickly enough. This can be a common occurrence in countries with social healthcare systems such as Canada or Great Britain. Patients in these countries may have to wait weeks or months to have a diagnostic procedure or meet with a specialist. One of the many advantages of medical tourism is that procedures and treatments can usually be scheduled with very short notice.

Availability

If the procedure or treatment you are seeking is not available due to a lack of technology, expertise or local regulatory reasons, you may need to seek care abroad. In some cases, your local healthcare provider may not have the equipment or medical expertise to treat certain conditions. In other instances, a certain procedure may not be authorized in your home country. In these circumstances it is advisable to research your options very carefully to ensure that you are seeking treatment with a reputable provider that has proven clinical results.



Croatian National Theater



ABOUT Bagatin Clinic

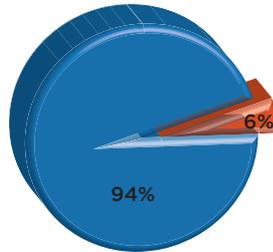
NUMBER OF STAFF > **+70**

5,256 < NUMBER OF PATIENTS TREATED IN 2016

SPECIALISTS AND COSMETOLOGISTS > **25**

2 < LOCATIONS

PERCENT OF PATIENTS BY GEOGRAPHIC ORIGIN



Domestic
 International

PROVENANCE OF INTERNATIONAL PATIENTS BY COUNTRY



Bagatin Clinic (www.bagatinclinic.com) is one of Croatia's a leading multi-specialty clinics, with over 20 years of experience providing patients with high quality health and aesthetic services in the fields of plastic surgery, dentistry and dermatology. The clinic offers a one-stop solution for a wide range of conditions by using a variety of aesthetic, dermatological and dental treatments aimed at correcting facial features, removing signs of ageing and maintaining the skin's beauty.

The clinic was founded in 2002 by Prof. Dr. Marijo Bagatin, a world renowned maxillofacial and plastic surgeon, continuing the tradition of an earlier private practice in maxillofacial surgery which he began in 1995. In 2006 his sons: Dr. Dinko Bagatin (Specialist in Plastic and General Surgery) and Dr. Tomica Bagatin (Specialist in Maxillofacial and Plastic Surgery of Head and Neck) continued the successful operation of the clinic with the help of their younger brother, Ognjen Bagatin, manager and CEO. Along with the above mentioned doctors, Bagatin Clinic's team includes renowned anaesthesiology specialist, prof. Katarina Šakić, Ph.D, who is considered to be one of the leading anaesthesiologists and reanimatologists in the region and is an acclaimed university/medical school professor.

Because of Bagatin Clinic's high standards and the extensive experience of its medical staff, it has become a referral center in Croatia and the region for physicians seeking training and certification in the use of new products, equipment and techniques. Among these are recognized names such as Allergan Medical Institute, Asclepion Laser Technologies, Biolase, General Project, Planmeca, Reviderm, and Zerona.

Bagatin Clinic is also a Gold Member of the Medical Tourism Association® and has the distinction of being the only certified Allergan Medical Institute for Botox (Vistabel), Juvéderm dermal fillers and Natrelle breast implants in Croatia. In addition, the clinic has been certified by Global Clinic Rating, an international medical and dental clinic comparison website that evaluates clinics based on expertise, medical and non-medical facilities, procedures, services, amenities and patient reviews.

By focusing on just a few signature medical specialties, the clinic is able to provide patients with improved outcomes and superior services customized to their specific needs. Patients from all over Croatia, Europe and, increasingly, the world are traveling to Bagatin Clinic to experience 5-star treatment in a warm and friendly environment that features the latest in technology and medical expertise.

With the mission of positioning Croatia and Zagreb as top health tourism destinations on the world map, and Bagatin Clinic as the leading private clinic in the region, providing its clients with top-notch services such as a 5 star hotel, Bagatin Clinic's team has taken key steps in creating a brand in health tourism that was rewarded with a valuable acknowledgment by the IMTJ organization this year. Bagatin Clinic has been recognized as the "Best International Cosmetic Surgery Clinic" in 2017 and also announced as one of the top 3 clinics in the world in the category for " Best Marketing Initiative" in clinic branding.

IMTJ
2017 **MEDICAL TRAVEL AWARDS**

WINNER

International cosmetic surgery clinic of the year





PHILOSOPHY OF CARE

Bagatin Clinic's patient-focused approach to care is made manifest in every detail - from the state-of-the-art medical equipment used, the training of its doctors, and spotless facilities, to its smiling and friendly staff, always ready to lend a hand or provide helpful information. The phrase "the patient comes first" is more than just a cliché here, it is a living, breathing state of mind.

According to Ognjen Bagatin, CEO of the clinic, "Our goal is to provide affordable, accessible care and services using highly skilled staff and superior technology to meet the healthcare needs of our local and international patients. When you come to Bagatin Clinic you bring more than a physical ailment or medical condition; you bring your hopes, dreams, and specific needs. That's why a caring relationship with our patients is critical to everything we do."

MEDICAL TEAM

Growing up in a family of doctors and surgeons, from an early age Bagatin Clinic's founders learned to nurture a love for medicine and for helping others. According to Dr. Dinko Bagatin, "It is our patients' safety and well-being that guides each and every decision we make and motivates us to provide them with the best possible care. Every healthcare professional who is part of our team was chosen because they uphold these same principals. We are particularly grateful to our father and mentor for imparting his wealth of knowledge and vision and thus expanding our horizons and opening the way for further development and advancement."



Bagatin Clinic medical team

BAGATIN

Tomica, MD

Specialist in Maxillofacial
and Plastic Surgery of Head
and Neck



- **10** years of experience in nose and face lifting surgery and more than **1.000** operations
- More than **3.000** consultations on the Canfield Vectra 3D
- More than **5.000** filler and Botox applications
- Over **100** treated patients on TV show Extreme Makeover, broadcast on regional TV
- Allergan trainer for Croatia and the region, trained more than **500** professionals for fillers and Botox application
- Member of European Academy of Facial Plastic Surgery (EAFPS)



Your **Beauty** Destination

BAGATIN

Dinko, MD

Specialist in Plastic and
General Surgery



- **10** years of experience in augmentation and over **1.000** breast augmentation
- More than **3.000** consultations on the Vectra 3D Canfield
- Vaser lipo and high definition body sculpting expert
- Over **100** candidates on Extreme makeover, supported on regional TV
- Member of Royal Society of Medicine
- International Member of American Society of Plastic Surgeons (ASPS)





Dinko Bagatin, MD

Specialist in Plastic and General Surgery

Dr. Dinko Bagatin specializes in plastic and reconstructive surgery and his goal is to give patients the best possible appearance and a better quality of life with the help of surgery.

Dr. Bagatin earned a doctor's degree in medicine at the medical school from the University of Zagreb. Later he underwent his internship at the University Hospital "Merkur," and a specialization in general and plastic surgery at the Department of Surgery at the University Hospital Center "Rebro."

He has worked at the Bagatin Clinic since its very beginning in 2002, and is an active member of the Croatian surgical society for plastic, reconstructive and aesthetic surgery, and is licensed by the Croatian Medical Chamber. He is also a member of the Croatian surgical society. Dr. Dinko Bagatin actively participates in numerous international conferences and courses including Vienna, Glasgow, Frankfurt, Istanbul, Chicago, Atlanta and Bangkok and many others. At the Faculty of McGill in Montreal he has also completed the highest level of English proficiency.



Tomica Bagatin, MD

Specialist in Maxillofacial and
Plastic Surgery of Head and Neck

Dr. Tomica Bagatin specializes in aesthetic surgery and his goal is to provide patients with the safest and best surgical methods in order

to accentuate their natural beauty. Dr. Bagatin earned a doctor's degree in medicine at the medical school from the University of Zagreb. He underwent his internship at the University Hospital "Merkur," and a specialization in the Department for Maxillofacial Surgery, University Hospital "Dubrava."

He has worked at Bagatin Clinic from its very beginning in 2002. He is an active member of the Croatian Society for Maxillofacial, Plastic and Reconstructive Surgery of the Head and Neck, and is licensed by the Croatian Medical Chamber. He is an active member in international associations - European Association for Cranio-Maxillofacial Facial Surgery (EACMFS)

and International Association for Oral and Maxillofacial Surgery (IAOMS). Dr. Tomica Bagatin actively participates in numerous international conferences and courses including Tours, Vienna, Barcelona, Budapest, Chicago, New York and many others. At McGill University he completed the highest level of English proficiency.



Mirna Munitić, DMD
Specialist in Dental Prosthetics

Dr. Mirna Munitić is a dental prosthetics specialist with many years of experience in restorative and aesthetic dental medicine. Dr. Munitić graduated from the School of Dental Medicine at the University of Zagreb in 2001, and completed her specialization in Dental Prosthetics in 2009. She continued her education working as a prosthetics specialist at the Dental Polyclinic in Zagreb and other private polyclinics. Dr. Munitić is a certified international member of the American Dental Association and regularly attends congresses and scientific seminars in the country and abroad. She also actively follows the latest scientific achievements in dental medicine. In her work, she pays particular attention to prosthetic rehabilitation and smile design, implant-prosthetic therapy and aesthetic reconstruction, in order to provide patients with healthy, natural and gorgeous smiles.



Krešimir Doblanović, DDS
Specialist in Oral Surgery

Dr. Krešimir Doblanović specialized in oral surgery and implantology, with an emphasis on dental reconstruction. After graduating from the university and completing an internship at the School of Dental Medicine at the University of Zagreb, he continued to work at the Clinical Institute for Oral Surgery in Dubrava Hospital in Zagreb, where he completed a specialization in examination in oral surgery. He continues his education at home and abroad, regularly participating at scientific conferences and congresses. In his work, he pays particular attention to restoring health and occlusion functionality with various implant-prosthetic solutions, simultaneously achieving a natural look and an aesthetic smile.



Iva Japundžić, DMD

Doctor of Dental Medicine, Resident in Oral Surgery

Dr. Iva Japundžić graduated from School of Dental Medicine at the University of Zagreb in 2016, and currently specializes in oral surgery. Driven by the desire to learn from experts and work with the latest technology, Dr. Iva joined our team while she was still a student. Now, as a young doctor, she is most interested in oral surgery and aesthetic dentistry. She is passionate and meticulous in her work striving towards constant improvement of her professional skills.



Majda Plišić, DMD

Doctor of Dental Medicine,
Resident in Prosthetics

Dr. Majda Plišić specializes in prosthodontics. After graduating in 2010, and completing her internship at the University of Zagreb's School of Dental Medicine, she decided to volunteer at a prestigious private clinic working in prosthodontics and implantology, with famous Croatian dentist, Željko Zubović, DMD. Later, she worked and received training at several private dental offices across Croatia. To stay up to date with the latest trends in dentistry, she regularly participates in various professional conferences and workshops. She speaks Croatian and is fully fluent in English.



Marin Radić, DMD

Doctor of Dental Medicine

Dr. Marin Radić has mastered in all aspects of today's modern dentistry during 10 years of his practical experience. After graduating from University of Zagreb in 2005, he continues his internship at the Health Centre Zagreb-West after which he continues his career in the private sector in the field of polyvalent dentistry as well as in the field of dental tourism. Dr. Radić also continues with his professional training by attending international congresses and scientific seminars in the country and abroad. In his work, he is oriented towards patient's satisfaction by applying the highest aesthetic and functional standards.



Ivan Sertić, DMD

Doctor of Dental Medicine,
Resident in Endodontics

Dr. Ivan Sertić is a graduate of the Dental School at the University of Zagreb. After graduation, he underwent his professional internship at the Dental clinic Zagreb, and later in 2014 he enrolled in a Masters Degree program in "Dental medicine." He is particularly interested in the field of endodontics, and he continued his education in that direction both locally and in Europe. He actively and regularly participates in conferences and congresses. He is extremely meticulous, patient and precise, and focuses on creating a relationship of trust with his patients.



Katarina Šakić, MDSc

Specialist in Anesthesiology
and Reanimatology

Prof. Katarina Šakić is one of the leading anaesthesiologists and reanimatologists in the region. She is a regular professor of anesthesiology, reanimatology and intensive care at the medical school of J.J. Strossmayer University in Osijek and the medical school of the University in Zagreb. Dr. Šakić has a degree in modern anesthesiology from Cambridge and has written over 500 scientific papers and books. She has participated in many science research projects led by the Ministry of Science, Education and Sports, and has been active in organizing symposia and congresses for the Croatian Society for regional anesthesia and analgesia. She has won awards from the New York Academy of Sciences and the Croatian Medical Association for her outstanding contribution to medical science and practice, and has been listed in the top 100 leading medical professionals in the world by the University of Cambridge.



Liljana Radevska, MD

Specialist in Anesthesiology
and reanimatology

Dr. Liljana Radevska is Bagatin Clinic's other specialist in anesthesiology with many years of experience. After she graduated in 1997 in Skopje, Macedonia, she worked for 17 years in the Clinical Center Bitola. In 2014 she moved to Croatia and started working at the General Hospital of Pula. She joined the Bagatin Clinic team at the beginning of 2016 and is fluent in English, Croatian, Macedonian, and French.



Josip Lovrić, MD

Specialist in General Surgery

Dr. Josip Lovrić gained substantial experience during the ten years he worked as a specialist in general surgery in Bjelovar General Hospital. The focus of his work is on minimally invasive procedures in order to achieve a natural look using the most modern treatment methods and techniques. He graduated from the medical school at the University of Split and later completed a specialization in general surgery at the Department of Surgery at the University Hospital Center "Rebro," at the medical school in Zagreb. He is an active member of the Croatian Society of Surgery and licensed by the Croatian Medical Chamber. He continued his education actively participating in numerous domestic and international conferences around the world. Dr. Lovrić has authored or co-authored several published scientific papers in national and international journals and proceedings of the Croatian Academy of Sciences and Arts. He is fluent in English and Italian.



Jolanda Kanižaj Rajković, MD

Specialist in Dermatology

Dr. Jolanda Kanižaj Rajković's immediate area of interest is aesthetic dermatology, laser medicine and dermatosurgery. She graduated from the medical school at the University of Zagreb and completed her specialization in dermatology at the University Hospital Center Zagreb's

Department of Dermatology, during which she completed a postgraduate study in dermatovenereology. Dr. Jolanda Kanižaj Rajković regularly participates in numerous symposia and congresses in the areas of aesthetic medicine and dermatology, including conferences organized by the Croatian dermatological society (HDD) and the European Academy of Dermatology (EADV). She is also an active member of the Croatian Dermatovenerological Society and licensed by the Croatian Medical Chamber. She is fluent in English.



Snježana Kramarić, MD

Specialist in Dermatology

Dr. Snježana Kramarić's immediate area of interest is aesthetic dermatology. She graduated from the medical school in Zagreb, followed by a specialization in dermatology

at the Department of Dermatology at the University Hospital Osijek and Zagreb University Hospital. Over the next several years she completed her postgraduate study in dermatology at the medical school in Zagreb. Dr. Snježana Kramarić regularly participates in continuing education courses and attends various congresses in her field. She is a member of the Croatian Dermatovenerological Society and licensed by the Croatian Medical Chamber. She is fluent in English and German.



Ina Novak, MD

Doctor of Medicine, Resident
Resident in Dermatology

Dr. Ina Novak graduated from University of Zagreb in 2012. Due to her interests in dermatovenerology, as our future specialist,

her focus is on aesthetic dermatology. She completed her internship at the Clinical Hospital Merkur, then worked as a Pharmacovigilance Associate and at the Institute of Emergency Medicine of the Krapina-Zagorje County. Dr. Novak is organizer of the group as well as the co-author of family medicine practitioners for working with people living with HIV and people with increased risk of HIV infection. She is also co-author of the book "A journey into patient safety", which is in the process of being published. The doctor fluently speaks English, German and Spanish.

FACILITIES

Bagatin Clinic has two locations, a modern facility situated on the 10th floor of the DoubleTree by Hilton Hotel with a 360 degree view of Zagreb and picturesque Mt. Sljeme, and a classical European style building located downtown. Both facilities are clean and spacious with comfortable sitting areas and stylish decor. They also include free Wi-Fi. Between the two facilities, patients have access to 18 exam and consultation rooms, one inpatient room for overnight stays, and two surgery rooms. For dental patients there are four dental chairs and access to diagnostic imaging technologies such as panoramic X-ray, 3-D Cone X-ray, intraoral X-ray, as well as a CAD-CAM (computer-aided design / computer-aided manufacturing) for quickly producing crowns, bridges, inlays and onlays as well as T-scan, device for digital bite analysis.

MEDICAL PROCEDURES AND TREATMENTS

Bagatin Clinic's commitment to using the most modern technology allows it to approach every treatment with the highest level of precision, in line with the latest scientific advancements in aesthetic and reconstructive medicine. The clinic's doctors and staff educate patients about each step in the treatment process to ensure patients understand potential risks and benefits and are comfortable with their choice of treatment. Patients also have access to numerous guides, brochures and online information describing each procedure in detail.

Bagatin Clinic offers treatments in the following specialties:

Advanced Laser Center

Bagatin Clinic boasts a Laser Center where patients can take advantage of a wide range of cosmetic and dermatological treatments including: fractional skin resurfacing, laser removal of moles and other benign changes, removing scars and stretch marks, laser tattoo removal, laser skin rejuvenation, laser hair removal, laser body contouring, laser removal of hyperpigmentation and other pigment changes, laser removal of skin redness and capillaries and laser spider vein removal.

The latest novelty at Bagatin Clinic's laser center is the anti-snoring Romeo laser treatment.

Plastic Surgery & Cosmetic Treatments

After the first consultation with the clinic's surgeons, you will be advised about the type of procedure that is best suited to you according to your desires, diagnosis, and other circumstances. Regardless of which cosmetic procedure you choose, Bagatin Clinic provides a comprehensive service which includes consultation, preparation and surgery/treatment, followed by close postoperative care and treatments for a faster recovery.

Bagatin Clinic offers the following plastic surgery and cosmetic treatments:

FACE AND NECK	BODY
<ul style="list-style-type: none"> • Eyelid surgery • Ear surgery (otoplasty) • Nose surgery (rhinoplasty) • Correction of cleft lip, nose and palate • Chin correction • Face lift • Eyebrows lift • Neck lift • Silhouette Soft face lift threads • DERMAPEN micro needling treatment • Med Visage - non surgical Face lift • REVIDERM Skin Peeler microdermoabrasion 	<ul style="list-style-type: none"> • Tummy tuck • VASER Lipo ultrasound liposuction • Liposuction • Arm lift (brachioplasty) • Thigh lift • Buttock lift • Buttock augmentation • Labiaplasty • Med Contour body shaping treatment • Pressotherapy • Venus Legacy multipolar radiofrequency • Botox treatment for excessive sweating
BREASTS	CONSULTATIONS
<ul style="list-style-type: none"> • Breast augmentation • Breast lift • Breast reduction • Male breast reduction 	<ul style="list-style-type: none"> • VECTRA 3D Breast Imaging • VECTRA 3D Nose Imaging • Nutritional consulting and diet plan • Seca mBCA 515 medical body composition analysis • VISIA professional facial skin analysis
MINOR PROCEDURES	
<ul style="list-style-type: none"> • Mole removal • Tattoo and scar removal 	

Cosmetic surgery – Quick Facts:

Surgical treatments	Minimum visits to Zagreb	Visit 1	Visit 2	Visit 3	Length of Procedure	Length of stay in Zagreb
Breasts:						
Breast augmentation	1	Con-sultation	Surgery performed after 2 - 3 days	Fixation tapes removal after 7 days, removing of the stitches after 3 weeks	2-3 hours	10-11 days
Breast lift	1	Con-sultation	Surgery performed after 2 days	Fixation tapes removal after 7 days, removing of the stitches after 3 weeks	4-6 hours	9-10 days
Breast reduction	1	Con-sultation	Surgery performed after 2 days	Fixation tapes removal after 7 days, removing of the stitches after 3 weeks	4-6 hours	9-10 days
Body:						
Vaser Lipo Ultrasound liposuction*	1	Con-sultation	Surgery performed after 2 days	Post-op drains removed after 7 days, removing of the stitches after 14-20 days	3-4 hours	9-10 days
Face:						
Eyelid surgery**	1	Con-sultation	Surgery the day after consultation	Removing of the stitches after 5-7 days	2 hours	6-8 days
Nose surgery	1	Con-sultation	Surgery performed after 2 days	Nose splint removal after a week	2-4 hours	9-10 days
Facelift	1	Con-sultation	Surgery performed after 2 days	Removing of the stitches after 7-14 days	3-4 hours	9-17 days

**Disclaimer: Number of visits, length of stay and recommended protocols may vary depending on the patient's condition, medical history and treatment needs.*

Dermatology

Healthy skin is essential for beauty, but for many people it is very difficult to achieve. Our fast-paced lifestyle, unhealthy diet and many external factors contribute to negatively affecting the largest of our human organs. Fortunately, the expert dermatologists at Bagatin Clinic are using their knowledge and experience to reveal to us the secrets of beautiful and radiant skin. One of those secrets is laser technology, which has become the cutting-edge standard for skin correction problems. Today, with lasers you can rejuvenate skin, eliminate redness and remove body hair, capillaries, enlarged pores and acne.

Bagatin Clinic offers the following dermatology treatments:

Anti-aging Dermatology	Medical Dermatology
<ul style="list-style-type: none"> • Botox therapy for facial wrinkles • Dermal fillers • Chemical peeling • Mesotherapy • Lip augmentation • PRP stem cell rejuvenation therapy 	<ul style="list-style-type: none"> • Dermatological examination • Digital dermatoscopy • Pediatric dermatology • Radiofrequency removal of moles and other changes • Treatment of HPV infection • Venerological examination

Dentistry

There's a strong correlation between a beautiful smile and self-confidence. Thus healthy and beautiful teeth are important in every person's life in order to feel and look good. Bagatin Clinic's Dental center provides the highest dental care standards in a professional, relaxed and familiar environment. Services range from basic, preventive dentistry to complex therapies, which include dental implants, oral surgery and prosthetics. Using the most advanced technology and artistic abilities, Bagatin Clinic's dental specialists create a treatment plan custom-made to your specific needs and desires. Their ultimate goal is not only to restore your dental health, but to give you the confidence that only a bright and healthy smile can provide.

Dental services include:

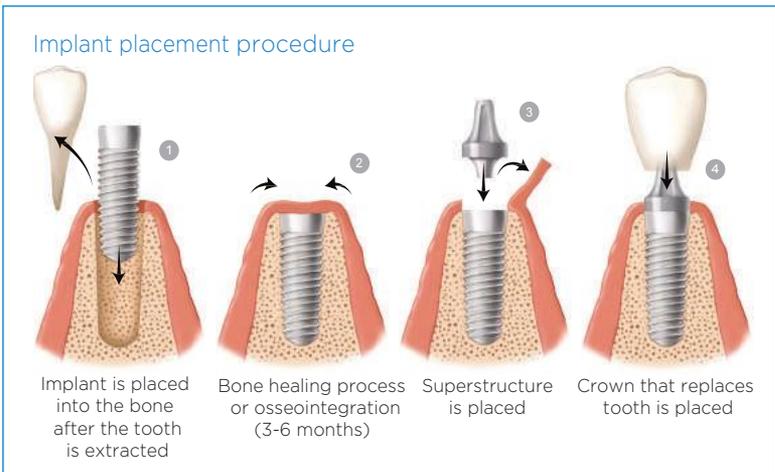
Dental implant Center	Aesthetic dentistry
<ul style="list-style-type: none"> • Dental implants • All-on-6, All-on-5 and All-on-4 procedures • Oral surgery 	<ul style="list-style-type: none"> • Aesthetic fillings • Veneers • Zoom and Smilite teeth whitening • Smile design digital smile simulation
Prosthetics	General dentistry



<ul style="list-style-type: none"> • Dental crowns • Inlay, Onlay and Overlay • Mobile prosthetic (dentures) 	<ul style="list-style-type: none"> • Dental calculus removal and sandblasting • Child (paediatric) dentistry • Endodontology • Periodontology
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Dental implants

Nowadays, dental medicine, especially implantology, offers an array of possibilities for restoring the functionality of teeth and a healthy bite. Dental implants are artificial replacements of tooth roots which are placed into the jaw bone, to serve as a substitute for natural roots. They are the best possible long-term solution in cases of single or multiple tooth loss. They restore a nice smile when a tooth loss occurs due to trauma such as inflammatory processes, fracture, periodontal conditions or aging. They are also a great choice if you want to reshape your teeth due to certain functional issues which cause tooth extraction. Regardless of the cause, a lost tooth should be replaced, and implant therapy is a practical, long-term, aesthetic and functional solution which will give you a beautiful smile.



Advantages of dental implants

- Advantages of dental implants - dental implants look and function like natural teeth.
- Balanced occlusion (bite) - the new tooth completely

replaces the missing tooth and enables a normal bite.

- Improved phonation function - when speaking, the teeth remain in place and there is no fear of movement (unlike with mobile prostheses).
- Improved oral and overall health - the dental implant preserves the correct position of the neighboring teeth and prevents their movement.
- Durability - with proper oral hygiene, an implant is a life-long solution.
- Practicality - apart from regular check-ups and proper oral hygiene maintenance, no additional care is needed.

Bagatin Clinic uses implants produced by the leading Swiss company Straumann. Its dental implants are made of titanium and titanium alloys, which are characterized by high strength, low weight and excellent resistance from corrosion. Each Straumann implant has a unique serial number and a guarantee on material which ensures the absence of any material defects or breakage.

Dental procedures – Quick Facts:

Treatments	Min. visits to Zagreb/ treatment	Time between visits and length of stay in Zagreb per visit	
		Visit 1	Visit 2
Implants:			
Dental implants	2	2 or 3 day stay	After 3-6 months, up to a 5 day stay
Dental Prosthetics:			
Ceramic crowns and bridges*	1	5 day stay	n/a
Inlays, Onlays & Overlays*	1	Up to a 5 day stay	n/a
Aesthetic Dentistry:			
Veneers*	1	Up to a 5 day stay	n/a
Zoom teeth whitening**	1	1 day stay	n/a

*Additional details: * At one sitting a day*

*** Optional / additional service, 90-minute procedure*

Disclaimer: Minimum number of visits and time between visits for the above mentioned treatments are subject to change in case the X-ray or any previous dental records that were sent to us prior to the patient's arrival do not coincide with his/her actual dental condition. Patient's X-rays should be emailed to the Clinic prior to the 1st visit.

Many dental procedures or treatments can be performed

in just a few days. However, if you are traveling for dental implants you will need to return to the clinic on a separate visit to complete your treatment. This is to ensure that your implants have sufficient time to fuse to the bone and therefore provide a secure foundation to place the crown or bridge. Please contact Bagatin Clinic for more specific information regarding your recommended treatment protocol.

For more information on the various procedures and treatments visit www.poliklinikabagatin.hr/eng/Treatments

HUMANITARIAN WORK

Bagatin Clinic recognizes that its ethical, social and economic responsibilities are integral to the success of its business. The clinic aims to demonstrate these responsibilities through its actions and corporate policies.

Bagatin Clinic employs several hearing impaired staff and has invested in their education in order to enable them to improve their knowledge and skills, communicate better and become competitive in the labor market. The clinic also supports several charitable organizations such as “Helping is always IN,” a Croatian association that works on the front lines improving the lives of the needy and disabled and “ALL for HER,” an association whose purpose is to inform and provide psychological and logistic help to women with breast cancer and their families.

Additionally, for a number of years the clinic has organized and participated in gift giving projects for children with developmental difficulties. According to Dr. Tomica Bagatin, “We want every child, regardless of their life circumstances, to have holidays filled with love and generosity. With these projects, we are happy to make a difference and spread the atmosphere of generosity that every child should feel.”

BEAUTY MAKEOVER

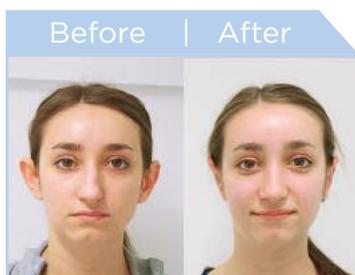
Beauty Makeover is part of a television show that is broadcasted seasonally on Nova TV, Croatia’s leading television station. Beauty Makeover makes it possible for ordinary people from

all walks of life, and different regions of Croatia, to improve their looks and make a positive change in their lives.

Led by doctors Tomica and Dinko Bagatin – the first surgeons in Croatia to participate in such a project, Bagatin Clinic has been an integral part of the Beauty Makeover project since its inception. Each season, the clinic's doctors give their time and abilities to correct aesthetic and functional conditions that significantly improve the show's participants' quality of life. As of mid-2016, doctors at Bagatin Clinic had improved the lives of over 60 candidates through more than 170 successfully performed surgical interventions.

The following pages highlight the stories of three participants of Beauty Makeover whose lives were transformed by this initiative.

■ Ines Fot, 20



20-year old Ines had always been dissatisfied with her nose and ears. During her childhood, other kids would tease her because of her appearance, which left a deep mark on her self-esteem. Recently she decided to leave all those bad memories and brutal comments behind and undergo a nose

and ear surgery performed by Dr. Tomica Bagatin, a renowned specialist in maxillofacial surgery and plastic surgery of head and neck. Both procedures were successful beyond her wildest dreams and now Ines is enjoying her new look and living life to the fullest.

“ Ever since I was a child I had suffered huge inconveniences because of my looks. I was always unhappy with my big and bumpy nose and my prominent ears. I never liked myself. These corrections made my life easier – I don't run from others anymore, I have no need to hide myself. I am finally happy!



Viktorija Radoš, 45



Viktorija is the mother of five sons. However, for years she did not feel feminine due to severe dental problems and sagging breasts and eyelids. Her transformation began with a successful breast augmentation and lift with anatomic implants,

performed by Dr. Dinko Bagatin, a specialist in general and plastic surgery. She then underwent eyelid surgery with Dr. Tomica Bagatin. The surgery corrected Viktorija's tired appearance and improved her vision. Finally she had a full mouth restoration under the guidance of Dr. Mirna Munitić, a dental prosthetics specialist. During the process of creating Viktorija's new "Hollywood smile," dental technicians and expert Igor Keser, owner of the famous Dental studio for dental prosthetics, used titanium implants coated with the most modern and aesthetically high quality composite materials. After a full recovery, Victoria has a new look, she regained her lost femininity and this year she can proudly walk on the beach again.

“For the last 20 years I could not lie in the sun nor walk along the beach without feeling embarrassed. Secretly I hoped to experience good results, but the final outcome is something I could never have imagined even in my dreams. I finally regained my lost femininity.”

Ivan Potočki, 28



Problems with self-confidence, satisfaction and social life have tormented 28-year-old Ivan Potočki for almost half of his life. He was mostly tortured by the fact that he can not be the role model and an inspiration to his

children. And that is what he really wanted. During the school days he had an accident where he lost several upper teeth, and broke two front teeth. Following a perfect smile simulation with Planmeca's Romexis Smile Design system and 3D diagnostics, next steps were endodontic treatment and placement of the implants. For the final look, 17 ceramic crowns were created using CAD CAM technology to give him a homogenous, healthy and beautiful smile. Today, Ivan is a new person and a dad with a new smile and confidence!

“

Bagatin Clinic has fulfilled all of my expectations. I am thrilled with the result, professional and kind staff and a completely friendly approach. I'm endlessly grateful for a brand new look. Finally I can laugh with my children without the feeling of shame and guilt.

”

■ Božica Kovačić, 41



Ms. Božica Kovačić, a 41-year-old from Zagreb has become an expert in making excuses for not going out of the house and hanging out with people at all. The reason were her teeth, more precisely, lack of teeth in the foreground and very bad condition of the remaining teeth in her oral cavity. After the diagnosis, detailed insight into health and a defined treatment plan was made under the guidance of our DMD, Mirna Munitić. The first phase involved the extraction and endodontic treatment of teeth and placement of glass ceramic pickets. After that our dental specialists placed Straumann dental implants, whose greatest advantage is that they allow clients to smile, talk, and enjoy freely their daily activities. At the final phase, in collaboration with dental studio Keser and the latest CAD / CAM technology, we have done complete teeth reconstruction using 26 ceramic crowns that fully imitate the tooth color, protect them from further damage and prevent possible decay.

“ Finally I can laugh freely, without any shame and without concealment! I'm delighted with the final result and I'm indescribably grateful to the Bagatin Clinic's specialists who have enabled this wonderful transformation. From now on, I can reliably walk through life and enjoy every moment of my life. ”

SERVICES FOR MEDICAL TRAVELERS

As a patient, you may be unsure of how to coordinate your surgery in Croatia or perhaps you are concerned about a potential language barrier. Fortunately, Bagatin Clinic or its agents provide all the help you need to seamlessly arrange your procedure or treatment. The clinic prides itself on the great patient care and customer service they provide, particularly in their call center and reception areas. Services include visa assistance, arranging airport pick-ups and transportation, assistance with accommodation and providing personalized assistance for patients and their companions while they are at the clinic.



PARTNERS & MEDICAL EQUIPMENT SUPPLIERS

The mission of Bagatin Clinic is to provide patients with exceptional service while using only superior quality products and medical equipment. For this reason the clinic is very careful about who they choose to partner with, making sure they have a proven track record and have invested heavily in research and safety. They also choose partners who are socially responsible and committed to improving the quality of life of every patient or client who uses their products.

Allergan Inc.

Allergan Inc. is a multi-specialized healthcare company dedicated to discovering, developing and marketing innovative products which improve the health and wellbeing of patients around the world. Allergan produces numerous products, including BOTOX®, BOTOX® Cosmetic and JUVÉDERM® dermal fillers. Bagatin Clinic uses Allergan products in their Botox and dermal filler treatments because of their proven safety and efficacy in achieving desired results. Their very own Dr. Tomica Bagatin has the distinction of being a certified Allergan trainer for the whole region.



Asclepion Laser Technologies

For more than 30 years, the German company Asclepion Laser Technologies has been an international market leader in medical lasers, doing business in 60 countries and with hundreds of aesthetic and healthcare institutions who have put their trust in this proven brand. Amongst them is Bagatin Clinic, which uses five of the company's lasers for hair removal, facial rejuvenation, vein and tattoo removal, and skin resurfacing among other things.

capillary removal, tattoo removal and skin resurfacing among other things.



Biolase

As one of the first clinics to recognize the advantages of lasers in dental medicine, Bagatin Clinic uses top-quality lasers of the renowned American laser technology manufacturer BIOLASE, which has a long tradition of making dental instruments.



Canfield Scientific

Canfield Scientific is a global leader in imaging systems services and products for scientific research and healthcare applications, including the pharmaceutical, biotechnology, cosmetics, medical and skin care industries. Bagatin Clinic was the first medical center in Croatia and the region to use the advanced VECTRA 3D system which provides a post-operative simulation before the surgery, helping patients in their decision making. Today, Bagatin Clinic is a proud owner of two Vectra XT 3D devices with even better performances and more advanced capabilities.

General Project

General Project specializes in designing cutting-edge face and body care devices such as ultrasound, laser, pulsating light, dermabrasion and massage, with a unique goal to correct skin flaws and treat skin conditions. The devices are manufactured in accordance with strict European, American and Asian regulations and they guarantee maximum safety and efficiency. Bagatin Clinic uses devices such as the Med Contour for body contouring and cellulite elimination, Med Visage for non-surgical face lifting and rejuvenation, and Smilite for teeth whitening.

Keser Dental Studio

Founded by dental pioneer Igor Keser, the KESER DENTAL STUDIO is staffed by top quality specialists who are committed to solving each patient's dental problems in a warm and compassionate way. They use the latest market technology as well as the highest quality materials to ensure maximum aesthetic and natural-looking results.



Planmeca

As a global leader in healthcare technology, Planmeca creates world-class digital dental units, 2D and 3D imaging devices, and comprehensive CAD-CAM and software solutions that are safe, easy to use and produce long-lasting aesthetic benefits for patients. Planmeca is recognized as

a high professional standard at Bagatin Clinic, which is why the clinic has become a referral center for Planmecca products in south-east Europe.

REVIDERM

REVIDERM is a skincare system from Germany which stimulates skin mechanisms to activate and react faster, thus enhancing the natural skin regeneration process and slowing down skin aging. To optimize post-surgery results and complement their aesthetic treatment offering, Bagatin Clinic decided to include the REVIDERM dermo-cosmetics line in its offering. The clinic is now also a reference center for REVIDERM products throughout the region.

For more information about the clinic's partners visit www.poliklinikabagatin.hr/eng/About-Us/Partners





PLANNING YOUR TRIP



SCHEDULING YOUR TREATMENT

Scheduling your treatment or surgery at Bagatin Clinic is easy.

Contact Bagatin Clinic

Decide when you would like to travel to Zagreb and contact Bagatin Clinic via their call center at +385 1 46 10 225, using their online contact form at www.poliklinikabagatin.hr/eng or simply emailing info@poliklinikabagatin.hr. The clinic's staff will promptly get back to you to answer your questions, review your medical history and discuss a potential treatment plan.

To confirm your treatment plan, you will need to send x-ray images for dental treatments and, if you feel comfortable, photos for cosmetic surgery procedures. It is also recommended that you get your blood work done before traveling to Zagreb to ensure you are fit for surgery and to reduce the time you must remain away from home. If this is not possible, pre-operative tests can also be completed at one of Poliklinika's partner laboratories.

For dental treatments, Bagatin Clinic offers you the option of a same day consultation (and scheduling your treatment at a future date), or a consultation plus start of treatment (A 3-4 day minimum stay is recommended for your initial consultation and to commence any possible treatment). This is a convenient option for anyone planning to visit Zagreb on vacation.

Paying for your procedure or treatment

Payment methods

Bagatin Clinic accepts payment by credit card, bank transfer and cash. Make sure to notify your bank that you will be making a significant purchase while traveling abroad, otherwise the charge may be denied. Also note that some banks charge a fee for using your credit card overseas. In other cases there could be discrepancies between the price you paid at the clinic and the amount charged by your bank due to the bank using a different exchange rate from the one you were quoted. Wire transfers will also normally have associated fees. If you are bringing cash, be aware that many countries (including

the U.S.) will not allow you to bring in or take out more than \$10,000 USD (or the equivalent in the local currency) without declaring it.

Deposits

A 20 percent non-refundable deposit is required no later than 20 days in advance to confirm the appointment for cosmetic surgery.

Cancellation policy

If due to an emergency or other legitimate reason you are forced to cancel your surgery, please alert the clinic at least 48 hours before your surgery. Patients who do so can use their deposit for the same surgery within six months from the date of cancellation. If you cancel less than 48 hours before your surgery, the clinic reserves the right to withhold the deposit. For full payment terms and conditions please visit: www.poliklinikabagatin.hr/eng/Prices



Planning and preparation

Once your treatment date is confirmed, you can go ahead and book your flight and hotel or use the services of a medical tourism facilitator to assist you with your travel. Bagatin Clinic can also help you arrange accommodation and transfers to and from the airport with trusted providers.

The clinic recommends several 3-star, 4-star and 5-star hotels as well as private apartments at special Bagatin Clinic rates.

Arrival in Zagreb

Upon your arrival at Zagreb Pleso Airport, you will be met by a private transfer service* with a friendly English speaking driver (this service must be paid for and arranged in advance through the clinic or a medical tourism facilitator/agent). Depending on your arrival time, the driver will take you directly to the clinic or to your hotel/private apartment.

After you return home

It is important to follow all the doctor's or dentist's instructions after you leave the clinic in order to ensure optimal results. Contact the clinic right away if you have any type of medical or dental complication or you feel that your recovery is not going as expected.

PROTECTING YOURSELF IF SOMETHING GOES WRONG

Whether you are in New York, New Delhi, or Croatia, no medical procedure – not even the simplest one – has a one hundred percent guarantee of success. You can choose the best doctor; make all the right decisions and take every precaution possible and still experience a medical complication. Fortunately, complications are usually very rare for most procedures, especially if you following the pre and post op instructions of your surgeon.

Quality guarantee

Bagatin Clinic has one of the most comprehensive quality guarantees offered by any dental or cosmetic surgery clinic in Croatia. All dental implants carry multi-year warranties and Bagatin Clinic will replace defective implants at no cost to

*At an additional cost

the patient as long as they were purchased at the clinic and the patient has complied with the oral surgeon's instructions. In case of cosmetic surgery, all post-operative and recovery consultations are free of charge within 3 months following the initial surgical procedure.

Full details and the conditions of the Quality Guarantee can be found on the clinic's website: www.poliklinikabagatin.hr and in "Terms and Conditions of Purchase," downloadable as a part of their Price list.

Legal recourse

In Croatia, medical providers are required to address all legal issues according to Croatian law. Additionally, as a member of the European Union, hospitals in Croatia are obligated to follow international standards in protecting patients' rights, according to the common European Union legislation and regulation, and Croatian laws.

If the patient experiences a poor outcome due to provider negligence, and the dispute cannot be resolved amicably, it will then be adjudicated by a designated court in Zagreb. Medical malpractice occurs when a health-care provider deviates from the recognized standard of care in the treatment of a patient.

In most cases, the various embassies/consulates in Croatia will have a list of legal offices and firms that they recommend to their citizens as trustworthy. However, all legal fees must be paid by the plaintiff. Alternatively, the embassy/consulate might contact the Croatian Bar Association for references as well.

Additionally, with the goal of promoting patients' rights according to the provisions of the Croatian Patients' Rights Protection Act (adopted November 2004); in every Croatian county a Commission for the Protection of Patients' Rights has been formed, while nationally there is a Commission for the Protection and Promotion of Patients' Rights within the Ministry of Health. For more information about your rights as a patient in Croatia, please visit: https://bib.irb.hr/datoteka/341234.Babic_Borovecki.pdf

TRAVELING TO ZAGREB

Zagreb Pleso Airport

Croatia has several international airports. However, if you are traveling to Bagatin Clinic, you should choose Zagreb Franjo Tuđman Airport. Located less than 20 km from the city center (20-25 minutes by car), the new and modern Zagreb Airport offers you all the necessary facilities and services, whether you're a local or a tourist, so your journey to the city can start and end pleasantly.

A large number of major international carriers fly to Zagreb. These include: Aeroflot, Air France/KLM, Austrian Airlines, British Airways, Croatia Airlines, Easy Jet, German Wings, Lufthansa, Qatar Airways and Turkish Airlines.

Arriving by Train

Zagreb inaugurated its first railway line in 1862, shortly after completion of the iconic structure that houses Glavni Kolodvor – the city's main railway station. It wasn't just an ordinary construction, but the realization of an architectural vision from which arose a 200-meter-long neoclassicist building, full of sculptures and decorations, and which is now a protected cultural heritage of Croatia and a symbol of Zagreb's architectural legacy. The station stands on King Tomislav Square, to the south of Donji Grad (the lower town), directly opposite King Tomislav Park and the equally impressive Umjetnički paviljon (Art Pavilion). Many of Zagreb's trams stop directly outside the station, providing you with quick access to Bagatin Clinic or other parts of the city.

ENTRY REQUIREMENTS

Passports:

A passport valid for three months beyond the length of stay and issued within the past 10 years is required by citizens of the U.S., Great Britain, Canada and Australia. EU nationals are only required to produce evidence of their EU nationality and identity in order to be admitted to any EU member state. This evidence can take the form of a valid national passport or national identity card. Either is acceptable.

Visas:

A visa is not required by the nationals referred to in the paragraph above for stays of up to 90 days.

For current information about entry requirements for these and other countries, visit the website of the Ministry of Foreign and European Affairs of the Republic of Croatia.

www.mvep.hr/en/consular-information

MONEY

Croatia is seeking to make the euro its official currency in the near future, however, until then, the national currency is still the kuna, with one kuna equal to 100 lipas. You can exchange money at any of the country's banks, bureaux de change, post offices and at almost all travel agents, hotels and campsites. Credit cards such as Visa, MasterCard, Diner's Club and American Express are widely recognized and accepted in most tourist areas; however, it is recommended that travelers carry cash if they plan to go off the tourist path. In recent years contactless smart cards have also become popular and are now accepted at many locations and by certain banks. If you need quick access to cash, you can find ATMs nearly everywhere in Croatia except the most remote and uninhabited islands. Just look for the "bankomat" sign.



Croatian National Bank Palace

CROATIA WEATHER

The weather in Croatia can vary greatly depending on the season of the year or your location. The coast has a pleasant Mediterranean climate with many days of sunshine per year. Summers are hot and dry and winters tend to be mild and wet. Expect temperatures to drop slightly as you move inland, where the climate is continental and moderate. Once you climb above 1,200 m, you'll be greeted with fresh mountain air and temperatures around 13 °C in the summer months.¹

Zagreb has a continental climate with four distinct seasons: Summers (June to August) are hot and dry, winters (November to February) are cold, spring (April & May) and fall (September & October) are temperate and a great time to visit, but often blessed with unpredictable rain showers. The average temperature in winter is 34°F (1°C) and the average temperature in summer is 68°F (20°C), although it can get much hotter. The city itself can feel much hotter than coastal regions of Croatia due to the lack of sea breezes that take the edge off the heat.

WHAT TO PACK

- For medical treatment: Medical history file and relevant medical reports, contact information for your healthcare provider representative, prescription medication, your medical travel itinerary, and a digital or hard copy of correspondence between you and the clinic/facilitator.

** It is important to keep important information handy at all times. Be especially careful not to pack medical records, prescriptions or important contact information in checked baggage in case your luggage is lost or temporarily delayed.*

- Must have: Identification (passport and driver's license), credit cards, and cash.
- Clothing: Pack according to the season. If you are traveling to Zagreb in winter, be sure to pack warm clothes (jumpers, coats, ski jackets, scarf, cap, gloves) and shoes suitable for snow and rain. A raincoat or an umbrella is also recommended. The weather in the spring and fall is usually

quite nice, but it can also be unpredictable with alternating low and high temperatures and occasional rain showers. Summer can be very hot, so bring light fabrics such as loose fitting cotton clothing and linen shirts. Also make sure to pack comfortable shoes or sandals as these will come in handy as you explore the Zagreb's many fascinating nooks and crannies.

- Toiletries: Sunscreen, lip balm, moist towels or facial wipes.
- Miscellaneous: Knapsack or fanny pack, sun glasses, water bottle, hat or cap to protect your head from the sun, as well as an umbrella and raincoat or poncho, particularly for the fall season. You will be pleased to know that tap water all over Croatia is safe to drink (some find it even tasty). Croatia has been blessed by a vast system of rivers and underground waters and has expended considerable resources to ensure its tap water remains pure.

GETTING AROUND ZAGREB

Zagreb is easy to explore due to its efficient system of trams and buses. Trams are especially convenient as they are frequent and cover large areas of the city. The city has 15 tram





lines that run from 04:00 - 24:00; the night trams (4 lines) run from 24:00 - 04:00 (some bus lines also provide service after midnight). Tram maps are posted at most stations, making the system easy to navigate.

Buses also offer a convenient way to get around the city, however, unlike trams, buses generally function more as a suburban transport, taking riders to outlying areas of the city and many great tourist attractions. There are 133 daily bus lines and 4 nightlines which link Zagreb, Sesvete, Velika Gorica and Zaprešić. Bus tickets can be purchased either from a kiosk ("Tisak" or equivalent) or the bus driver. Whether you buy a ticket from kiosk or from the driver, make sure you stamp the ticket in a yellow box as soon as you board.

Should you require a taxi during your stay in Zagreb, feel free to call Taxi Cammeo phone: +385 (1) 1212, or Eko TAXI Zagreb at 1414 (when dialing from within Zagreb) or use the popular Ūber taxi with the corresponding phone application.



DoubleTree by Hilton Zagreb Lobby

RECOMMENDED HOTELS

Zagreb offers a wide variety of hotels and private apartments, conveniently located near Bagatin Clinic at the Green Gold Tower or the downtown location. If you are booking directly with any of the properties below, let them know that you are a patient of Bagatin Clinic in order to obtain a special rate that has been pre-negotiated with these hotels. Otherwise, contact the Call center at the clinic and they will gladly assist you with organizing your accommodation and stay in Zagreb.

■ DoubleTree by Hilton ****

Hotel DoubleTree by Hilton Zagreb is a part of the Hilton Group. The hotel is located in the heart of Zagreb's business district, only 2 km from the city center. The hotel is situated in the Green Gold complex in Grada Vukovara Street, a modern high rise building that is also home to the new Bagatin Clinic – just one floor below. With its modern decoration, the hotel promotes a warm and friendly atmosphere, and greets its

guests with the smell of freshly baked chocolate cookies. The hotel features elegant rooms and apartments, all with a panoramic view of Zagreb and high speed internet connection. There is also a modern fitness center, sauna and indoor pool. The OXBO Urban Bar & Grill - boasting creative and tasty culinary treats - is situated in the hotel lobby. The DoubleTree by Hilton Zagreb and Bagatin Clinic recommend each other's high quality services to their clients.

Address: Ulica Grada Vukovara 269a, Zagreb, 10000, Croatia

Phone: +385 1 6001900

Email: Lana.Klajic@Hilton.com or zagreb.info@hilton.com

Website: www.doubletree3.hilton.com/en/index.html

Other recommended hotels

■ Hotel 9 ****

Address: Avenija Marina Držića 9, 10 000 Zagreb, Croatia

Phone: 385 1 5625 040

Email: info@hotel9.hr or reservations@hotel9.hr

Website: www.hotel9.hr

Location: 8-minute walk to the Bagatin Clinic, less than 5 minutes by car.

■ Swanky Mint Hostel ***

Address: Ilica 50, 10000, Zagreb

Phone: 385 1 4004 248

Email: tea@swanky-hostel.com

Website: www.swanky-hostel.com/mint/

Location: 5-minute walk from the very heart of Zagreb, 25-minute tram ride to the Bagatin Clinic and 15-minute car ride.

■ Esplanade Zagreb Luxury Hotel*****

Address: Mihanovićeva 1,10 000 Zagreb, Croatia

Phone: +385 1 4566 666

Email: info@esplanade.hr

Website: www.esplanade.hr/eng

Location: 30-minute walk to the Bagatin Clinic, 10 to 15 minutes by car

Recommended private accommodation

■ Luxury Apartments Green Gold Tower

Address: Ulica grada Vukovara 269a/ 16th floor

Phone: 385 0 98/9648 793

Email: zlatnaobala1@gmail.com

Contact: Ana Lovinčić

Location: Just six floors above the modern Green Gold Bagatin Clinic location

■ Apartments Anastazija and Abela

Address: Kruge 7-9 / 1st floor, 10 000 Zagreb

Phone: 385 91 526 1778

Email: apartman.anastazija@gmail.com

Location: 20-minute walk to the Bagatin Clinic,
5 minutes by car.

■ Apartments in the Center of Zagreb

Phone: 385 99 618 73 78

Contact: Bruno Babić

Email: bruno@zagreb-center.com

Website: www.zagreb-center.com

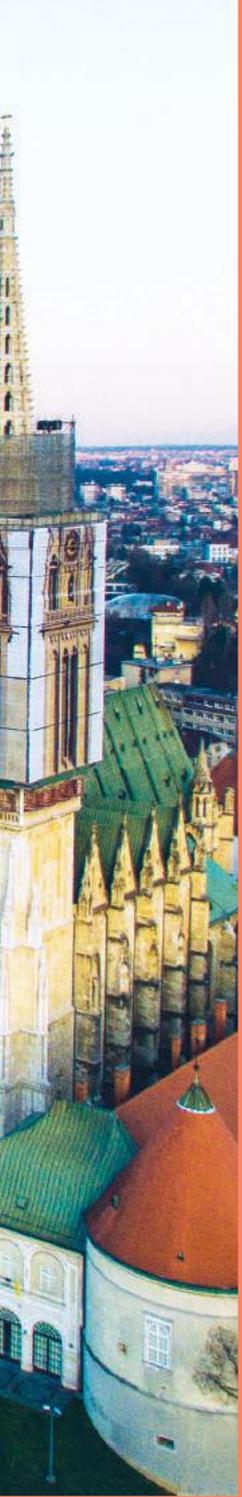
Visit www.poliklinikabagatin.hr/eng/Contact/More-on-Zagreb-and-Croatia/SPECIAL-OFFER for more details about the accommodation options recommended by Bagatin Clinic.



OXBO Urban Bar & Grill



THINGS TO DO



An extraordinary journey for lovers of European history, culture and nature. From imposing medieval castles and dramatic landscapes, to colorful markets and picture-perfect beaches, Croatia offers all these things and much more.

TOURISM ATTRACTIONS IN AND AROUND ZAGREB

■ The Museum of Broken Relationships

Originally created as a traveling exhibition, this quirky museum focuses on the concept of failed relationships and is intended to be a form of closure for everyone who has experienced lost love or a broken heart. Unlike traditional self-help advice that asks us to move on, the museum offers visitors a chance to overcome the emotional baggage of broken relationships by donating personal belongings to the museum's collection. Although often colored by personal experience, local culture and history, the exhibits presented here form universal patterns that beckon us to discover them and experience the comfort they can bring. Hopefully they can also inspire our personal search for deeper insights and strengthen our belief in something more meaningful than random suffering.

Hours: Jun-Sept: 9:00 a.m.-10:30 p.m. daily,
Oct-May: 9:00 a.m.-9:00 p.m. daily,
Closed on Christmas, New Year's Day,
Easter, and All Saints' Day.

Cost: 25 kn per person (\$4USD),
20 kn (\$3USD) for Students and
Seniors

Phone: 385 1 485 1021

E-mail: info@brokenships.com

Website: <https://brokenships.com/en/visit>

Address: Ćirilometodska 2, Zagreb



■ Maksimir Park

Maksimir is the largest and most beautiful park in Zagreb. When it opened at the end of the 18th century, it was the first public promenade in all of south-east Europe. Thanks to its skilful combination of a park, forest and English-style gardens, it soon became the most popular destination for Zagreb's residents who strolled around the park's landscaped gardens in crinolines, sporting the mandatory parasol.

Even today, it is still a particular pleasure to walk along one of the five lakes and watch the swans and little row boats gliding nearby. The park's pavilions, gazebos and sculptures still contribute to its romantic atmosphere. There's even a mock Swiss chalet and a belvedere with a café, crowded on weekends but ideal to visit during a quiet weekday. Today, visitors come in tracksuits and trainers. Both the fashions and generations change, but Maksimir has remained Zagreb's most extensive area for public recreation.¹

Hours: From April 16- October 14, Tuesday-Friday
10:00 a.m.- 4:00 p.m. Weekends, 10:00 a.m.- 6:00 p.m.
From October 15-April 15, Thursday-Sunday
10:00 a.m.- 4:00 p.m.

Phone: 385 0 1 2320461

E-mail: park-maksimir@park-maksimir.hr

Website: www.parkmaksimir.hr/Maksimir_en/Maksimir_o_parku_en.htm

Address: Maksimirski perivoj bb, HR-10000 Zagreb

¹ Description based on content from Zagreb Tourism Board Website: <http://www.infozagreb.hr/explore-zagreb/attractions/parks/maksimir-park>



Nikola Tesla Technical Museum
Photo Credit: Goran Vranic

■ Nikola Tesla Technical Museum

Even if you are not a technology enthusiast you won't want to miss this exhibition. Founded in 1954, the Technical Museum features a collection of more than 6,000 items from Croatia and abroad, showing the development and application of technical advancements. These include fascinating exhibitions and displays about energy, transportation, geology, mining, space, agriculture and much more, including the Nikola Tesla study. The Museum organizes educational programs and occasional exhibitions, lectures and panel discussions on popular science, as well as playrooms and workshops.

Hours: Tuesday-Friday 9:00 a.m.- 5:00 p.m. Weekends, 9:00 a.m. - 1:00 p.m. Closed on Mondays.

Cost: General 20 kn (\$3.00USD), Groups 15 kn (\$2.20USD) Children under 7 may enter for free.

Phone: 385 1 48 44 050

E-mail: info@tehnicki-muzej.hr

Website: www.tehnicki-muzej.hr

Address: Savska cesta 18, 10000 Zagreb, Croatia

■ The Museum of Torture

The Museum of Torture - TORTUREUM invites visitors to explore history's darker side. The museum vividly depicts the notion of violence throughout history, with over 70 full-scale instruments of torture that are not for the faint of heart.

Visitors are able to see, touch and try exhibits such as the full-scale replica of the 1792 guillotine with the 1889 Berger

mechanism; pendulum – a swinging blade that descends lower and lower with each sweep; rack – one of the oldest instruments of torture; iron maiden, which is considered the most brutal medieval instrument of torture; scold's bridle, an instrument used to punish women accused of scolding and gossiping, as well as many other instruments that were used to humiliate, torture, injure or execute victims.¹ The Museum is also unique for its Dungeon – a miniature dank room in which you can experience pitch black darkness and the terror that unlucky prisoners felt when anticipating their uncertain future...

Hours: Everyday 11:00 a.m.- 7:00 p.m.

Cost: General 5,20 EUR (\$5.70USD), Groups \$4 EUR (\$4.40USD) Students 3,20 (\$3.50USD)

Phone: 385 1 645 9803

E-mail: tortureum@gmail.com

Website: www.tortureum.com

Address: Tkalčićeva 13, 1st floor, Zagreb, Croatia or Radićeva 14, 1st floor, Zagreb, Croatia- the museum can be entered from both streets.

■ **The Cathedral of Assumption of the Blessed Virgin Mary**

Famous for its two ornately decorated spires, the Zagreb Cathedral is the most monumental and the most impressive Gothic-style sacral building southeast of the Alps. The present cathedral was completed in the year 1217, when it was consecrated by King Andrew II (1205 - 1235) on his way to the 5th Crusade. Over its long history it has undergone many alterations and renovations which have changed the structure dramatically. If you decide to take a tour of the inside of the cathedral, make sure not to miss the baroque marble altars, the impressive organ, statues and pulpit, or the tomb of Cardinal Alojzije Stepinac by Ivan Meštrović.

Hours: Monday-Saturday 10:00 a.m.-5:00 p.m.
Sunday 1:00 p.m.-5:00 p.m.

Phone: 385 1 48 14 727

Address: Kaptol ulica 31, 10000, Zagreb, Croatia



Split

Photo Credit: Ante Verzotti/Croatian National Tourist Board

TOURISM ATTRACTIONS IN CROATIA

If you would like to travel outside Zagreb, below is a shortlist of some of Croatia's premier tourist attractions.

- **Plitvice Lakes** – Explore the waterfalls and caves of the local paradise of the Plitvice Lakes National Park, declared a UNESCO World Heritage Site. One of Croatia's most popular tourism attractions, the sixteen lakes, inter-connected by a series of dramatic waterfalls, are set in verdant woodland populated by many species of wildlife. The park also features a myriad of trails and paths for enjoying quality hiking and biking.⁵
- **National Park Krka** - Is a vast, largely pristine region of exceptional beauty that offers visitors the opportunity to witness nature at its very best. The park is home to abundant animal and plant life including 222 species of birds and 18 species of bats. The highlight of the park is Skradinski buk, a massive, clear, natural pool with 17 imposing waterfalls.
- **Dubrovnik** – Also known as the 'Pearl of the Adriatic,' Dubrovnik, is a bustling city located on the shimmering Dalmatian coast. It is famous for its well-preserved "Old Town" - a UNESCO World Heritage site, as well as for being the outdoor set of the hit series Game of Thrones, the latest episode of the Star Wars franchise, and the Bollywood blockbuster "Fan."

⁵ Description based on content from Croatian National Tourism Board: <http://www.croatia.hr/en-GB/trip-ideas/Nature-its-finest>



Stari Grad on Hvar Island

- **Hvar town** – Nestled in a picturesque natural bay, with the Pakleni island chain protecting it to the south, it is a popular port for yachts sailing around the Adriatic.
- **Split** – Set against the backdrop of the deep blue Adriatic Sea, Split is a thriving city that melds the best of the old world and the new. Roman ruins and grand museums stand alongside fashionable cafes and trendy shops. Don't miss a visit to the spectacular Diocletian's Palace and the Mausoleum.

SHOPPING

From designer labels like Versace and Prada, to brand-names like Nike, and stylish secondhand shops, Zagreb offers an array of shopping experiences for travelers of all budgets and tastes. Some of the most popular shopping venues include Arena Centar, a large shopping center with over 200 trendy stores, The Avenue Mall, featuring brand name and locally crafted items, City Centre One Zagreb East and West malls, with more than 130 shops, restaurants, cafés and Dolac Market, a favorite for fresh produce and souvenirs. Whether you spend the day shopping, eating or watching the latest movies, you are sure to head back to your hotel ready to kick back and enjoy a relaxing evening.

FESTIVALS AND CULTURAL EVENTS

Since its earliest days, Zagreb has been a mecca for both artists and art enthusiasts. During your visit, you can experience local traditions, cultural events and arts-oriented festivals that take place throughout the year. Below are a few favorites that you may want to put on your calendar.



Advent in Zagreb, Ice Park on King Tomislav Square
Photo credit: Julien Duval/ Zagreb Tourist Board

- **Dvorišta (Courtyards)** - “Each courtyard has its own story,” is the slogan for Dvorišta. Starting in mid-July and lasting for 10 days, the gates of Zagreb’s Upper Town gardens, palaces and yards open to visitors to check out the hidden courtyards, drink cocktails, try authentic foods, listen to live music and meet the locals.

Website: www.dvorista.in

- **Summer on Stross** - The Strossmayer Promenade is one of Zagreb’s liveliest and most scenic walkways. Located in the scenic Upper Town beneath the Lotrščak Tower, this romantic street is also home to ‘Summer on the Stross,’ an open air summer festival that brings a bit of the Parisian spirit to Zagreb.

Website: www.ljetonastrosu.com/engleski/index.html#

- **Advent in Zagreb** - Rated in 2016 as Europe’s best Christmas Market, Advent in the Heart of Zagreb is a series of holiday events held on the city’s squares, bringing the spirit of Advent and Christmas to guests and citizens of Zagreb through a rich musical and artistic program.

Website: www.adventzagreb.hr/en/

- **Zagreb International Folklore Festival** - Organized in mid-July, the festival showcases folklore groups from Croatia and the European continent performing traditional dance and music shows, with authentic costumes and demonstrations of old customs.

Website: www.msf.hr



Croatian Food, Island of Vis
Photo Credit: Ivo Pervan/Croatian National Tourist Board

DINING EXPERIENCE

Zagreb, the city of museums and culture also has a rich culinary tradition. Explore our list of some of the tastiest eateries in this fascinating Croatian city.

■ Konoba Didov San

Cuisine: Authentic dishes of Dalmatian Zagora, combining a mixture of Bosnian-Herzegovinian and Mediterranean cuisine.

Price: \$\$

Address: Mletačka 11, Gornji grad HR - 10 000 Zagreb & Bencekovićeva 28, Kajzerica HR - 10 020 Novi Zagreb

Phone: (Gornji Grad) 385 1 485 1154 or
(Kajzerica) 385 1 653 6577

Website: www.konoba-didovsan.com/index.php/en/

■ Vinodol Restaurant

Cuisine: Authentic Croatian cuisine

Price: \$\$\$

Address: Teslina 10, Zagreb, HR

Phone: 385 1 481 1427

Website: www.vinodol-zg.hr/en/

■ Takenoko Zagreb

Cuisine: Japanese

Price: \$\$\$\$

Address: Masarykova 22, 10000 Zagreb, Hrvatska & Hvarska 2, Ploče, Hrvatska

Phone: (Zagreb) 385 0 1 6463 385 or
(Dubrovnik) 385 0 20 6946 09

Website: www.takenoko.hr/en/jelovnik/

■ ManO

Cuisine: A large variety of steaks with a touch of Asian influence

Price: \$\$\$\$





Traditional Baking Lid

Address: Medvedgradska 2, Zagreb

Phone: 01/ 4669-432

Website: www.mano.hr/MANO/index.php?lang=en

■ **Boban**

Cuisine: Italian

Price: \$\$

Address: Gajeva 9, Zagreb

Phone: 01 4811 549

Website: www.boban.hr/english.html

■ **Zrno Bio Bistro**

Cuisine: Organic Vegan

Price: \$\$

Address: Medulićeva 20

Phone: 01 4847 540

Website: www.zrnobiobistro.hr/zrno-bio-bistro-eng.html#contact

■ The Cookie Factory Café

Cuisine: Bakery, desserts

Price: \$

Address: Tkalčićeva 21 & Nemčićeva 8 Zagreb, Grad Zagreb, Croatia

Phone: 099 494 9400

Website: www.cookiefactory.hr

■ Good Food

Cuisine: Fast food Zagreb style: burgers, fries, salads, chicken sandwiches, wraps, fresh juices and smoothies.

Price: \$

Address: Teslina 7, Zagreb, Grad Zagreb, 10000, Croatia

Website: www.goodfood.hr

APPROPRIATE TOURISM

Although Croatia is a fascinating tourism destination, it is important to remember that your primary reason for visiting the country is to correct a medical condition or to renew your health. Therefore it is extremely important that you follow your doctor's advice regarding rest and leisure activities.

It is advisable that you schedule tourism activities before your treatment or surgery. If this is not an option due to a tight schedule, then make sure to talk to your doctor before booking any tours. Depending on your procedure, your doctor may allow you to book some "soft tours" or short sightseeing excursions. Bagatin Clinic can help you organize both "soft" and regular tours via its travel agent partners. If you've undergone a tummy tuck and breast lift, don't expect your doctor to allow you to engage in any strenuous activities or party on the beach. Refusing to follow your doctor's indications even in the smallest detail could lead to a slower healing process or even a medical complication. Don't take any chances with your health!



CONCLUSION



FINAL WORDS OF ADVICE FOR MEDICAL TRAVELERS

Get as much information about the medical travel process as possible.

- How much will the surgery or treatment cost?
- Who will pick you up at the airport?
- Who will be your main contact at the hospital or clinic?
- How many appointments will you need?
- How long you will be in the hospital?
- How will you get from the hospital to your hotel?
- How long is the post procedure recuperation period?
- Will you be provided with a detailed schedule of tests and appointments?

Don't be afraid to ask for information such as doctor's bios/curriculum, medical outcomes or healthcare quality indicators that will help in your decision making process. Representatives of Bagatin Clinic will be happy to provide this information. As a traveling patient, it is important that you have as much information as possible in order to make a decision that will be in your best interest.

Consider how far you are willing to travel.

There is big difference between traveling 6 hours and 20 hours. Airports and flights can wear down even the most physically fit travelers. For a patient, long flights can pose health risks, so it is important to talk to your doctor before you make a decision to travel for care.

Make sure you are comfortable with the destination.

Croatia has a reputation as a warm, friendly



country that is used to hosting tourists from all around the globe. There are colorful sights to see, new cultures to explore and a multitude of mouth-watering local dishes that will tantalize your taste buds. While it is difficult to imagine why you would not be enamored with Croatia and its friendly people, the fact is some people are more comfortable with certain destinations and cultures than others.

Although your primary purpose for traveling may be health-related, your trip will be more enjoyable if you know a little about the history, culture, language, cuisine, and attractions of the destination you will be traveling to. Did you know that Croatia is the home of the popular dog breed called “Dalmatians?” That the country has 1,246 island, isles, and inlets and more museums per capita than anywhere else in the world? Make sure to look at the “Things to Do” section of this guide for more destination information about Croatia.

Talk to other medical tourists.

One of the best ways to prepare for your medical trip is to speak with other patients about their experience. What was their recuperation like? Did they experience any language barriers? What restaurants do they recommend? Nothing beats listening to somebody that has already been there and done that. Talk to your doctor or hospital contact and request to speak to past patients. In many cases they will have a list of patients who have granted authorization to be used as referrals.

Allow enough time for your recuperation before traveling home.

Regardless of the procedure or treatment you have undergone, it is always advisable that you wait a few days before traveling. Doing so will minimize your risk of medical complications and improve the healing process. This will also give your doctor time to spot any potential problems before you head home.

It is also advisable to plan your trip so that once you return home you have a few extra days to rest before going back to work or your regular routine. Not only will this allow you to be fully recovered before going back to the grind, but it will also allow you a little buffer time in case you must spend more time



in the clinic than you originally planned for.

Finally, make sure to talk to your doctor before traveling for any medical treatment in order to understand the potential risks of combining surgery with travel.

Make sure a family member or friend will accompany you.

Having the physical and moral support of a companion is one of the most important ingredients of a successful medical trip, particularly during the recovery process. However, not everyone is ideally suited to being a medical travel companion. Your companion must be willing to put your needs ahead of his or her own and assist you during the recovery process. This does not mean they cannot have some leisure time to enjoy the local culture and attractions, but they should understand that their primary purpose is to provide support.

Be transparent and specific about any medications or substances you may be taking.

Traveling abroad for surgery or treatment is a serious business. Don't compromise your health or the success of your procedure by hiding things or being less than truthful about any medications or substances you may be taking. Some substances can interact dangerously with the anesthesia or medications administered to you prior to surgery; this includes some natural or homeopathic remedies. Your doctor will likely require you to stop taking Aspirin or other anti-clotting agents as they can cause bleeding during the surgery. Make sure



Advent on the main square
Photo Credit Julien Duval/ Zagreb Tourist Board



to tell your doctor if you are unsure about any medication or substance you are taking.

GETTING STARTED

Medical tourism is a growing multi-billion dollar industry that is changing the face of healthcare around the world. Each year, increasing numbers of patients turn to international providers in search of high quality, affordable medical care. Governments, insurance companies and employers around the world are also discovering the benefits of allowing patients access to travel for the healthcare of their choice.

As a clinic invested in providing patients with the best healthcare services possible, Bagatin Clinic welcomes you to research its medical facilities and take the next step to improving your health and wellbeing. You can do so by contacting the clinic or the Medical Tourism Association® at:

Bagatin Clinic

Phone: +385 1 46 10 225

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Email: info@poliklinikabagatin.hr

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Address: 10130 Northlake Blvd Suite 214-315

West Palm Beach, Florida, USA 33412

Email: Info@MedicalTourismAssociation.com

Website: www.MedicalTourismAssociation.com

The Bagatin Clinic Health and Wellness Destination Guide can also be accessed at www.medicaltourism.com.



Palace of Croatian Government on St Mark's Square



POLIKLINIKA BAGATIN
Health & Wellness
Destination Guide



Located in the heart of Zagreb, one of Europe's most enchanting cities, Bagatin Clinic beckons medical travelers with cutting-edge medical and dental technology, affordable prices and a culture of service second to none. From dental treatments to plastic surgery and dermatology, Bagatin Clinic has established itself as one of the premier aesthetic clinics in the region.

Medical tourism offers an exciting new world of possibilities for individuals and companies to lower their healthcare costs!

- Discover what makes Bagatin Clinic and Croatia such a great medical tourism destination
- Learn about the qualifications and experience of the clinic's doctors
- Find out how to keep safe when traveling abroad for care
- Important tips for planning your medical trip to Croatia

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