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The INSTITUTE is headed by Dr. Federico Hernández Alfaro, a graduate in medicine and surgery, and in Dentistry, collegiate number 25265 of the Official College of Physicians of Barcelona.

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To make an appointment request using our "Request an appointment" form, you must fill in the fields that are indicated as mandatory and we will contact you as soon as possible, in order to arrange an appointment and be able to provide the information you need. Please note that no calls are made on weekends.

If it is an emergency, please do not use this form, call us at 93-393 30 85.

To use this service, it is necessary to be of legal age. We recommend that you do not provide sensitive information through this form.

If you wish to cancel the request or for any questions, you can always contact us by phone 93-393 30 85.

Requests will not be answered when the information provided is incorrect or does not correspond to the reality.

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These conditions are subject to Spanish law. Any dispute or litigation between the parties will be submitted to the jurisdiction of the Courts of Barcelona.

Cancellation policy

If the patient does not complete the payment of 50% of the value of the visit within 3 days after booking his visit, the patient's reservation will be canceled.

The price of the visit cannot be modified between the date of the reservation and the date of online consultation.

Refund in case of cancellation by the patient

- If the cancellation occurs less than 7 calendar days before the visit, there will be no refund.
- If the cancellation occurs more than 7 calendar days before the visit, the patient is entitled to a refund of the 80% of the amount paid.

Reimbursement in case of delay by the doctor

- If the doctor is up to 1 hour late, the patient should wait for it. If he chooses not to, he has no right to refund
- If the doctor has a delay of more than 1 hour, the patient can request a refund of 100% of the amount paid, which will be done directly at the clinic.

In case of change of specialty of the visit, the difference in price will be paid at the clinic.