List of medical facilities/practitioners in Kyrgyzstan

Prepared by British Embassy Office Almaty

https://www.gov.uk/government/world/kyrgyzstan

The following list of medical facilities/practitioners has been prepared by the British Embassy Office Almaty for the convenience of British Nationals who may require these services and assistance in Kyrgyzstan. It is provided on the understanding that we (the British Embassy/Consulate) do not assume or undertake any legal responsibility, to you, or those affected, if you choose to take it into account when instructing a medical facility or practitioner.

Further and alternatively, we cannot accept any liability to any person or company for any financial loss or damage arising from the use of this information or from any failure to give information. Our aim is to provide our customers with as much relevant information to enable them to make better informed decisions but our lists are not recommendations and should not be treated as such.
List of medical facilities/practitioners in Kyrgyzstan
Updated: 28/01/2015

This list is in alphabetical order.

**BISHKEK**

<table>
<thead>
<tr>
<th>AMBULANCE Service- Skoraya pomoshch</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bishkek City Ambulance</strong></td>
</tr>
<tr>
<td>Free of charge calls on 103</td>
</tr>
</tbody>
</table>

This company has told us the following things:
- they don’t have English speaking staff
- it’s a public facility
- they are affiliated to the Kyrgyz Ministry of Health
- specialisations are in first aid
- they have experience of representing British nationals
- you will need to pay for treatment in cash
- EHIC Cards are not accepted; repayment plans aren’t available
- staff speak **Russian; Kyrgyz languages**
- 24 hours service

<table>
<thead>
<tr>
<th>Commercial Ambulance Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tel:</strong> +996312548666/ 549999 or 2) Dial 151 or 684466</td>
</tr>
</tbody>
</table>

This company has told us the following things:
- they don’t have English speaking staff
- it’s a private facility
- they are affiliated to the Kyrgyz Ministry of Health
- specialisations are in first aid
• they have experience of representing British nationals
• you will need to pay for treatment in cash
• EHIC Cards are not accepted; repayment plans aren’t available
• staff speak **Russian; Kyrgyz languages**
• 24 hours service

Ambulance (private) under the Health Centre of the President of the Kyrgyz Republic

Tel: +996550707121 or +996312621575

Address: 110 Kievskaya (corner Logvinenko), Bishkek

This company has told us the following things:
• they have English speaking staff (very basic English)
• it’s a private facility
• they are affiliated to the Kyrgyz Ministry of Health
• specialisations are in first aid
• they have experience of representing British nationals
• you will need to pay for treatment in cash
• EHIC Cards are not accepted; repayment plans aren’t available
• staff speak **Russian; Kyrgyz languages, very basic English**
• 24 hours service

Bishkek City Trauma Unit

Address: 41 Manas (intersection Toktogul/Manas), Bishkek
Tel: +996312216875 Reception: +996 312217117

This company has told us the following things:
• they don’t have English speaking staff
• it’s a public facility
• they are affiliated to the Kyrgyz Ministry of Health
• specialisations are in providing 24 hour first aid for minor traumas. No inpatient facilities.
• they have experience of representing British nationals
• you will need to pay for treatment in cash
• EHIC Cards are not accepted; repayment plans aren’t available
Health Centre of the President of the Kyrgyz Republic.
Address: 110 Kievskaya (corner Logvinenko), Bishkek

Head’s office tel. number: +996312663549
Registration Chief- Tel: +996132612969
E-mail: loodkr@mail.ru

This company has told us the following things:
- they have some English speaking staff
- it’s a public facility with a provision for a private facility
- they are affiliated to the Kyrgyz Ministry of Health
- specialisations are in:
  - There are a daily treatment and diagnostic departments. Also there is a hospital (Intensive Care Department, surgery -5 places; Cardio-6 places; Therapeutical - 10, Neurological -10, children-4). All wards are comfortable, max for 2 people; also there are VIP wards-2 rooms per a patient). A laboratory and dentist services are available. Diagnostic is rather developed: modern ultrasound machines, Electrocardiography etc.
  - If there is a specific issue, a doctor from the clinic will also monitor his patient if he/she hospitalised to another specialised (Trauma etc) clinic. In case of med evacuation a doctor accompanies a patient to the airport.
- they have experience of representing British nationals
- you will need to pay for treatment in cash, by credit card or via insurance companies
- EHIC Cards are not accepted; repayment plans aren’t available
- staff speak {Russian; Kyrgyz and English (some) languages}
- family and friends can visit the hospital from 17.00-19.00
- 24 hour service

Infectious Disease Hospital
Address: 70, Tolstoy street, Bishkek
ICU department. Tel. +996 (312) 590018
Admitting office. Tel. +996 (312) 590154.
This company has told us the following things:

- they do not have English speaking staff
- it’s a public facility
- they are affiliated to the Kyrgyz Ministry of Health
- specialisations: This hospital accepts patients with infectious conditions, if one has a fever this is the hospital that accepts that patient, other hospitals usually do not accept a patient with a fever. There is a limited ICU. For foreigners a private room on a regular ward is provided. There is lab that can do cultures
- they have experience of representing British nationals
- you will need to pay for treatment in cash
- EHIC Cards are not accepted; repayment plans are not available
- staff speak (Russian and Kyrgyz languages)
- family and friends can visit the hospital during from 17.00-19.00

“Kamek” Private Surgical Clinic.

Address: 225, Moskovskaya street, Bishkek. Tel. +996(312) 640055, 640101
Polyclinic address: 45, Aynee str. Bishkek Tel. +996 (312) 490000

This company has told us the following things:

- they have English speaking staff (very basic level)
- it’s a private facility
- they are affiliated to the Kyrgyz Ministry of Health
- specialisations are in: surgery

- they have experience of representing British nationals
- you will need to pay for treatment in cash or by credit card
- EHIC Cards are not accepted; repayment plans aren’t available
- staff speak (Russian; Kyrgyz, English (very basic level) languages)
- family and friends can visit the hospital from 09.00-19.00
Med Expert Clinic

Address: 219 Tynystanova St. N1, Bishkek
Tel: +996 555949911

This company has told us the following things:
- they HAVE English speaking staff
- it's a private facility
- they are affiliated to the Kyrgyz Ministry of Health
- specialisations are in:
  - It is strictly for foreigners. It is only for illness and routine medical care. There is no emergency care available. Patients must call prior to going to clinic as they operate on an appointment only basis. They can do house calls. Payment is expected at time of visit and receipts will be provided.
- they have experience of representing British nationals
- you will need to pay for treatment in cash
- EHIC Cards are not accepted; repayment plans aren’t available
- staff speak {Russian, Kyzgyz and English languages}
- family and friends can visit the hospital during from 17.00-19.00

National Centre of Cardiology and Internal Medicine

Address: 3, Togolok Moldo street, Bishkek
ICU department. Tel. +996 (312) 625682

This company has told us the following things:
- they do not have English speaking staff
- it’s a public facility
- they are affiliated to the Kyrgyz Ministry of Health
- specialisations are in Cardiology and in a wide range of services.
  - This centre has an ICU and is able to care for patients having heart attacks, and other cardiology problems. It has a 24 hour Emergency entrance with a physician on duty.
- they have experience of representing British nationals
- you will need to pay for treatment in cash
- EHIC Cards are not accepted; repayment plans are available
- staff speak **(Russian and Kyrgyz languages)**
- family and friends can visit the hospital during from 17.00-19.00

### National Center of Traumatology and Orthopedics.

**Address:** 206, Krivonosova Street, Bishkek  
**Admitting office:** Tel: +996 (312)491665,

**This company has told us the following things:**
- they don't have English speaking staff  
- it's a public facility  
- they are affiliated to the Kyrgyz Ministry of Health  
- specialisations are in all types of trauma. It has an emergency department. This is a National Centre with clinics and hospital wards. It also has a ward for detox from drugs and alcohol.  
- they have experience of representing British nationals  
- you will need to pay for treatment in cash  
- EHIC Cards are not accepted; repayment plans aren't available  
- staff speak **(Russian; Kyrgyz languages)**  
- family and friends can visit the hospital during from 17.00-19.00

### National Republican Hospital

**Address:** 1 Togolok Moldo St. (intersection of Togolok Moldo and Moskovskaya St.), Bishkek  
**Microsurgery department.** Tel: +996(312) 660619

**This company has told us the following things:**
- they do not have English speaking staff  
- it's a public facility  
- they are affiliated to the Kazakh Ministry of Health  
- specialisations:  

This is a very large compound that house different medical specialties. There are many buildings. When sending people to this centre for any emergency one must ask where the correct building is for the specific problem. There is a place for Eye, Ear, Nose and Throat emergencies with 24 hour Emergency services. There is an Angio Neurology Centre which is for strokes or aneurysm. There is a Neuro Trauma unit for severe head injuries. This hospital also has a good micro vascular department for nerve or tendon injuries in hands or lower extremities. The local ambulance will know where to take people in this compound. This is not a centre to send someone unescorted if they do not speak Russian. They need to have a local person to translate or use the local ambulance.
They have experience of representing British nationals
you will need to pay for treatment in cash
EHIC Cards are not accepted; repayment plans are not available
staff speak **Russian and Kyrgyz languages**
family and friends can visit the hospital during from 17.00-19.00

**NEOMED**
**Private Diagnostic and Consultative Medical Clinic**

*Address*: 21 Gorky St. (corner of Abdrahmanov Str), Bishkek
E-mail: neomed@neomed.kg
www.neomed.kg

This company has told us the following things:
- they have English speaking staff
  (Some staff and some doctors speak English but this is very variable and taking a translator is going to be helpful). it's a private facility
- they are affiliated to the Kyrgyz Ministry of Health
- specialisations:
  It can adequately provide primary care, walk in emergency care, outpatient specialist care and diagnostics.in wide range of laboratory tests; There are facilities in house for blood tests, ultrasound and CAT/MRI but not normal Xrays
- they have experience of representing British nationals
- you will need to pay for a lab. diagnostics in cash
- EHIC Cards are not accepted; repayment plans are available
- staff speak **Russian and Kyrgyz languages**

**Paediatric Emergency Hospital**

*Address*: 8a, Baltik Baatyr street. Bishkek
Tel. +996 (312) 562326/544642

This company has told us the following things:
- they do not have English speaking staff
- it's a public facility
- they are affiliated to the Kyrgyz Ministry of Health
- specialisations-
This is a paediatric general hospital in the city and accepts all types of paediatric emergencies.
- they have experience of representing British nationals
- you will need to pay for treatment in cash or by a credit card
- EHIC Cards are not accepted; repayment plans are not available
- staff speak **(Russian and Kyrgyz languages)**
- family and friends can visit the hospital during from 17.00-19.00

### DENTAL CLINICS

**Alef Dental Clinic**, (which specialize in dentistry for children)

**Address**: 40, Ibraimov street, Bishkek  
**Tel.** +996 (312) 389600, 389600

**This company has told us the following things:**
- they **have** some English speaking staff
- it's a private facility
- they are affiliated to the Kyrgyz Ministry of Health
- specialisations- a wide range of dental services

This clinic has dentists that specialize in children and have anaesthesiologists available for children.
- they have experience of representing British nationals
- you will need to pay for treatment in cash or by a credit card
- EHIC Cards are not accepted; repayment plans are available
- staff speak **(Russian, Kyrgyz, English languages)**

**DENTAREX DENTAL CLINIC**

**Address**: 199, Djumabek Street, Bishkek  
**Tel:** +996 (312) 897055

**This company has told us the following things:**
- they **have** some English speaking staff
- it's a private facility
- they are affiliated to the Kyrgyz Ministry of Health
- specialisations- a wide range of dental services
- **Emergency or primary dental care. Specialist dental surgery, including the removal of impacted molars.**
• they have experience of representing British nationals
• you will need to pay for treatment in cash or by a credit card
• EHIC Cards are not accepted; repayment plans are available
• staff speak (Russian, Kyrgyz, English languages)

DENTAL ART DENTAL CLINIC
Address: 42/1 Isanova Street, Bishkek
Tel: +996 (312) 906231/2
www.dental-art-bishkek.com E-mail: dental-art@mail.ru

This company has told us the following things:
• they have some English speaking staff
• it’s a private facility
• they are affiliated to the Kyrgyz Ministry of Health
• specialisations- a wide range of dental services
  Emergency or primary dental care. Specialist dental surgery, including the removal of impacted molars.
• they have experience of representing British nationals
• you will need to pay for treatment in cash or by a credit card
• EHIC Cards are not accepted; repayment plans are available
• staff speak (Russian, Kyrgyz, English languages)

Estet
Address: 51 Baytik Baatyr st / Gorky st, Bishkek
Tel: +996 (312) 543884/ 900409

This company has told us the following things:
• they have some English speaking staff
• it’s a private facility
• they are affiliated to the Kyrgyz Ministry of Health
• specialisations- a wide range of dental services
They provide a full range of services, and meet excellent quality standards in infection control, materials, and technique. No English speakers available.
• they have experience of representing British nationals
you will need to pay for treatment in cash or by a credit card
EHIC Cards are not accepted; repayment plans are available
staff speak (Russian, Kyrgyz, English languages)

Kairos Dental Clinic

Address: Ryskulov St 10, Bishkek,
Tel: +996 (312) 61 23 02/ 61 23 03

This company has told us the following things:
• they have some English speaking staff
• it's a private facility
• they are affiliated to the Kyrgyz Ministry of Health
• specialisations- a wide range of dental services
This is a modern state of the art dental clinic newly opened in 2009. Dentists speak some English and the receptionist speaks English. There is a panoramic dental x-ray machine here.
• they have experience of representing British nationals
• you will need to pay for treatment in cash or by a credit card
• EHIC Cards are not accepted; repayment plans are available
• staff speak (Russian, Kyrgyz, English languages)

Private Laboratories in Bishkek

Bonetsky’s Laboratory

Address: 20 Prospect Mira (main building)
Tel: Reception: +996 312316092

This company has told us the following things:
• they do not have English speaking staff
• it's a private facility
• they are affiliated to the Kyrgyz Ministry of Health
• specialisations-
  This lab has the capability to do culture and sensitivities.
• they do not have experience of representing British nationals
- you will need to pay for a lab. Diagnostics in cash or by a credit card
- EHIC Cards are not accepted; repayment plans are available
- staff speak **Russian and Kyrgyz languages**

### MRI & CT: PRIVATE DIAGNOSTIC CENTRES

**MEDIPOL CT Center**

**Address:** 37 Abaya St. (cross St is Mederova), Bishkek  
**Tel:** +996312 54 46 75/ 54 78 13

This company has told us the following things:
- they do not have English speaking staff
- it's a private facility
- they are affiliated to the Kyrgyz Ministry of Health
- specialisations-

This is a private free standing centre with a CT machine and a mammography machine for outpatient use. The entrance is accessible to wheelchair and stretchers up an incline.
- they have experience of representing British nationals
- you will need to pay for Diagnostics in cash or by a credit card
- EHIC Cards are not accepted; repayment plans are available
- staff speak **Russian and Kyrgyz languages**

**Neo Med- Private Diagnostic and Consultative Medical Clinic**

**Address:** 21 Gorky St. (corner of Abdrahmanov Str), Bishkek  
**E-mail:** neomed@neomed.kg  
**www.neomed.kg**

This company has told us the following things:
- they do not have English speaking staff
- it's a private facility
- they are affiliated to the Kyrgyz Ministry of Health
- specialisations- wide range of laboratory tests

- they do not have experience of representing British nationals
- you will need to pay for a lab. diagnostics in cash or by a credit card
• EHIC Cards are not accepted; repayment plans are available
• staff speak (Russian and Kyrgyz languages)

UNI –T- Reactive –Farma Clinic

Address: 137 Toktogul St. Bishkek
Tel: +996312 47 15 63/ 64

This company has told us the following things:
• they do not have English speaking staff
• it’s a private facility
• they are affiliated to the Kyrgyz Ministry of Health
• specialisations-
This is a private free standing centre with an MRI machine and the CT machine. There are wheel chairs and stretchers available.
• they have experience of representing British nationals
• you will need to pay for Diagnostics in cash or by a credit card
• EHIC Cards are not accepted; repayment plans are available
• staff speak (Russian and Kyrgyz languages)

MEDICAL EVACUATION –
International SOS Assistance

Web: www.internalsos.com

Moscow Tel 007 495 9376477
Almaty tel: 007 7272 581911
Dr. on Call (007) 701 744 1111

This company has told us the following things:
• they have English speaking staff
• it’s a private facility
• they have experience of representing British nationals
• you will need to pay for Diagnostics in cash or by a credit card
• EHIC Cards are not accepted; repayment plans are available
• staff speak (Russian and English languages)
PHARMACIES
Central Pharmacy
Address: 340 Frunze St. Tel: +996 (312) 681005

Neman:
Address: 139 Moskovskaya St. Tel: +996(312) 62 29 37
Address: 14 Togoluk Moldo / Toktugula St. Tel: +996 (312) 66 33 50
Information Desk tel: +996 (312) 66 57 40

Prestige
Address: 95 A Kievskaya St.
Tel: +996(312) 621462

These companies have told us the following things:
- they don’t have English speaking staff
- it’s a public facility
- they are affiliated to the Kyrgyz Ministry of Health
- they do not have experience of representing British nationals

A foreigner is advised to bring his/her own medical supplies and medications for any chronic illness, minor illnesses and injuries. Modern types and medicines commonly used in the UK are not available. Medications purchased in the pharmacy may not be of the same quality as those obtained in the UK. The brand name of the drug you request may not be the same as the brand available. The formula name on your prescription will assist in finding a replacement locally. Please be aware the pharmaceuticals can come from a variety of countries including but not limited to the People’s Republic of China, Russia, India, United States and the European Union.
- you will need to pay for drugs in cash
- EHIC Cards are not accepted; repayment plans aren’t available
- staff speak {Russian; Kyrgyz languages}
- 24 hours

Kyrgyzstan regional medical facilities
Ak-Su district hospital
Address: Teploklyuchenka town, 101 Gagarin Street.
Tel: +996 (3948) 91248;

Batken Oblast hospital
Address: Batken town, Razzakova Street
Djalal-Abad Oblast hospital
Address: Djalal-Abad Oblast, Nookenskiy district, Djalal-Abad city, 91 Pushkin Street
Tel: +996 (3722) 53036; 55795; 53036; Fax: +996 (3722) 54021

Issyk-Kul city hospital
Address: Issyk-Kul oblast, Balykchi town, 94 Issyk-Kulskaya Street
Tel: +996 (3944) 21454

Issyk-Kul oblast hospital
Address: Issyk-Kul oblast, Ak Su district, Karakol town, 2 Orozova Street.
Tel: +996 (3922) 20380

Kemin district hospital
Address: Chui oblast, Kemin district, Kemin town, 27 Abdubachaeva Street.
Tel: +996 (3135) 23802

Kyzyl-Kiya city hospital
Address: Kyzyl-Kiya town, 3 Lenin street
Tel: +996 (3657) 23248; +996 (3657) 22400; +996 (3657) 22185;

Leilekskaya district hospital
Address: Leilek district, Isfana town, 60 let Oktyabryay Street
Tel: +996 (3656) 50593; +996 (3656) 50046;

Naryn oblast hospital
Address: Naryn oblast, Naryn town, 5 Kachkynova street
Tel: +996 (3522) 50411

Nookenskiy Central district hospital
Address: Djalal-Abad Oblast, Nookenskiy district; Massy town, 13 Sorokina Street Tel: +996 (3734) 21881
Osh city hospital
Address: Osh oblast, Osh city, 10 Verhne-Uvamskaya Street.
Tel: +996 (3222) 55852

Talas oblast hospital
Address: Talas city, 259 Lenina Steet
Tel: +996 (3422) 52435

Tokmok district hospital
Address: Tokmok city, 140 Gagarina Str
Tel: +996 (3138) 20423

Uzgen district hospital
Address: Uzgen town, Manas street
Tel: +996 (3233) 21551

Zhaiyl oblast hospital
Address: Zhaiyl district, Kara-Balta town, 1 Truda Ave,
Tel: +996 (3133) 22351

These companies have told us the following things:
• they don’t have English speaking staff
• it's a public facility
• they are affiliated to the Kyrgyz Ministry of Health
• specialisations are in all types of internal diseases and traumas. Surgery, laboratory tests and diagnostic facilities are limited. They have an emergency department.
• they do not have experience of representing British nationals
• you will need to pay for treatment in cash
• EHIC Cards are not accepted; repayment plans aren't available
• staff speak {Russian; Kyrgyz languages}
• family and friends can visit the hospital during from 17.00-19.00
Feedback Form for Customers

If you do decide to use any of the medical facilities/practitioners on this list, we would like to hear from you. While there is no obligation on your part to provide feedback on the services you receive, any feedback you can give us is helpful.

Once completed, please return the form to the British Embassy Office Almaty by post to Rahat Palace Hotel, Business Centre, Stapayev Street 29/6, Almaty, 050040 or by email to kyrgyzstan.consular@fco.gov.uk

An electronic version of the form is available at https://www.gov.uk/living-in-kyrgyzstan

Thank you for your help.

1. Name of firm: Name of medical practitioner:

2. Date of contact:

Are any of the details on our list regarding this provider wrong? (e.g. address, telephone number, etc.)

3. What service did you need?

4. Why did you need this service?

Please circle the appropriate boxes below:

(a) If the service provided English speaking services, how would you rate the standard of English?

Excellent  Good  Average  Poor  Very Poor

(b) How would you rate the professionalism of the staff?
(c) How would you rate the overall service received?
Excellent  Good  Average  Poor  Very Poor

(d) How would you rate the value for money?
Excellent  Good  Average  Poor  Very Poor

5. Do you have any other comments?

We would like to share this information with other customers but if you would prefer it not to be seen by others please tick the box □

Feedback provider’s name: __________________________ Tel. No.: __________________________
Email: __________________________ Date: __________________________