

## Jonas' Notes

We are grateful to our patient Jonas A., for providing this very practical and important guide, full of very good tips and advice from the perspective of a patient who has been here. Thank you Jonas!

### STAYING at the Quartz Hotel

**Hotel Location:** Very safe location, within eyesight of the U.S./ Mexican border, on-premises security, walkable to local convenience store and/or super market that is across street.



**Proximity:** You are steps away from New City Medical Plaza where Dr. Lagos office is. There is also a full hospital in the same building for your peace of mind.

**Hotel Staff:** Everyone speaks English, so no issues communicating at the front desk or restaurant, etc. Very polite and professional team that you would expect at any 4-star resort in the United States.

**Amenities:** Amazing gym and workout space that is open 24/7, kitchen that is open 24/7, heated outdoor jacuzzi and pool. Yoga and sauna can be booked by appointment.



**Transportation:** Visit the concierge desk and request a ride anytime during the day. Drivers all wear suits and the vehicles are clean and comfortable. They will bring you to the bank, grocery store, or the beach. Its 100% free but a \$5 gratuity goes a long way.

**Restaurant:** They have fresh squeezed juices every morning, coffee, and very healthy breakfasts with options to customize anything you wish. Pay in cash, credit or charge to your room.

**Common Areas:** Great outdoor space to read by the pool or take a short walk in the gardens. The downstairs lounge usually has music playing but there are couches and chairs to use for reading or working with your laptop computer.



**Comforts:** Bed and pillows are super comfortable. If you choose to get a room that has a medical bed that allows for an incline then the second bed will be a couch sofa bed. It may be best to get a room with 2 Queen beds as it provides a bit more space. Each room has a refrigerator for food or medicine, robes with free slippers and a security safety box, plenty of good quality shampoo, conditioner, and body soap.



**Medical Pass (Fast Lane Access to US Customs):** On your day of departure the hotel does receive a select number of medical passes each day. Medical passes are \$30 each and only available on the day you depart. This saves you time having to wait in long lines at the U.S. border. With a medical pass you can cross in 30 minutes or less instead of 2 hours. These passes can be purchased on the 3<sup>rd</sup> floor of the hotel in their corporate offices with cash or credit card.

**Fresh Juice:** We were big fans of the fresh juice shop in the food court area. Fresh juices cost \$5 dollars which normally would be \$10 in the United States.

**Food Options:** First let me say the food was amazing. We tried quite a good number of the restaurants in the food court and they all were amazing. Don't think of the food court like a mall, but rather boutique food vendors who all share a common seating space. Waitstaff was very attentive but at times struggled with English but all of our orders arrived as we requested.



**Beauty Treatments:** My wife booked a facial, pedicure, and massage during our visit and all were significantly less than the cost to book back in the States. She is a great judge of these types of treatments and she was very pleasantly surprised by their level of care.

**Noise Level:** If you are booking a room – make sure you ask for one on the “pool side” of the hotel. The street side can be a bit noisy on the weekends (music, traffic, etc.). We also brought a small portable white noise machine with us that helped greatly. If you have an iPhone there is a white noise feature that will work just fine. My wife also used earplugs that were helpful.

**Electrical Outlets:** Mexico uses the same voltage as the U.S. – no need to bring adaptors. There are also USB charging ports in the room.

**TV:** Plenty of TV stations to pick from and a good mix of English and Spanish language programs.

**Wi-Fi:** No extra fee and great speeds that held work video calls just fine.

**Language:** Spanish is the local language so it will be good to know a few ways to introduce yourself and say please and thank you. The locals will work very hard to speak English with you so it's always good to be patient as they take their time to choose the right words.

**Price:** HIGHLY recommended you use Dr. Lagos office to book the hotel as they have special pricing available with the use of their discount code. Nearly 50% savings.

### **ARRIVING at Dr. Lagos Office**

Dr. Lagos office is located within New City Medical Plaza, a state of the art medical facility, that accommodates a variety of medical treatments. They are other patients who come to this location for everything from hair transplants, to gastro surgeries, plastic surgery, hair transplants, invitro treatments, etc.

**Security** - Medical Center is accessed by appointment only with a QR code provided by the doctors' offices. Employees use facial recognition to enter and exit the building.

**Cleanliness** - The building is super clean, no hospital smells or etc.

**Offices** – Modern and updated to the same level or higher than what you may see at your local dentist's office.



**Staff** – one word, “amazing”. Everyone is super polite and caring.

**Documents:** As part of Dr. Lagos' pledge to treat his patients with the highest level of care in accordance with the Biological Dentistry standards, they do ask each patient to sign a consent form which outlines treatment and assumed risks. It will be important that you know that most dentist in the United States really should provide this same level of disclosure. Having advance knowledge of this was helpful for me so that I could understand how a Biological Dentist is different in their treatment of patients – You are not just a “patient” but a true human and you can expect to be treated as such.

**Healing:** We arrived 2 days prior to our appointment (mainly to save a few \$ on flight costs.) However we stayed a full 3 days post treatment. I would recommend that you stay 3-5 days after treatment despite feeling well enough to travel. These extra 3 days allowed me to heal faster than if we were “on the go” traveling home again. Rest and limiting the body movement is super important.

**Advice** – As a previous patient, I can share that it is important not to be over anxious when you arrive. You are in very good care with one of the best Biological Dentists in the industry. You won't feel rushed.