



International Patient Department Training

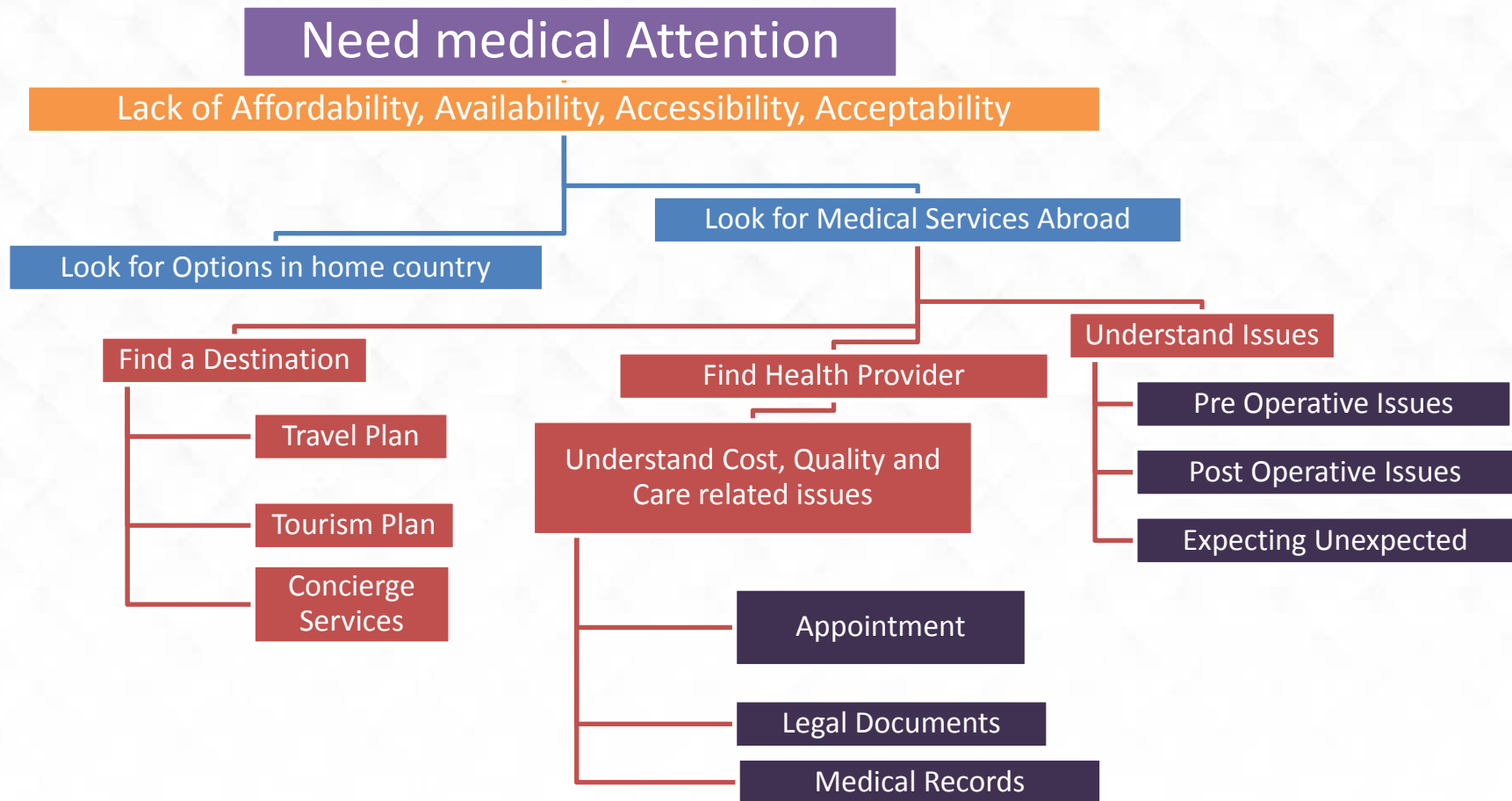
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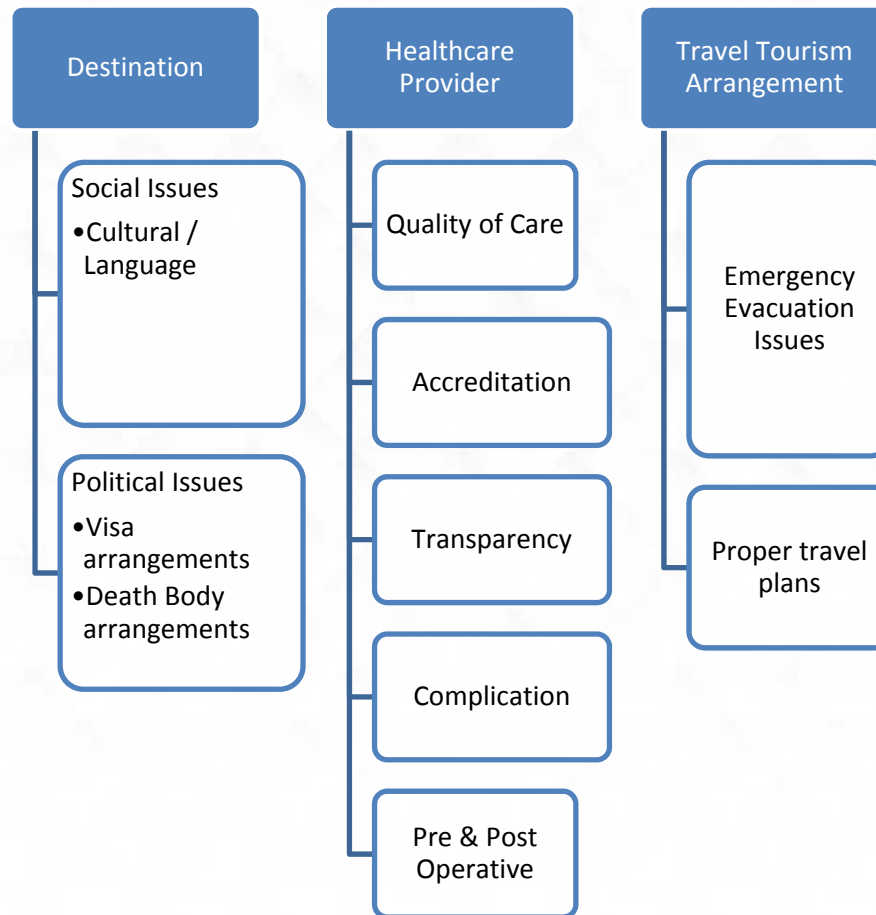


How patients decide for medical tourism?





Common Challenges Related to Medical Tourism





What is an international patient program?

“A set of services, protocols and standards created to satisfy the needs and expectations of non local patients seeking medical care.”





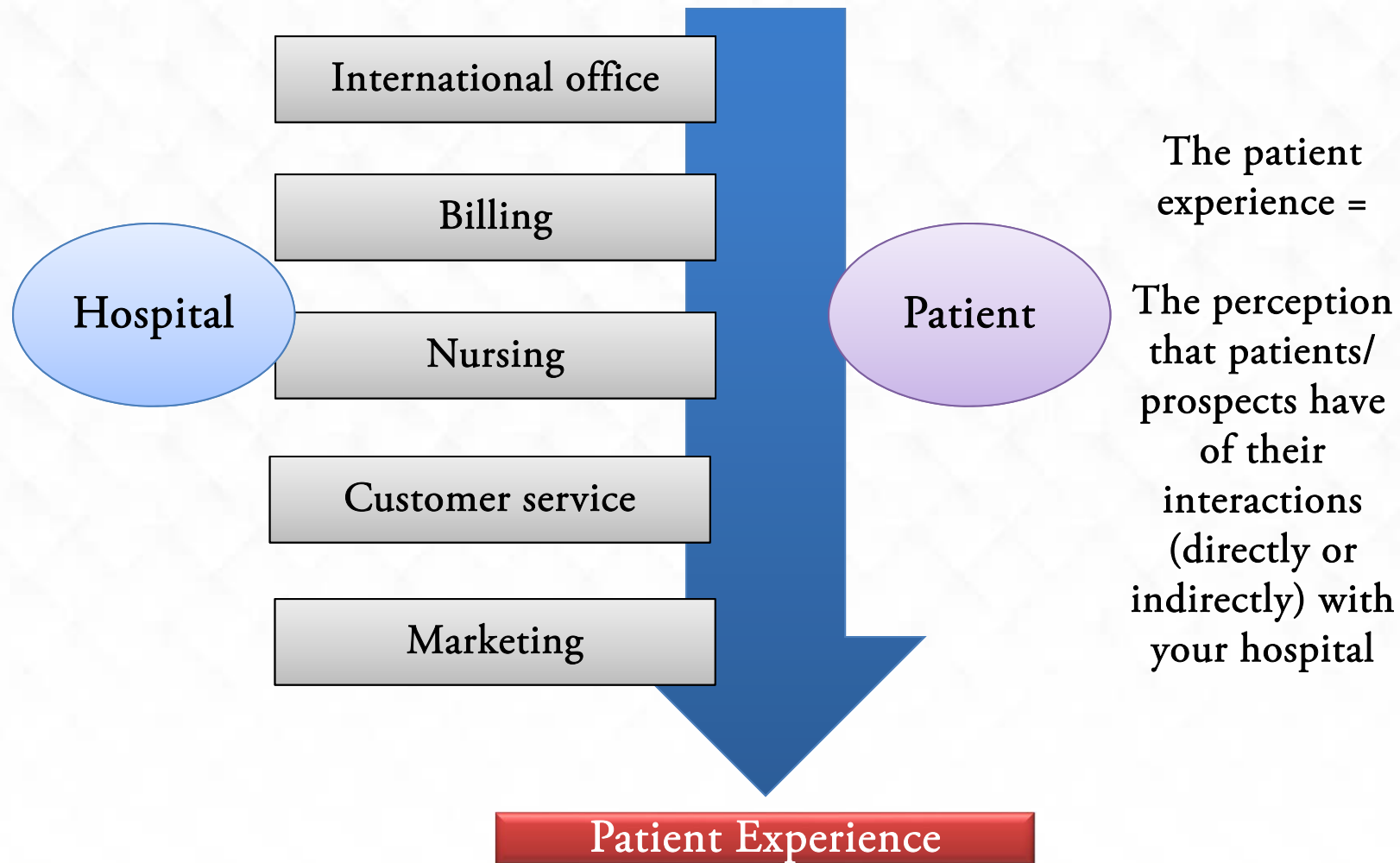
What is the *purpose* of an international patient program?

To address the unique needs and expectations of the international market with the goal of providing an outstanding patient experience!





The Patient Experience:





KEY HANDLINGS BY INTERNATIONAL PATIENT DEPARTMENT

Dr Prem Jagyasi

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Language

- To understand Patient's Language. There is a serious problem with translators, as general translators are not equally capable of doing translation of medical terms, this is specialized field and require better understanding of medical terminology in both languages. Unfortunately there are no standards; we need set of standards for this particular field.



Travel Logistic Concierge

- To provide comprehensive logistic and travel support (directly or through third part – facilitator or travel agents)



Comprehensive Services

- To extend comprehensive healthcare services at one place or sufficient arrangement incase patient needs to visit other facility.



Documentations

- To make available sufficient documentation to insurance/corporate/government funded patients. Provide help to patient to get reimbursements, if require.



Post Operative Care

- To offer enough follow-up even after discharge and patient travels back to home country, to ensure that ultimate objectives are achieved



Open Communications

- To put forward open communication programs between patient (and his family members) and hospital management and healthcare professional involve in treatment



Medical Records

- To prepare and make available secure and effective patient record handling plan, and to extend authorized record transportation activities whenever required



Unexpected Situations

- To develop satisfactory and compassionate action plan incase treatment/surgery goes wrong, this include to be prepared for worst outcome in advance to make sure that patient gets much needed support in case of any unexpected situation.



Pre-operative and post-operative

- To do necessary and satisfactory pre-operative and post operative arrangements for patient. Can't emphasize enough on this topic, lack of post operative care arrangement is still a big concern. This is big hurdle in growth of medical tourism industry. A lot coordination require from all industry players to overcome this hurdle.



Patient Support System

- Comprehensive planning and support system to ensure that patient will get back home country without any hassles, specially incase of challenges arising from social, political and/or regional unfortunate activities



Outcome Measurement

- To develop comprehensive case study, record all instances, to evaluate outcome for further study. To make sure that necessary information is provided to association and government bodies for comprehensive report on medical tourism issues and opportunities



International Patient Dep. – Wonder Wheel





- Training and Certification Programs



HOSPITAL TRAINING AND CERTIFICATION PROGRAM

- Increase Patient Satisfaction
- Receive more patients
- Brand your competency as a mark of excellence
- Join the MTA as a Certified Member
 - Implement the right processes to promote positive outcomes, reduce errors and limit your organization's risk and liability.
 - Improves international patient satisfaction
 - Sets you organization apart and creates a competitive edge.



“Improving patient satisfaction leads to increased productivity. Improved patient satisfaction decreases the length of patients’ visits and wait times, reduces treatment costs and increases patient volume”



CERTIFICATION FOR YOUR HOSPITAL STAFF

Benefits of Becoming a Certified International Patient Specialist™:

- Demonstrate to patients, employers and peers that you practice high international patient management standards.
- Gain the training and knowledge to successfully manage an international patient services program
- Set yourself apart from the competition and shows colleagues your specialized expertise and commitment to the industry
- Stay up to date with current practices in the international patient services industry through continuing education
- Enjoy opportunities for job promotion and career enhancement



*All participants in the IPSC training and Certification Program will be recognized as
CERTIFIED INTERNATIONAL PATIENT SPECIALISTS*





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