Your Temos Quality Program & Certification Guide
INTERNATIONAL PATIENT MANAGEMENT:
CHALLENGES FOR QUALITY MANAGEMENT AND PATIENT SAFETY

The medical tourism and tourism medicine market - including medical care for medical travelers, business travelers, expatriates, and residents - is an increasing but also challenging market.

Patients have particular needs when undergoing treatment abroad. Pre-, on-site- and post-treatment take place in different countries and need to be managed adequately to assure high quality and cost-effective medical care during all phases of the treatment process.

The medical service structure but also the operational and quality levels differ among countries depending on each country’s living standards, current regulatory, financial and organizational conditions. Moreover, quality is always relative due to the individual perception and culture and also due to the scientific or professional standards that are implemented.

Difficulties in international patient management arise as a result of cultural differences, language barriers but also legal issues, different understanding of medicine or an interruption of cross-border processing, for example in the frame of the provision of reliable information and documentation in the pre-treatment stage.

The processes and procedures associated with the treatment of international patients need to be defined, implemented and realized in the frame of the healthcare facility’s Total Quality Management System (TQMS).

Existing quality management systems (QMS) from international accreditation bodies like KTQ, JCI, QHA-Trent, Accreditation Canada, etc. are an excellent basis for the facility’s QM but do not cover the quality criteria and respective management needed to map the international patient care cycle and associated processes. As a complementary quality program to the above mentioned accreditations Temos International - together with the medical facility - fills the quality gap for international patient management and cross-border healthcare.

This is what Temos stands for:
Trust. effective medicine. optimized services

“On behalf of international patients and medical tourists worldwide seeking for safe and high quality treatment we look forward to also starting cooperation with you!”

~ DR. CLAUDIA MIKA | FOUNDER AND MANAGING DIRECTOR
WHAT YOU OFFER | Sophisticated, up-to-date facilities - ...
... experienced and highly qualified doctors, nurses and non-clinical staff - an open-minded management - quality as a standard - patient and staff safety as a priority - willingness to get even better.

WHAT WE OFFER | Improvement and optimization of your quality in international patient management - ....
... medical treatment—therapy and non-medical services for international patients worldwide by a unique certification system with a team of highly qualified assessors.
Temos is the first and only certification body worldwide focusing with its quality programs on international patient treatment from the medical and non-clinical service perspective.

WHAT WE CAN DO TOGETHER | Your quality and experience + our quality experience = best possible outcome and patient safety
We accompany you during the complete certification process. We are available via email, skype and phone.

About Temos International
- German based company with 12 regional offices worldwide
- Registered legal entity in the German Commercial Register
- Spin-off company of a European research project
- Neutral and independent certification body (no obligations or conflict of interests towards any association, governments, etc.)
- > 55 certified partner in 15 countries
- 15 in application/preparation phase

www.temos-international.com
Excellence in Medical Tourism

The aim of this certification program is to validate and optimize the hospital’s services for medical tourists including the complete patients’ care cycle before travelling abroad, within the hospital and for the post-treatment and post-discharge procedures including the follow-up.

Hospitals already experienced in medical tourism and managing the medical and non-clinical services for pre-, on-site and post-treatment by an own department (e.g. by an International Patient Department) or those who intend to implement such a department are predestined for this certification program.

Quality in International Patient Care

The certification program aims to validate and optimize the hospital’s services for international patients within the hospital and for the post-treatment and discharge procedures.

This program is focuses on general quality aspects of medical and non-medical services and especially emphasizes the services for travelers, expatriates and residents.

Quality in International Dental Care

The aim of this certification program is to validate and optimize the dental clinic’s and non-clinical services for medical tourists including the complete patients’ care cycle before travelling abroad, within the dental clinic and for the post-treatment and post-discharge procedures including the follow-up.

The program includes general quality aspects as well as patient safety.

PRE-CONDITIONS

- Licensed healthcare provider in its respective country
- Implemented national or international quality management (QMS system)
- Medical facility practice in accordance with international standards of medical ethics (WMA)
- Serves international patients

CERTIFICATION PROCESS

“As Temos assessors we strive to optimize quality of patient services in a collaborative process”

~ DR. HASHEM ALFADEL | HEALTHCARE MANAGEMENT CONSULTANT
Quality in International Reproductive Care

The number of infertile patients has been increasing worldwide. Responding to the associated rising demand for respective treatment the ideal would be fair access to fertility treatment at home for all patients. Since fertility treatment is not available or accessible in several countries, cross-border reproductive care is a solution that enhances patient’s autonomy. The program describes state-of-the-art and evidence-based medicine and considers the “Good clinical treatment in assisted reproduction” and the “ESHRE’s good practice guide for cross-border reproductive care for centers and practitioners” of the European Society of Human Reproduction and Embryology (ESHRE).

Quality in International Eye Care

The trend of leaving national borders to receive eye treatment abroad introduces special challenges for the safety, quality, and results of the treatment or aftercare responsibilities. Eye clinics and eye hospitals must properly adjust their operational procedures and apply clinical management changes in order to meet those challenges.

The Temos quality program “Quality in International Eye Care” covers all modern eye care methodologies and treatments for adults, children, patients with special needs and medical tourists.

Quality in International Medical Travel Coordination

The number of patients travelling abroad to receive medical, rehabilitation or dental treatment in the destination country has been increasing worldwide and a rather new business has come up: medical tourism facilitation.

The Temos standard for medical tourism companies strives to close the quality gap for patients between their home country and the certified/accredited medical service providers in the destination country in case an intermediate is involved.
TEMOS SERVICES

The focus of our Temos services is to create or enhance value chains and to support our partners in optimizing their services, patient2hospital, B2B, B2G and insurance companies, especially regarding international and intercultural communication as well as information exchange.

TEMOS CONFERENCE

Healthcare abroad & medical tourism

The main objective of the annual conference is to bring together the parties and business of: health insurance companies and payers from Germany, Europe and worldwide, hospitals and medical facilities from all over the world, international facilitators, consultancy firms, health tourism operators and governmental and diplomatic organizations to discuss about quality management, patient safety, the business potential of medical travel and international patient management – from the stakeholders’ perspective.

www.temos-conference.com

CONSULTANCY | Multiplying outcome and success

Quality is individual and not carved in stone. Our understanding of high quality in international patient care is the combination of following international guidelines and standards and individual, culture based internal quality improvement programs.

By sharing our experience, expertise and knowledge with you and by mutually working on your questions and requirements we develop together with you your route for a trustful cooperation between you and your patients. It is not our pure consultancy which results in the best possible outcome. It is our shared knowledge and discussion which multiplies the success.

We support our customers from hospitals, clinics, primary care and diagnostic centers, rehabilitation centers, fertility clinics and dental clinics in defining, structuring, managing and continuously improving their clinical and non-clinical services for international patients.

We support our customers from different ministries and governmental institutions in defining and developing operational frameworks and guidelines on how to deal with international patients in the complete “international patient care cycle” starting in the home country of the patients and also ending there.

ACADEMY | Best practice in international patient treatment

This is a series of training programs in medical tourism by which Temos has been offering workshops and seminars for medical associations, governmental institutions but also hospitals and other medical service providers.

Learn more about how to manage the international patient care cycle:

♦ Quality in medical tourism and international patient management
♦ Cross-border information exchange and data security
♦ Communication with medical tourists and facilitators
♦ Interconnection of various services within the hospital
♦ Administrative processes for international patient
♦ Intercultural challenges

This is what Temos stands for:

Trust. effective medicine. optimized services
The Temos quality programs are peer-reviewed; different boards assure compliance with international applied ethics
~ PROF. DR. RUPERT GERZER, TEMOS INTERNATIONAL MEDICAL BOARD

BENEFITS FOR YOU AS TEMOS CERTIFIED FACILITY

Patients, dental and medical tourists, business travelers, expatriates, insurance companies and global enterprises will look to work with organizations that have been certified by Temos

- The Temos certificate demonstrate that your facility works according to the Temos quality standards and thus meets the requirements of international patients.

- It helps you gain a competitive advantage through a certificate that focuses on medical tourists and foreign patients.

- It grants you access to a marketing network that enables you to win new patients and medical travelers.

- It enables you to optimize the handling of foreign patient cases and simultaneously reduces your costs and expenses by streamlining the processes. Working more efficiently will create positive outcomes.

- Reduced prices for participation and exhibition at our annual Temos International conference “Healthcare abroad and Medical Tourism”.

- Marketing & networking services by our regional offices worldwide.

- Data providing by Temos facility guides. This modern internet portal provides comprehensive information about all Temos certified medical facilities and facilitators worldwide.

- Exclusive for Temos certified facilities: Free membership with Diplomatic Council (UN accredited) and additional Diplomatic Council certificate “Preferred Partner Hospital/ Clinic”.

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