

Temos facility classification

Hospitals and Clinics

This document is an annex to the online questionnaire (TIC, Temos Information Chart) you have already received access to.

Please use it for your own orientation and respective categorization of your facility. You find respective questions in the section “Basic Information – Type of facility” in the online questionnaire (TIC, Temos Information Chart).

1. Temos Classification Hospital and Clinics

Since the level of medical care for international patient differs depending on the medical infrastructure in the respective region it is helpful to classify each Temos medical facility in the order mentioned below.

This classification is to assist medical facilities in finding their appropriate Temos categorization and to exemplify the related qualifications. The definition of its categorization within the Temos system is a decision of the candidate, however Temos might propose up- or down-grading if adequate.

1.1. Primary care

Basic or general health care traditionally provided by doctors trained in: family practice, pediatrics, internal medicine, and occasionally gynecology.

Primary care practices are organized to meet the needs of patients with undifferentiated problems, with the vast majority of patient concerns and needs being cared for in the primary care practice itself. Primary care practices are generally located in the “neighborhood” of the patients’ (accommodation), thereby facilitating access to health care while maintaining a wide variety of specialty and institutional consultative and referral relationships for specific care needs. The structure of the primary care practice may include a team of physicians and non-physician health professionals.

1.1.1. Basic services:

- Outpatient treatment
- High standards in hygiene, quality management
- Transparent accounting system
- Stock of medication (according to WHO list of essential medication)
- Communication in an understood language by the patient, at least English

1.1.2. Basic infrastructure and equipment:

- Adequate treatment rooms
- Communication possible by phone, facsimile, email
- Continuous Medical Education
- Access to imaging facilities (internal/external)

1.2. Secondary care – further requirements in addition to primary care

Specialized medical care or surgery provided in a hospital, either as an inpatient or outpatient service. Patients seen in hospitals are generally under the care of a consultant, not a GP. Patients whose needs are too wide-ranging or specialized to be managed in primary care are referred to specialists.

1.2.1. Basic services:

- In- and outpatient treatment
- Accident and emergency service
- 24/7 availability
- 24/7 physician on duty
- Internal medicine and surgery
- Anaesthesia
- Further departments like gynecology, obstetrics, urology, orthopedics, ENT, etc.

1.2.2. Basic infrastructure and equipment:

- Proper treatment rooms
- Adequate patient rooms
- Operation theatre(s)
- Recovery room(s)
- Established quality management system
- Comprehensive fire and safety control management
- Catering for patients
- Standard diagnostics (X-ray, Ultrasonic equipment, ECG)
- Pharmacy, laboratory
- ICU
- Payment by credit card accepted
- Direct payment by insurer/assistance possible

1.3. Tertiary care – further requirements in addition to secondary care

Tertiary care facilities offer highly specialized medical care usually over an extended period of time that involves advanced and complex procedures and treatments performed by medical specialists in state-of-the-art facilities.

1.3.1. Basic services:

- All medical departments ensuring treatment on a maximum level (pediatrics, neurology, oral and maxillofacial surgery, etc.)
- Surgical services include visceral and trauma surgery
- All departments provide a consultant/medical specialist 24/7, at least on duty
- ICU with complete equipment for artificial respiration

1.3.2. Basic infrastructure and equipment:

- State of the art operation theatre
- Large number of adequate patient rooms
- Laboratory and blood bank (transfusion medicine)
- Highly specialized equipment
- State of the art imaging and diagnostic department
- Endoscopic equipment
- Angiography
- Coronary artery bypass surgery
- Hemodialysis
- Complex treatment such as neurosurgeries, severe burn treatments or any other complex procedures
- Education programs for physician, nurses and if applicable students