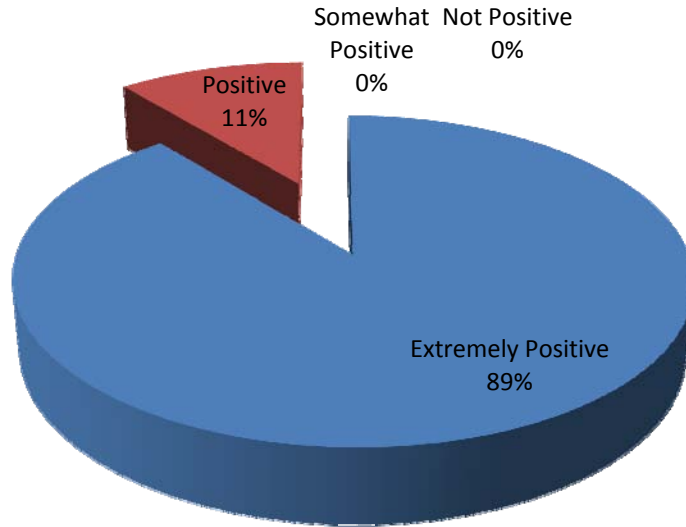




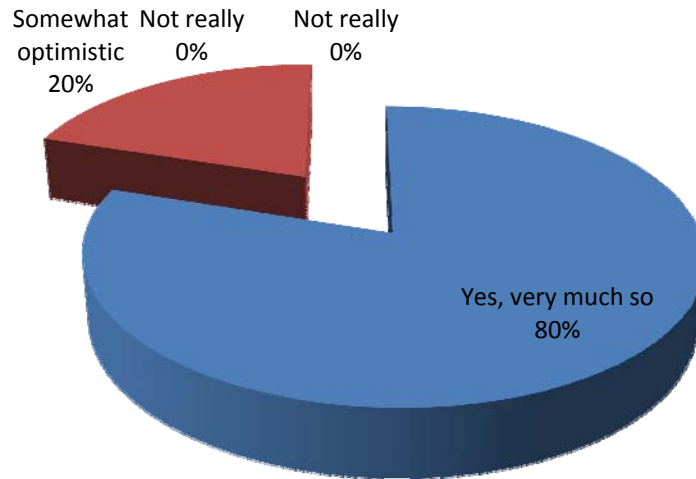
# Medical Tourism Association Hospital Survey July 1<sup>st</sup> 2009

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1. What is your view of medical tourism?



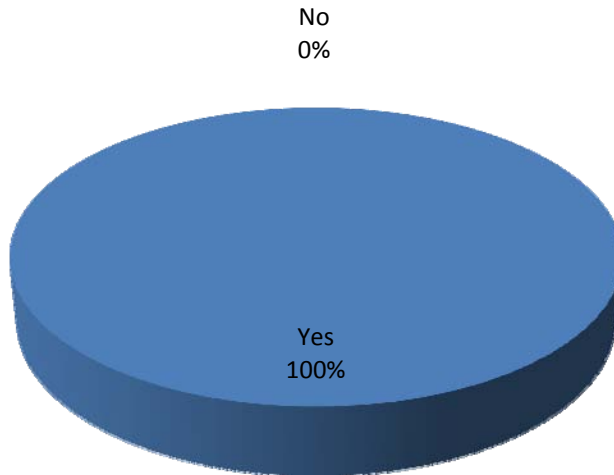
2. Do you feel optimistic about the growth of Medical Tourism over the next 5 years?



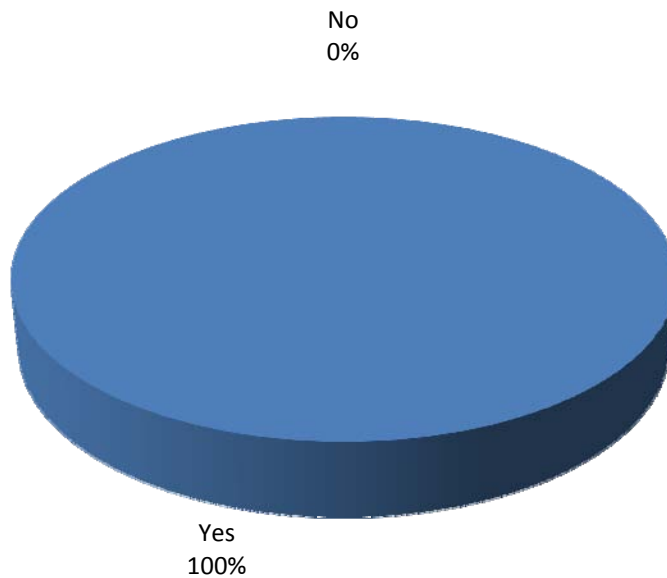


## Medical Tourism Association Hospital Survey July 1<sup>st</sup> 2009

3. Are you currently marketing your hospital's services internationally?



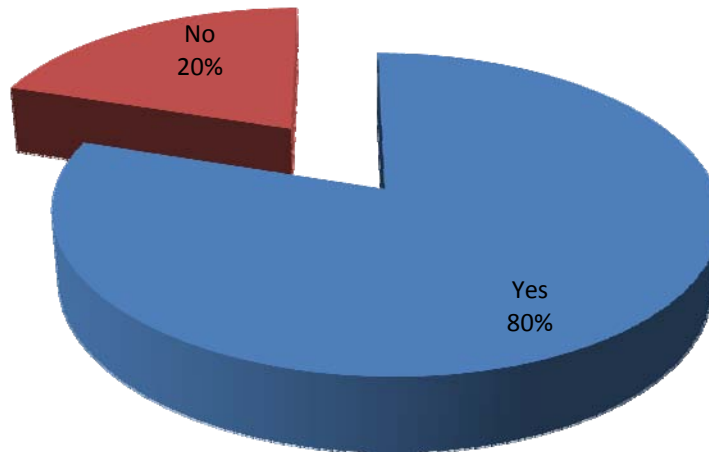
4. Do you work with medical tourism facilitators (companies that send you patients internationally)?



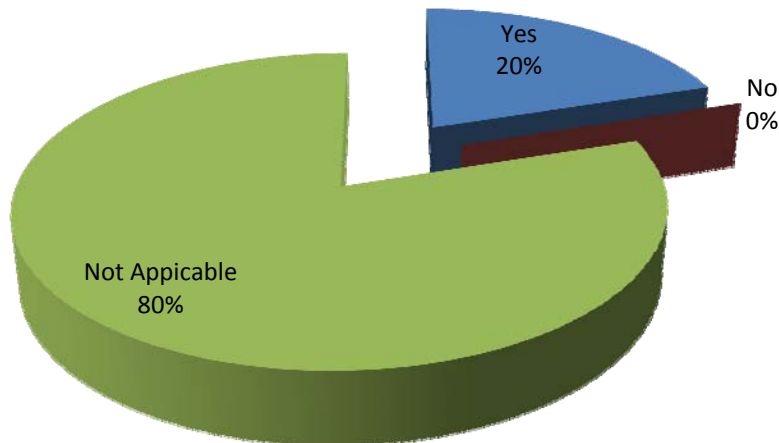


## Medical Tourism Association Hospital Survey July 1<sup>st</sup> 2009

5. Do you currently have an international patient department, international patient coordinator or office dedicated to assisting international patients?



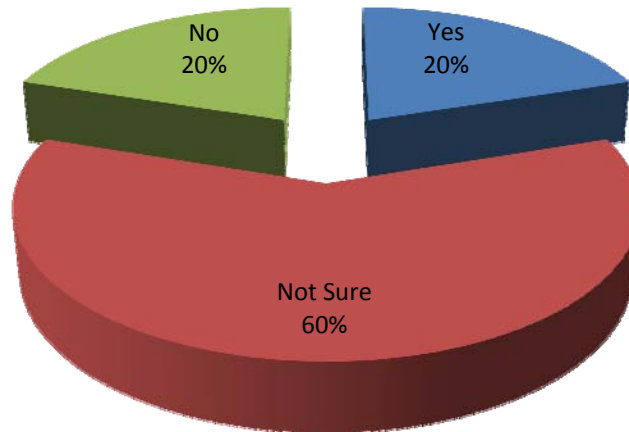
7. If you answered NO to the previous question, do you plan on creating an international patient office in the near future?



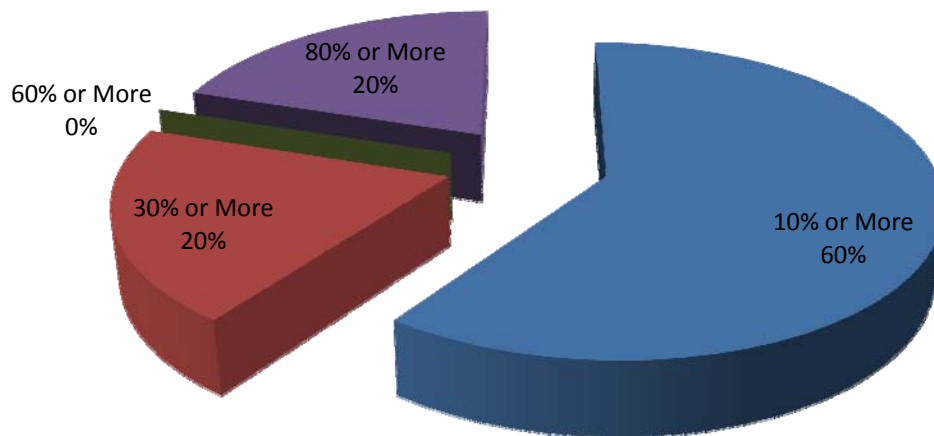


## Medical Tourism Association Hospital Survey July 1<sup>st</sup> 2009

8. Are you seeing an increased number of medical tourists in 2009 compared to the same time last year?



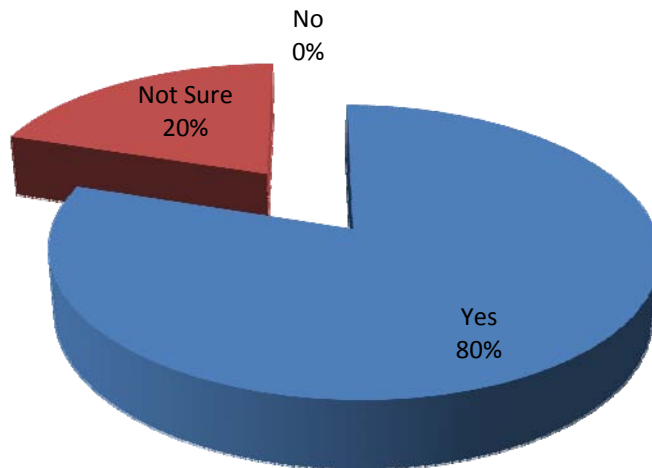
9. What was your percentage increase in overseas patients from 2007 to 2008?



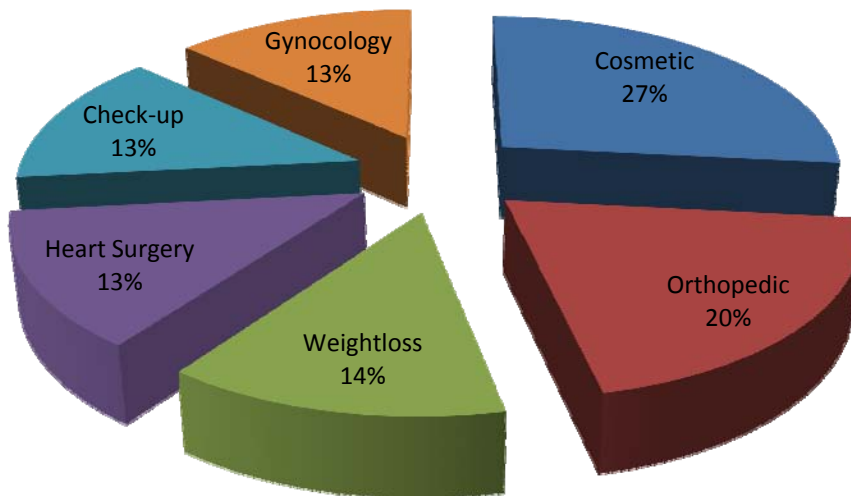


## Medical Tourism Association Hospital Survey July 1<sup>st</sup> 2009

10. Is treating medical tourism patients profitable?



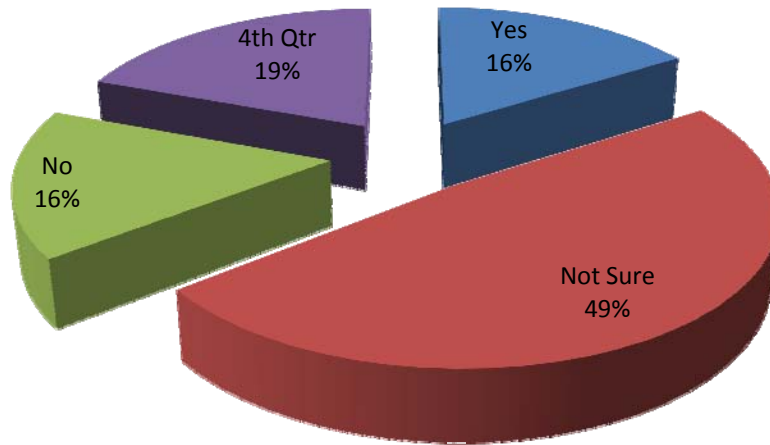
11. What are the top six medical procedures patients are traveling to your hospital for?



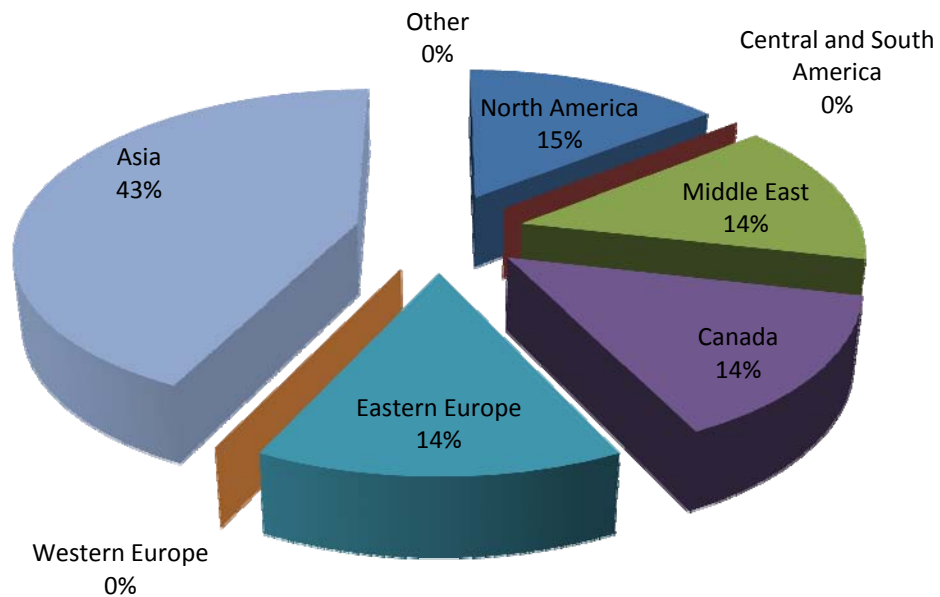


## Medical Tourism Association Hospital Survey July 1<sup>st</sup> 2009

12. Do you feel the current economic crisis in the U.S. will benefit your hospital?



13. Rank from 1-3 where most of your overseas patients are currently coming from? (1 being the majority)

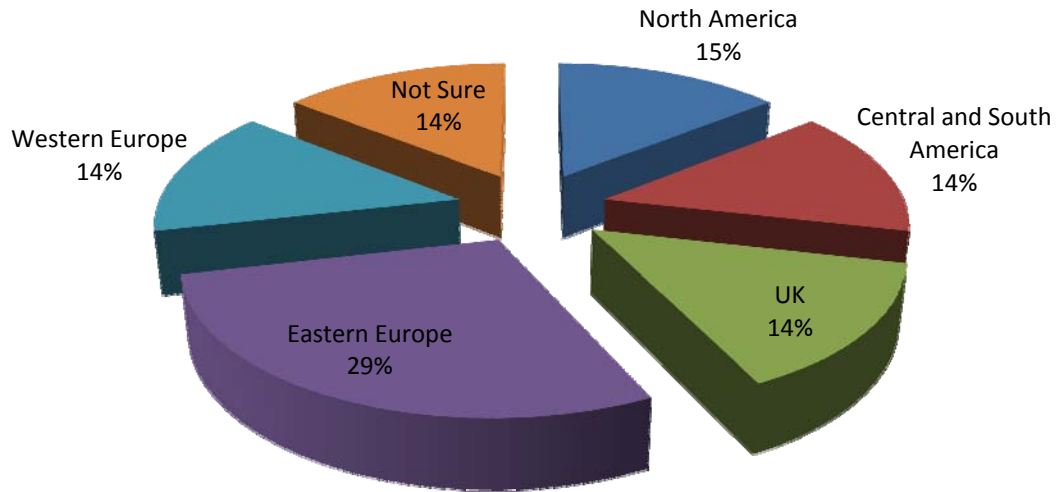




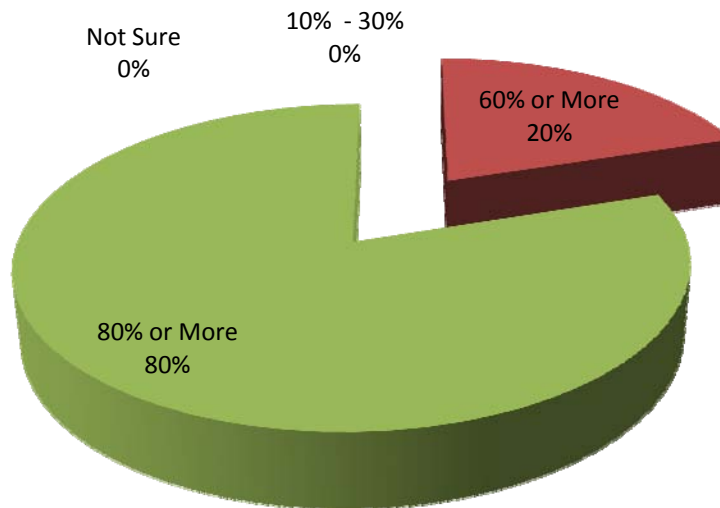
## Medical Tourism Association Hospital Survey July 1<sup>st</sup> 2009

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14. Where is the next emerging market from which you expect the most patients?



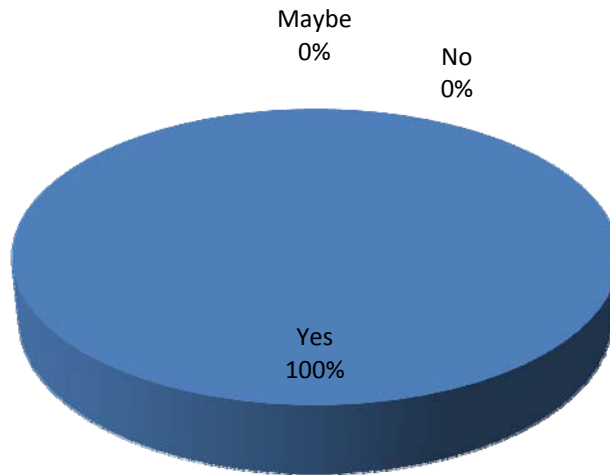
15. What percentage of your doctors and nurses speak English?



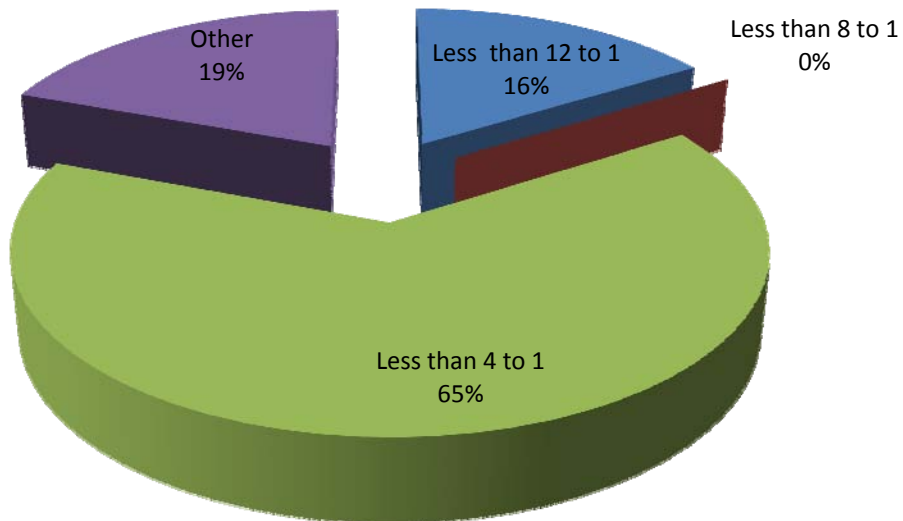


## Medical Tourism Association Hospital Survey July 1<sup>st</sup> 2009

16. Do you believe you offer an equal quality of care as in the USA, Canada and the UK?



17. What is your average patient to nurse ratio?

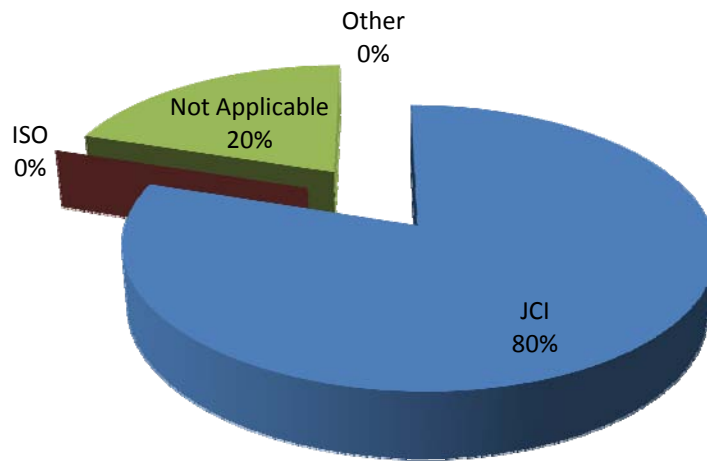




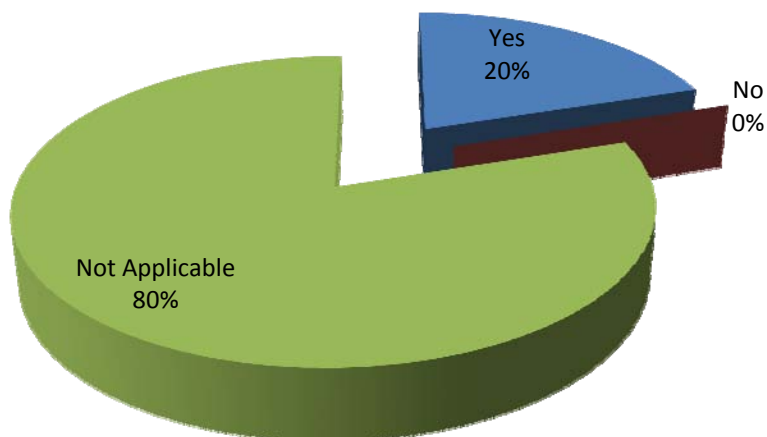


## Medical Tourism Association Hospital Survey July 1<sup>st</sup> 2009

18. What type of accreditation does your hospital possess?



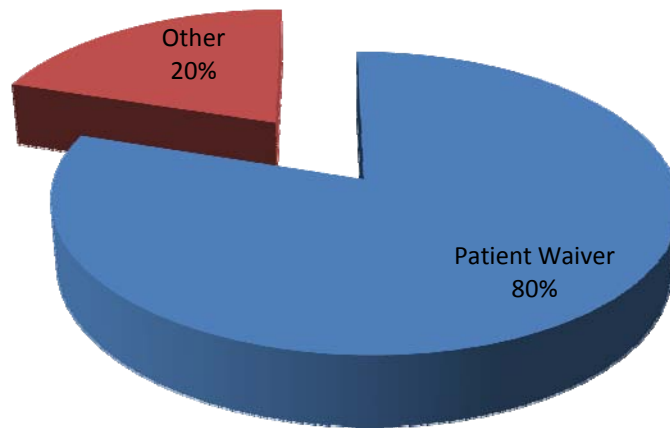
19. If you do not have accreditation, are you considering getting it in the future?



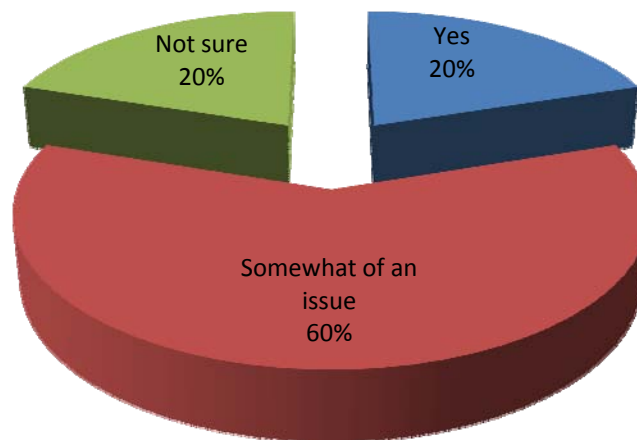


## Medical Tourism Association Hospital Survey July 1<sup>st</sup> 2009

20. How are you addressing legal liability?



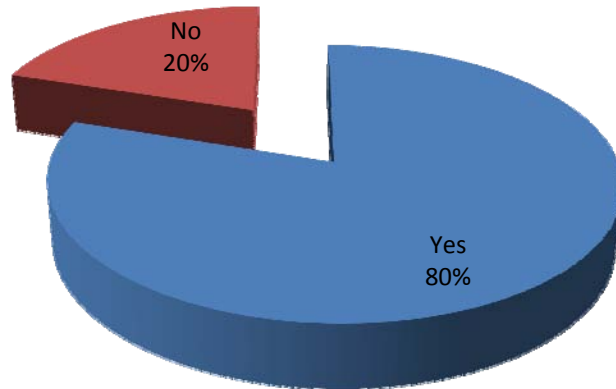
21. Do you see aftercare as a big issue with patients, facilitators and insurance companies?



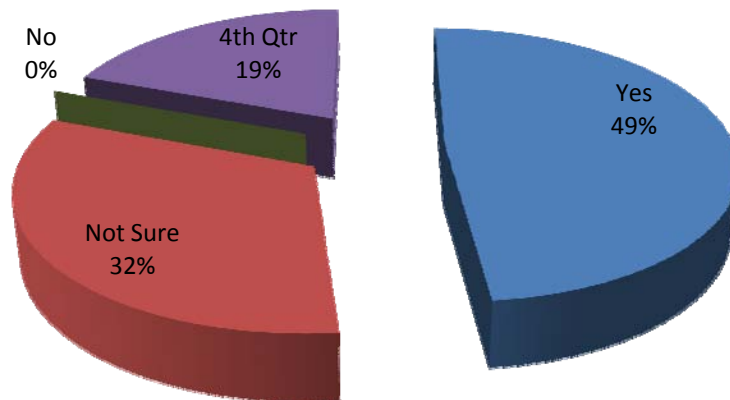


## Medical Tourism Association Hospital Survey July 1<sup>st</sup> 2009

22. Are you addressing the after care and continuation of care issues and communicating with the patient's domestic doctor?



23. Do you have any interest in offering complication insurance to your international patients?

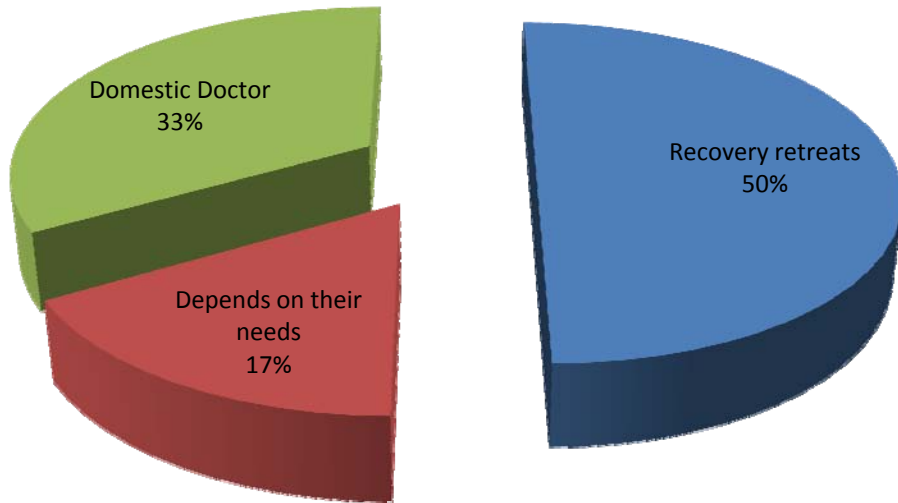




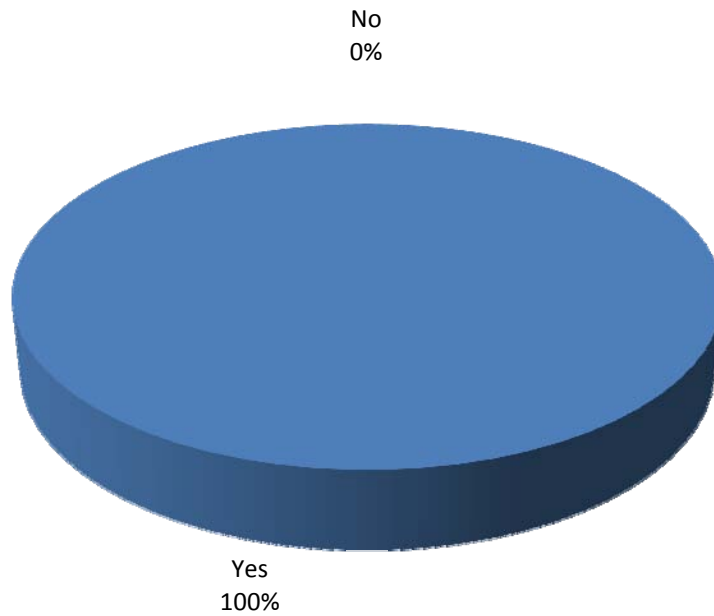
## Medical Tourism Association Hospital Survey July 1<sup>st</sup> 2009

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24. What type of aftercare facilities do you send patients to



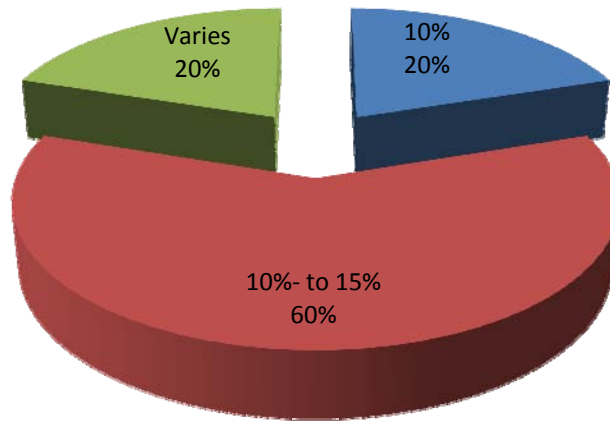
25. Do you pay commissions to medical tourism facilitators?



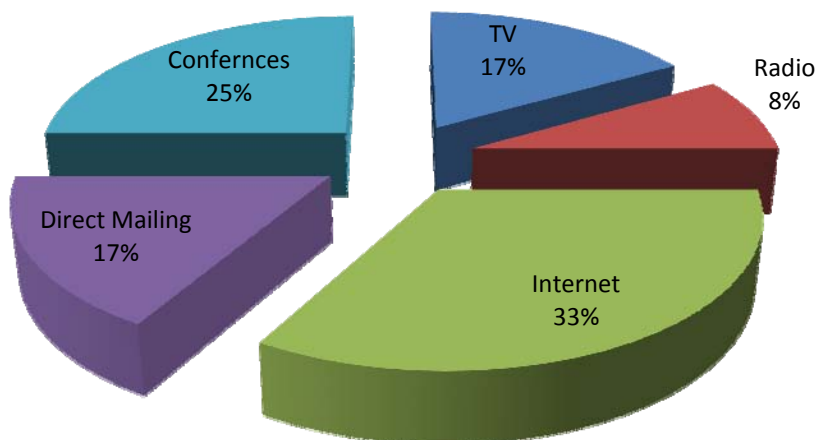


## Medical Tourism Association Hospital Survey July 1<sup>st</sup> 2009

26. If you answered Yes to the above question, what percentage commission do you pay?



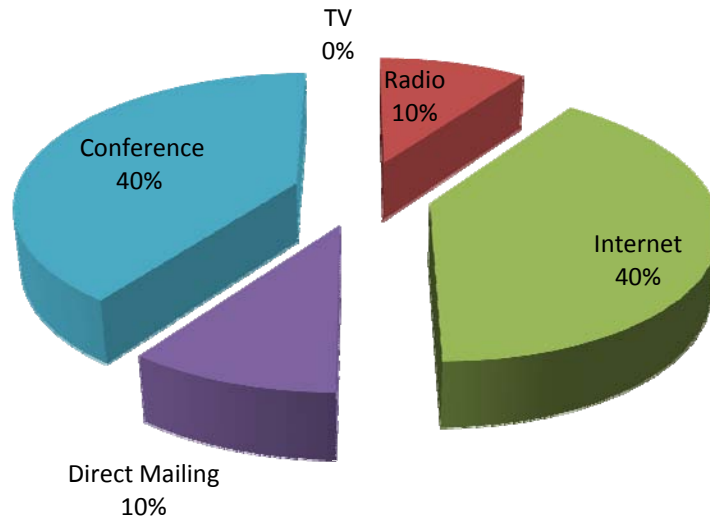
27. What type of marketing do you do to attract international patients and what percentage of your marketing falls into each category?



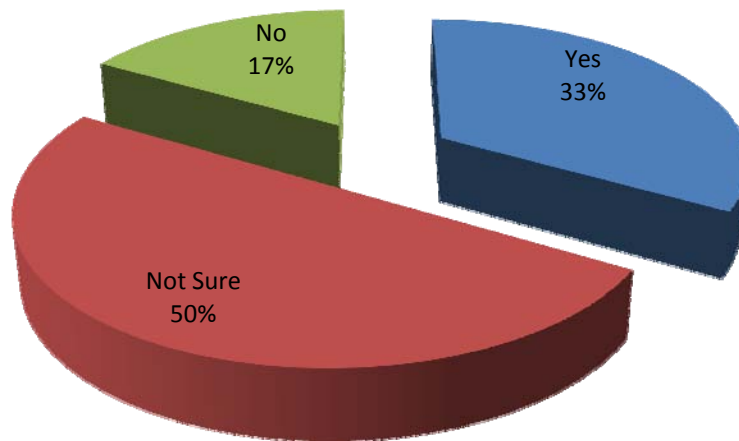


## Medical Tourism Association Hospital Survey July 1<sup>st</sup> 2009

28. From where do most of your patients get to you and what percentage come from each category?



29. Do you plan on attending or exhibiting at a Medical Tourism conference in the next two years?





30. Are you using an electronic patient management system to handle patient flow?

