ISO 22525:2020 (E)

Tourism and related services — Medical tourism — Service requirements

Contents

Foreword

Introduction

- 1 Scope
- 2 Normative references
- 3 Terms and definitions
- 4 General requirements
 - 4.1 General
 - 4.2 Visa arrangements
 - 4.3 Concierge services
 - 4.3.1 General
 - 4.3.2 Foreign languages and translation services
 - 4.3.3 Transportation services
 - 4.3.4 Accommodation services
 - 4.4 Medical tourist satisfaction monitoring and action plan

5 Requirements for facilitators

- 5.1 General
- 5.2 Pre-travel and pre-treatment
- 5.3 Treatment
- 5.4 Post-treatment
- 5.4.1 General
- 5.4.2 Return home and follow-up
- 6 Requirements for healthcare providers
 - 6.1 General
 - 6.2 Information
 - 6.2.1 Information about the healthcare provider
 - 6.2.2 Information about the treatments
 - 6.3 General service provision
 - 6.4 Staff
 - 6.4.1 Staff planning and coordination
 - 6.4.2 Qualification requirements
 - 6.4.3 Training
 - 6.5 Medical service provision
 - 6.5.1 Admission process
 - 6.5.2 Medical tourist history
 - 6.5.3 Informed consent
 - 6.5.4 Rooms
 - 6.5.5 Discharge
 - 6.5.6 The medical tourist's follow-up
 - 6.6 Nutrition
 - 6.7 Safety and security
 - 6.7.1 General
 - 6.7.2 Food safety
 - 6.7.3 Pest control and disinfection
 - 6.7.4 Security measures and medical tourist properties
 - 6.7.5 Fire risk assessment and protection
 - 6.7.6 Emergency and evacuation plan
 - 6.8 Cleaning, disinfection, sterilization and maintenance
 - 6.8.1 Cleaning, disinfection and sterilization

6.8.2 Maintenance

Annex A (informative) Rights and duties of the medical tourist

- A.1 Rights of the medical tourist
- A.1.1 General
- A.1.2
- A.1.3
- A.1.4
- Privacy Information Autonomy Duties of the medical tourist A.2

Annex B (normative) Minimum competency requirements and recommendations for facilitators

Page count: 19