ISO 22525:2020 (E)

Tourism and related services — Medical tourism — Service requirements

Contents

Terms and definitions 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 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		Forev	vord	
Terms and definitions 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 Medical tourist satisfaction monitoring and action plan Requirements for facilitators 5.1 General 5.2 Pre-travel and pre-treatment 5.3 Treatment 5.4.1 General 5.4.2 Return home and follow-up 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 6.4.1 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 6.7 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		Introd	Introduction	
Terms and definitions 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 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 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 6.3.3 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 6.7.4 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	1	Scope	e	
Terms and definitions 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 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 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 6.3.3 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 6.7.4 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	•	N	-41	
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 6.3 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	2	Norm	Normative references	
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 4.4.4 Medical tourist satisfaction monitoring and action plan 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 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	3	Terms	s and definitions	
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 4.3.4 Medical tourist satisfaction monitoring and action plan 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 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	4	Gene	General requirements	
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 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		4.2 4.3 4.3.1 4.3.2 4.3.3 4.3.4 4.4	Visa arrangements Concierge services General Foreign languages and translation services Transportation services Accommodation services Medical tourist satisfaction monitoring and action plan	
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 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			irements for facilitators	
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		5.2 5.3 5.4 5.4.1	Pre-travel and pre-treatment Treatment Post-treatment 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	Requirements for healthcare providers		
 6.7.5 Fire risk assessment and protection 6.7.6 Emergency and evacuation plan 6.8 Cleaning, disinfection, sterilization and maintenance 		6.2 6.2.1 6.2.2 6.3 6.4 6.4.1 6.4.2 6.4.3 6.5 6.5.1 6.5.2 6.5.3 6.5.4 6.5.5 6.5.6 6.6 6.7 6.7.1 6.7.2 6.7.3	Information Information about the healthcare provider Information about the treatments General service provision Staff Staff planning and coordination Qualification requirements Training Medical service provision Admission process Medical tourist history Informed consent Rooms Discharge The medical tourist's follow-up Nutrition Safety and security General Food safety Pest control and disinfection	
0.0.1 DEGINNO USINECIJON AND SEUDANON		6.7.6 6.8	Fire risk assessment and protection Emergency and evacuation plan Cleaning, disinfection, sterilization and maintenance	

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