



AQUIS MATTIACIS

MEDICAL TOURISM IN 2021: OPAQUE BUSINESS PRACTICES

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MESC International Patient Service



What makes us special.

40+

years of experience.

This tenure has made us an expert in the world of medical tourism and international healthcare.



Transparency. Trust. Integrity.
These values guide our patient service and consulting practice.



First, we will observe thoroughly, then we analyze. This approach has secured our clients' competitiveness.

52.000

patients treated.

Since our founding we have facilitated medical treatment for 52.000 individuals.



We put our knowhow at your disposal and use our extensive network as a driver for your success.

Facilitating excellence in healthcare.

Experience in healthcare

Since our founding in 1978 we have been providing people from all over the world with medical services of the highest standard.

Building on this, we use our experience and expertise to improve hospitals, medical insurances, startups and a variety of healthcare projects.



Medical facilitator

Project advisor

Healthcare
connector

Providing better service to your patients.

Consulting services

We accompany the conception of a comprehensive healthcare strategy step by step to ensure highest patient satisfaction.

By creating a new or evaluating your current strategy, we ensure that you set sail on your course towards success. From there we delve into the relevant details that determine smooth operations.

Strategy / Operations

Marketing / Press

Legal / Ethical



We advise, negotiate and implement.

Project development

Planning an ambitious healthcare project requires reliable partners. We help you find the right fit.

Approaching new business if you are placed abroad can still be challenging. We meet and sit down with your potential partners, negotiate for you and structure projects to your benefit.



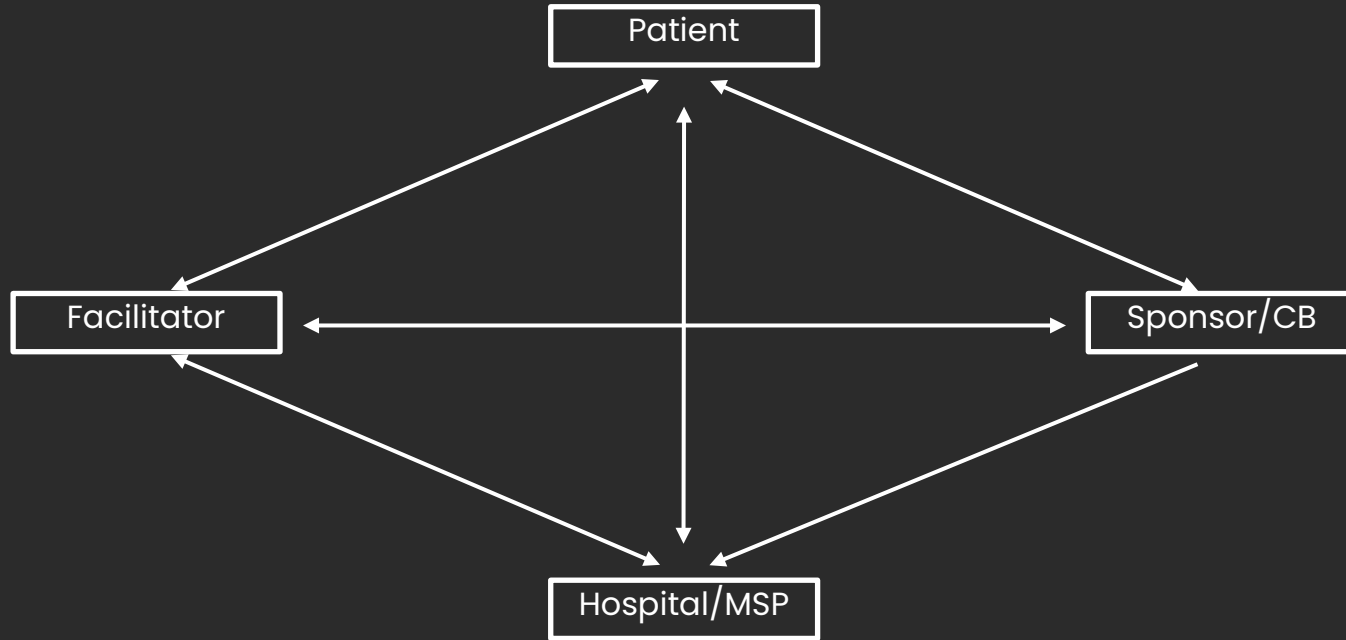
Market research

Negotiation

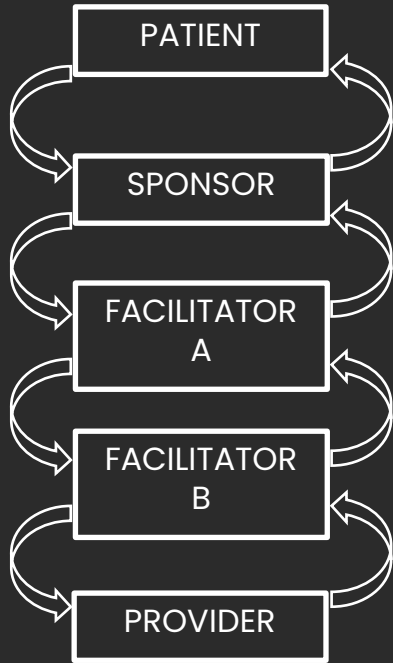
Auditing

Medical Tourism in 2021: Opaque business practices

Medical Tourism: Participants



Multy-party workflows



CONSEQUENCES

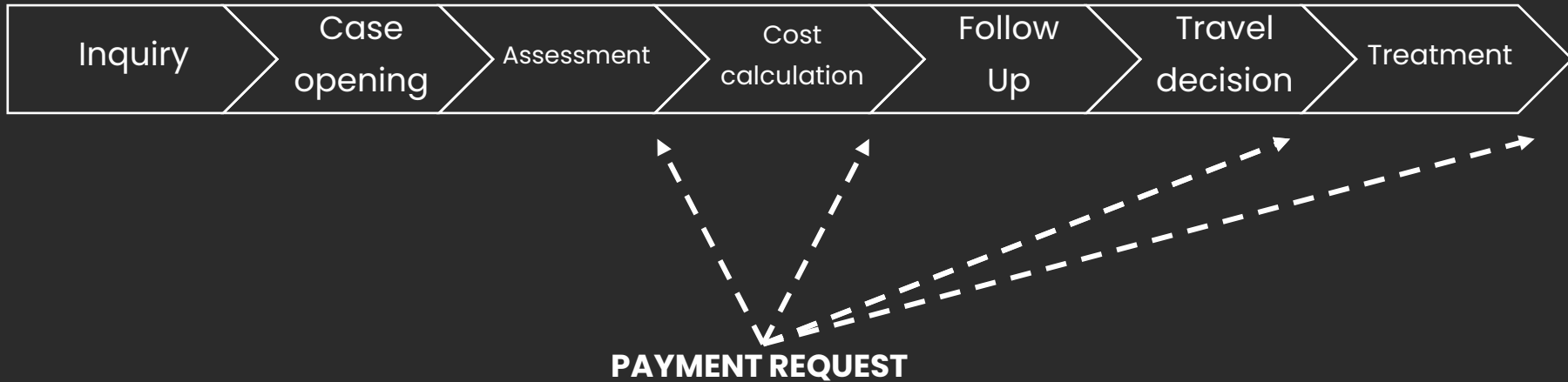
Loss in transmission

Lack of Transparency

No direct contact

Planning errors

Payment in Medical Tourism



Payment obstacles

- ∅ Often large sums in play
- ∅ Complicated processes
- ∅ High fees
- ∅ Intransparency
- ∅ Multiple possible recipients
- ∅ No instantaneous payment
- ∅ Dealing with fee deductions

CONSEQUENCES

Opting for payment intermediary

Cash payment upon arrival

Obstacle #1: Cash payment

- ∅ Patient has overpaid as per final calculation and already left the country.
- Not preferred by most organizations.
- Raised organisational effort.
- Compliance risk.
- Prevents hospital from wired refund.

➤ **UNWANTED OUTCOME**

Obstacle #2: Payment intermediary

- ∅ Patient opts for intermediary (maybe facilitator) due to lesser or no fees and simplified process.
- Loss of transparency on what is paid for patient and hospital.
- No system of tracking progress on refund.
- Hospital has to trust intermediary.
- Hospital might be held accountable for malfeasance.

➤ **UNWANTED OUTCOME**

Take action now



Direct payment pathways

Promote direct payment pathways between hospital and patient. Intermediaries have their place, but indirect payment pathways put you and the patient at risk.



Payment solutions

Implement payment solutions to aid direct payment pathways and offer trackability and transparency. Make paying as comfortable and trustworthy as possible for patients.



Patient experience

Payment is an integral part of the patient experience. It often initiates or finalizes medical travel. Hence it carries the function of setting expectations or reducing cognitive dissonance.



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