

GLOBAL MEDICAL TOURISM AND THE IMPACT OF COVID-19 IN 2020

A look back at 2020

What will happen to the global medical tourism sector after the pandemic?

28th JAN 2021

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ABOUT MYMEDIGROUP

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MyMediGroup is comprised of MyMediTravel and its subsidiaries. Founded in 2018, our mission is to provide customers with a single marketplace for all Medical Tourism requirements, from information and research materials to searching, reviewing and finding the most suitable medical provider to facilitate their every requirement.

As one of the leading medical information and referral companies, customers can leverage our platforms to refine their search and find their perfect match, saving time and energy along the way.

With our extensive knowledge of the medical industry across our locations, we offer all the help and advice our customers could ever need when deciding upon which hospital's services to use.

For more information, go to
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ACKNOWLEDGEMENTS

We would like to thank users of our medical travel portal, MyMediTravel, who agreed to participate in the survey and provided us with invaluable answers and insights. We would also like to thank medical providers who have stuck with us during these testing times, and extend our gratitude for their time and effort spent participating in this survey



Aims and Objectives

As we usher in the new year, it is no exaggeration to say that the year 2020 was characterized by chaos and confusion, brought about by the prolonged spread of COVID-19 across the globe.

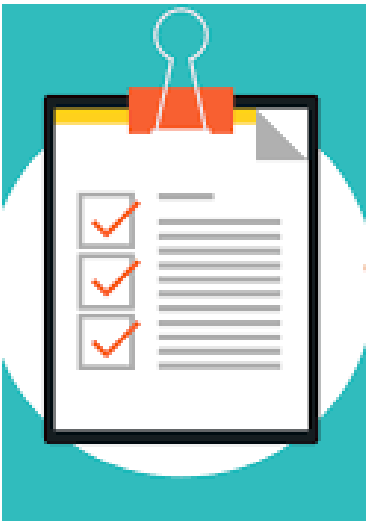
Given the shockwaves many industries felt amidst the ongoing battle with the virus, the team at MyMediTravel looked at how COVID-19 changed and shaped medical tourism industry in 2020.

So, to view the wider impact COVID-19 had on the global medical tourism industry last year, we conducted a short survey on our customers as well as our partnered doctors, clinics and hospitals.

The survey's main intention, is to be able to reveal more clearly the way international travel restrictions had direct and indirect effects on the patterns of medical bookings, travelling overseas for medical treatments and industry participants' perceptions towards the state of medical tourism post-COVID-19.

The survey's responses are then interpreted to give us a glimpse into how global medical tourism will take its shape in the near future. This presentation of survey findings is combined with general trends and events others have said or published about the industry.

Survey Methodology and Respondents

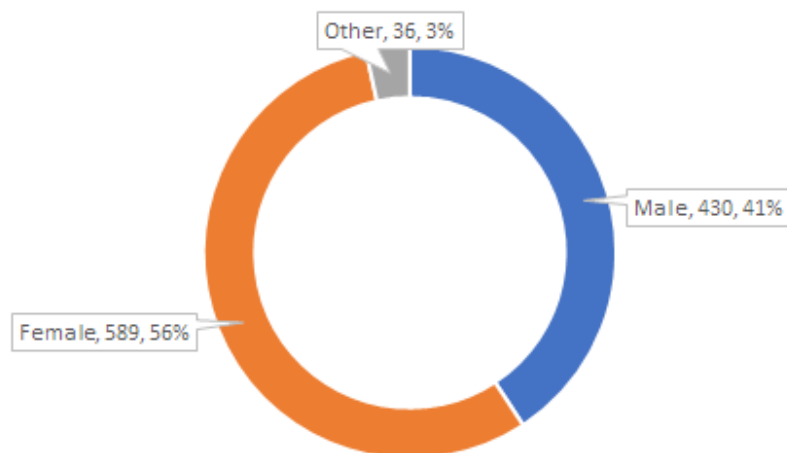
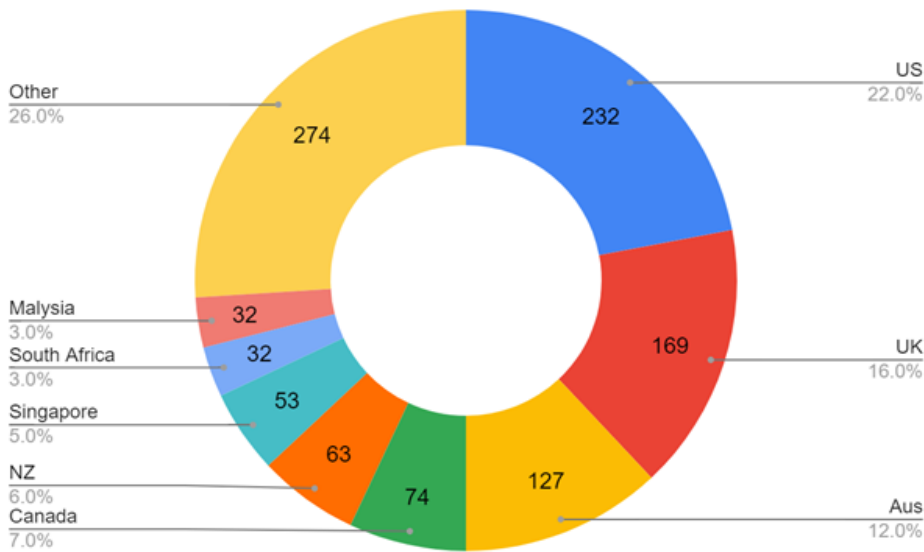
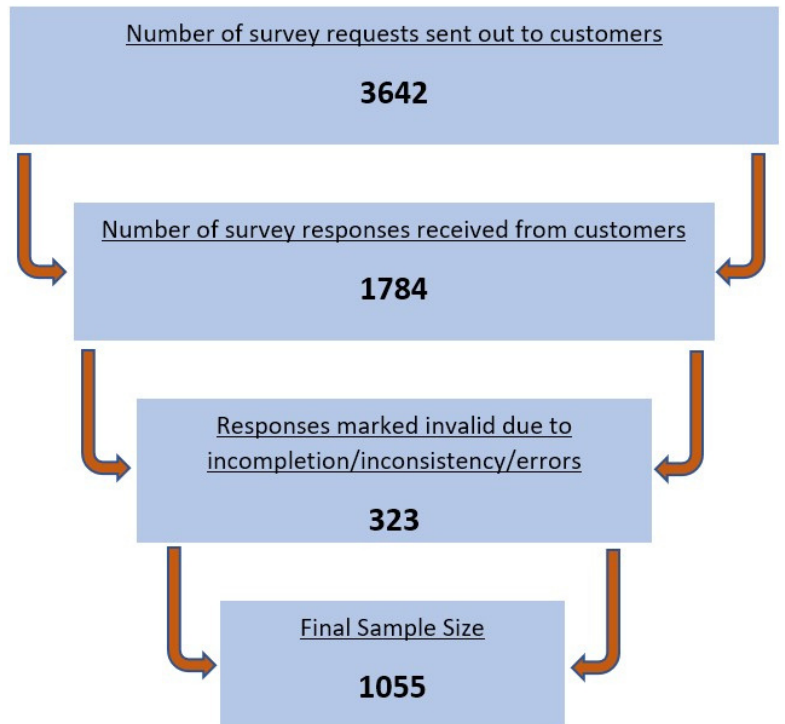


This survey was carried out over the month of December 2020 wherein we first sent out invitation mails to our customers who have made at least one inquiry about a medical procedure. Because the survey aims to gain a more complete picture of how cross-border travels for medical treatments were affected by COVID-19, our sample customers, therefore, include only those who were seeking to receive medical treatment outside their home countries.

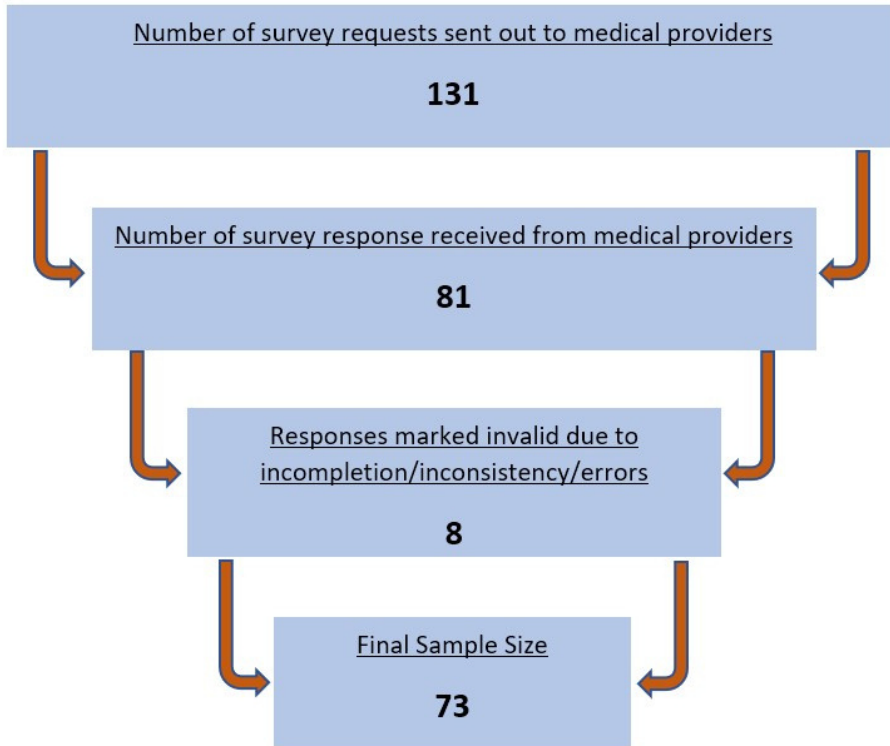
Over the course of the survey, there were instances where we reached out to some segments of our respondents more than once (either by e-mails or phone calls) to minimize errors and clarify miscommunications that might have arisen. The invitation to inquirers was then followed by emails to a select list of medical providers requesting their participation in the survey.

To obtain the final sample size, participants of both categories were carefully filtered and chosen to best reflect the demographics profile of our visitors and geographic composition of our top partnered medical providers.

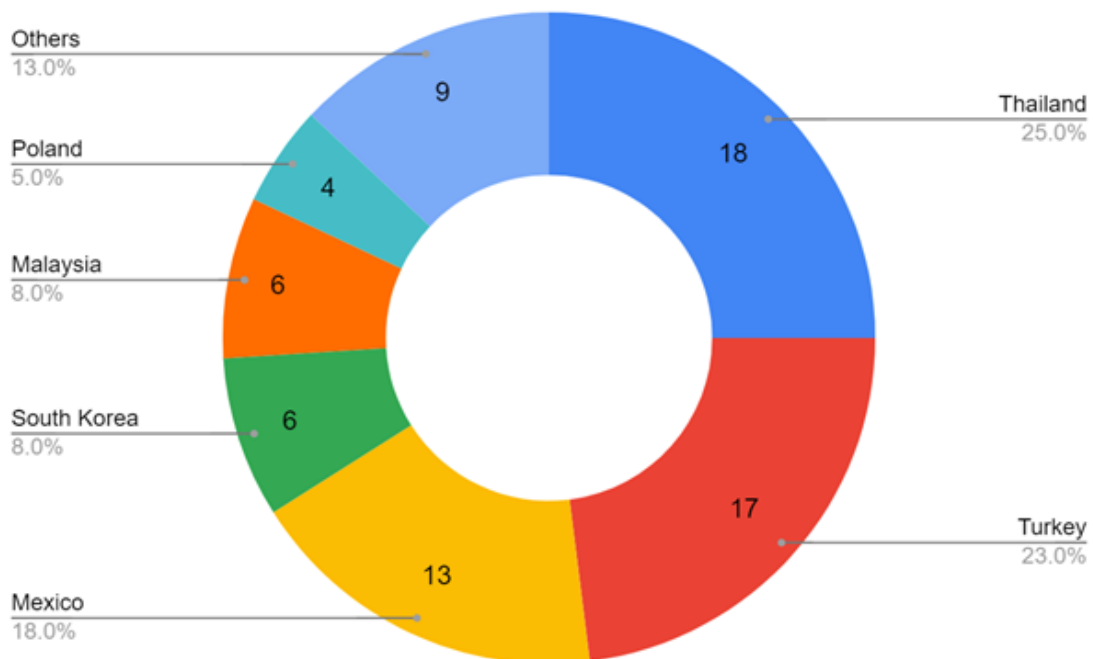
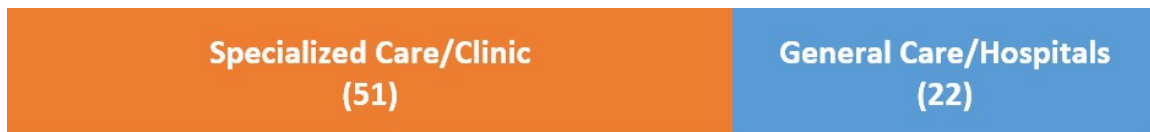
How the final sample size of customers was obtained



Geography & Gender of Survey Participants (Customers)



How the final sample size of medical providers was obtained



COVID-19 and Its Effects on The Global Economy

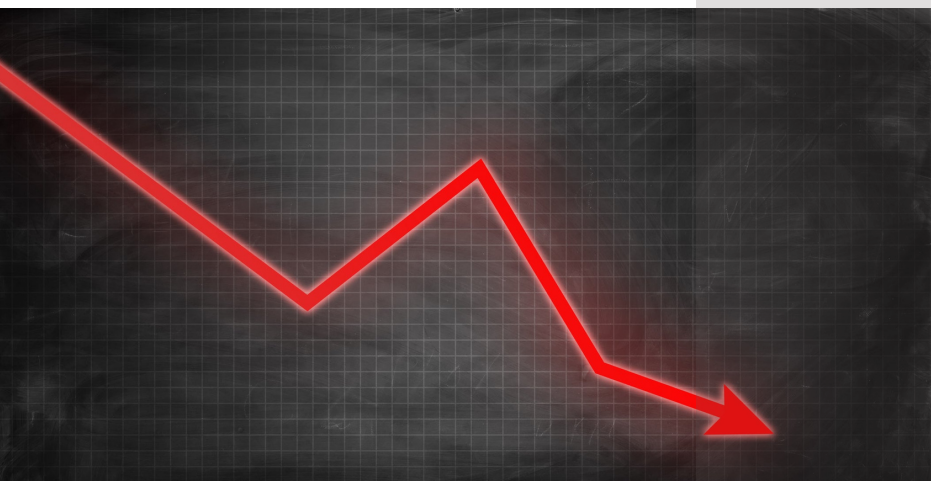
There is no doubt that the virus has completely shaken up the global economy. The world's GDP growth rate for 2020 is in negative territory, somewhere from -4% to -7%, according to some estimates.

Except for a handful of countries, including China, Indonesia and Bangladesh, the World Bank's Global Economic Prospects in 2020 (published in June) predicted that most countries will experience a significant drop in economic activities and national income.

However, in this time of extreme uncertainty, some industries and sectors continue to thrive.

While it is well known that hospitality is one of the most severely disrupted industries, others like eCommerce, Electronics, FinTech and IoT (Internet of Things) continue to show healthy growth, with 'Big Tech' appearing to benefit the most.

This is due to a massive worldwide investment in upgrading internet and communication infrastructure, improving digital securities for financial systems, and increased expansion and adoption of online services in all advanced, developing, and underdeveloped economies. Some reports' estimates put the value of IoT Market at over USD 1 trillion by 2026.



When it comes to health and medical care, healthcare industry and pharmaceutical industry show slightly divergent paths.

Even before COVID-19, the pharmaceutical industry has been growing steadily. Driven by the rising demand for medicines, aging population, and the acceleration of capital expenditures in research and development of new drugs, the industry has ridden out the storm relatively well. In fact, a study done by IQVIA predicts that the value of the pharmaceutical industry will hit USD 1.5 trillion by 2023.

As for healthcare and periphery services, medical tourism has greatly suffered from the imposition of travel restrictions in many countries. Hospitals and clinics that used to specifically treat foreign patients have had to cope with sudden drop in revenue, and change business directions or try out new strategies.

Another direct effect of COVID-19 is the wider acceptance and usage of healthcare services that leverage on digital technology. The best example for this case is provided by the growing adoption of telehealth. While telehealth had been gaining momentum before the pandemic, it is generally agreed that the virus was a significant accelerating factor for further popularizing the telehealth services.

MyMediTravel found that over the year 2020, in emerging markets of India, China, South East Asia, a slew of mobile telehealth apps and services were launched by startups promising to provide better experiences of digital health consulting and care.

While it is premature to say whether the telehealth sector will be able to extend its impressive run in the post-COVID-19 world, the dramatic increase in digitalization of healthcare consulting is one major effect the pandemic had on the provision of healthcare services.



Overview of Global Medical Tourism

Before COVID-19

Along with the increasing popularity for international travel, travelling to a foreign country for medical consultation, treatment, and procedures has been a surging business. Demand has been rising across all disciplines, including medical, dental, and cosmetic. This is because the demand is being created by consumers from countries with varying levels of GDP per capita for different reasons.

Developed and wealthier countries, as a rule, have greater access to quality healthcare and health security nets in the form of insurances and subsidized public healthcare services. However, the cost of treatment for certain elective procedures can be expensive, especially those by private providers. The more cost-efficient options from public healthcare, however, come with trade-offs: longer waiting times and often a lower quality of service.

This gap and need are being filled by entities from developing countries by providing similar quality of health services at an affordable price. Major countries serving this type of demand are Thailand, India, Malaysia, Iran, Turkey, Poland, Mexico, Chile, and Costa Rica. This demand is made up of travelers from advanced countries to less advanced ones.

On the other hand, patients from countries with weaker economies must deal with the problem of the supply shortage of high-quality medical care. In some extreme cases, locally available and high-quality medical care (although limited) can be more expensive than treatments abroad. The medical and healthcare system in less developed nations is also plagued by a lack of trust between patients and providers, loose enforcement of regulations governing practitioners and providers, and incomprehensive health insurance coverage.

All these conditions drive people with higher urgency and/or disposable income to receive their treatment abroad. This demand is characterized by the flow of travelers from poorer countries to wealthier ones. Some countries serving this group of patients are Thailand, Malaysia, South Korea, Australia, United Kingdom, Germany, United States and Mexico.

On top of the two types of demand above, treatments and surgeries related to cosmetic enhancements have been another major driver of the global Medical Tourism industry. In fact, cosmetic surgeries consistently rank above other procedures in terms of number of inquiries made through MyMediTravel platform. The growing acceptance of plastic surgery by societies around the world is well documented. With the improvement in the safety of operations and extreme stigma attached to plastic surgery largely diminished, we expect the interest to rise and continue well into the future.

Medical Tourism, before it was hit by the COVID waves, was seen by many government economic development agencies as a highly lucrative and attractive industry.

The government of Thailand, bolstered by the country's high quality of medical services, facilities, and expertise, has been supporting the industry to transform it to a worldwide medical hub.

Similarly, for Malaysia, viewed favorably by patients from Islamic countries, has been exerting more efforts in attracting international patients, with AirAsia recently launching their new Medical Tourism Initiative.

During the pandemic, industry representatives from both countries proposed to allow patients with certain medical conditions to receive treatment through a special medical tourist visa created for them.

South Korea, aided by the popularity of its pop music, dance, and TV shows, has long been viewed as a top plastic surgery destination for those who could afford to pay more. They also have their government-agency-promoted official website for medical tourism in the country. All in all, these developments further lend evidence to the situation that the international medical tourism was riding on an optimistic wave. Yet, the sustained and gradual growth of the industry took an unfortunate turn with the unstoppable spread of COVID-19.

'cosmetic surgeries consistently rank above other procedures in terms of number of inquiries made through MyMediTravel platform'

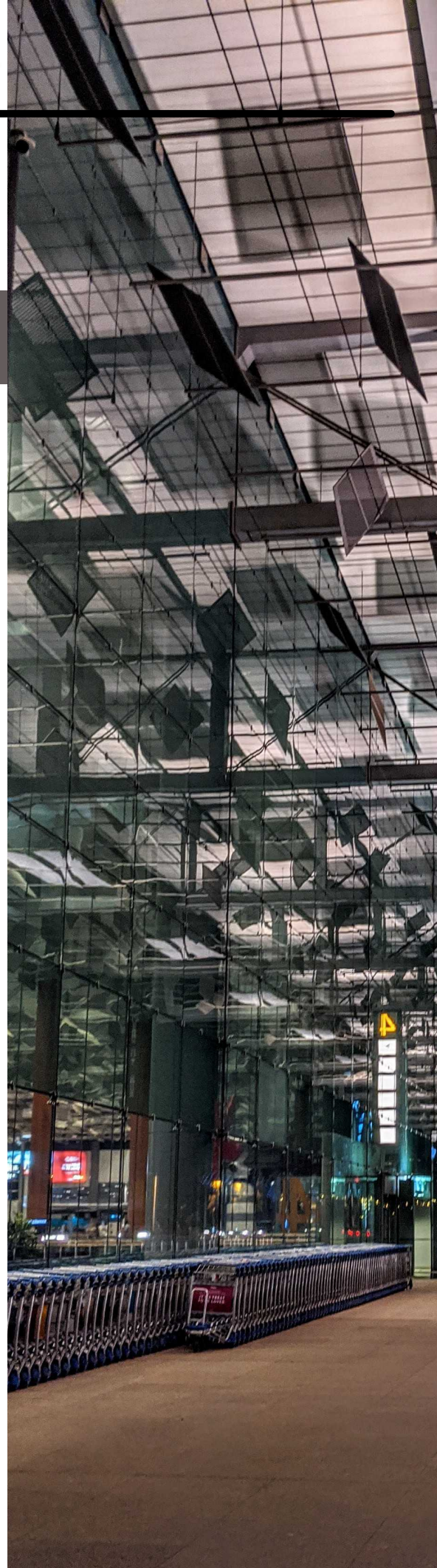
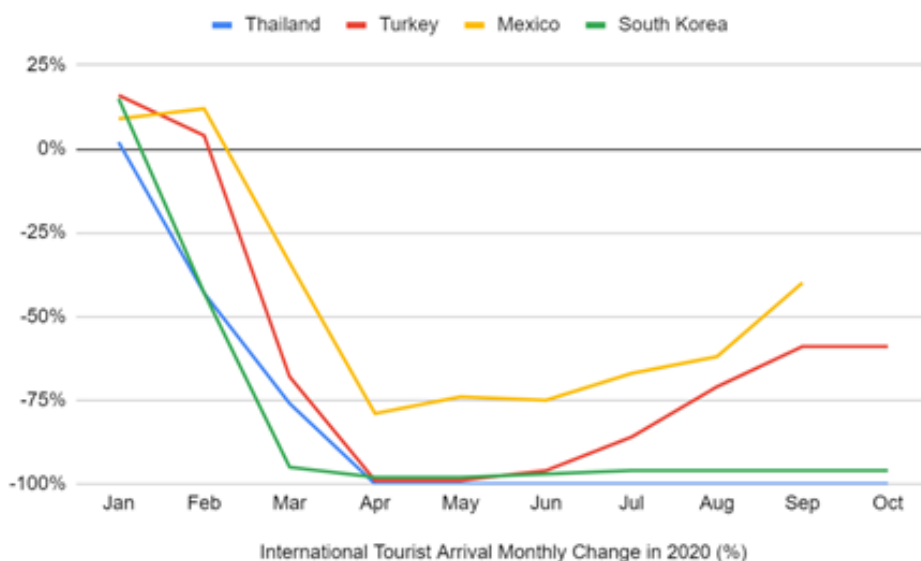
Overview of Global Medical Tourism

DURING COVID-19

It goes without saying that the international travel ban resulting from measures to contain COVID-19 had a drastic effect on international tourist arrivals. According to some estimates, there were about 75% fewer international tourist arrivals (by land, air, and sea) than in 2019, and the recovery is expected to be slow in 2021.

In terms of more precise figure, the world saw 850 million to 1.1 billion fewer international tourists, losing up to USD 1.2 trillion in export revenues from tourism. Clearly, the medical tourism industry, valued at more than USD 14 billion pre-crisis, too has been reeling from the downturn.

For example, Malaysia welcomed fewer than 300,000 medical tourists in 2020, a minuscule tally when stacked against 1.3 million visitors in the previous year. Its regional competitor, Thailand, also accepted fewer than 100,000-150,000 medical tourists for 2020.



Many leading medical tourist destination countries have tried to save the industry through a variety of measures, the most notable of which is allowing entry for patients with critical illness and conditions. International travel on the ground of medical and health treatments was also touted as the safest type of travel bubble possible during COVID-19. Yet, despite those efforts by industry stakeholders to save the global medical tourism, the blow dealt by COVID-19 was too strong to contend with, leaving medical providers to quickly adopt new strategies in remaining competitive.

Reaching out to patients through telehealth apps has been a favored form of adjustment for medical providers. Not only are entrepreneurs building those apps to capitalize on the rapid growth of healthcare digitalization, but even medical providers are providing their own telemedicine services for their patients.

For example, Thailand’s Bumrungrad International Hospital introduced its in-house telemedicine consultation services in late 2019. Indeed, nowhere is the boom of digital health more evident than in the Asia-Pacific region. Below is a list of some popular telemedicine apps in Asia-Pacific countries with population above 50 million, except Malaysia and Singapore.

'Reaching out to patients through telehealth apps has been a favored form of adjustment for medical providers'



Country	Popular telehealth apps/platforms
Thailand	Doctor Raksa, Chiiwii
India	Doctor on Demand, Amwell
Malaysia	Doc2Us
Philippines	Medifi, AIDE
Singapore	Doctor Anywhere, HiDoc
China	Ping An Doctor, DXY
Indonesia	Halodoc
Vietnam	MyDoc
Myanmar	Z-Waka

Outlook for Medical Tourism (as per medical care seekers)

This section and discussion will aim to project how the Medical Tourism sector will change because of problems caused by COVID-19. We also want to find out whether there will remain a sustained interest in medical tourism by analyzing the customers' behaviors and responses to the survey. For details on the survey questions, please see the 'Appendix' section. For clarity, we suggest you to look at survey questions before reading this section.

Firstly, in the survey, we found that a large size of our respondents did not follow up with their inquiries after receiving more information from medical providers about treatment packages or available dates. The same group of people also overwhelmingly said that they did not complete the booking process.

Those 793 respondents were further asked why they did not go ahead with their inquiries on the platform. Reasons cited by them for not completing the process reveal not only the visitors' behavior but also the extent of the disruption COVID-19 had on planning for medical tourism.



Why did not you make a booking/reservation after your intial inquiry?

1). I did not find a suitable clinic for my needs or budgets	25%
2). I have no intention of traveling abroad for medical/cosmetic treatment during COVID-19, and I merely wanted more information regarding price and availability. I may consider travelling after COVID.	38%
3). With or without COVID-19, I do not have any plans for traveling. I only wanted to do more research about prices and others	17%
4). I found a provider through another medical marketplace portal or medical tourism agent companies	12%
5). Others	8%

In addition, the number of patients who cancelled their earlier completed bookings constitutes over 15% of total sample size, and more than 60% of those who made an appointment/booking. Once again, reasons relating to the pandemic were cited by a majority for cancellation. This finding presented in the table below moreover supports that COVID-induced disruptions to international medical tourism is not negligible.

Since these responses clearly show COVID was a central force in influencing medical treatment seekers' decisions, we proceeded to ask the two groups, those who did not proceed with inquiries, henceforth referred as Group A, and those that cancelled their reservations, referred as Group B, their future plan for medial tourism.

What was your reason for cancelling the booking/reservation? Choose only one.

1). Because travel bans and requirements are confusing, I decided to cancel my booking	61%
2). My application for special medical tourist visa was rejected, so I had to cancel my booking	6%
3). I was unable to negotiate with the clinic/hospital to reschedule my appointment	7%
4). The clinic/hospital did not provide me with necessary information or help I needed after the booking	5%
5). I got the impression that there will be many hidden charges imposed by the clinic/hospital, so I cancelled my booking	17%
6). Others	4%

Although the two groups exhibit different ideas about when they would decide to make a reservation and treatment, their responses overall paint a promising recovery for medical tourism after the worst of the pandemic is gone.

LEGEND

i: I am not sure when I will book for a treatment

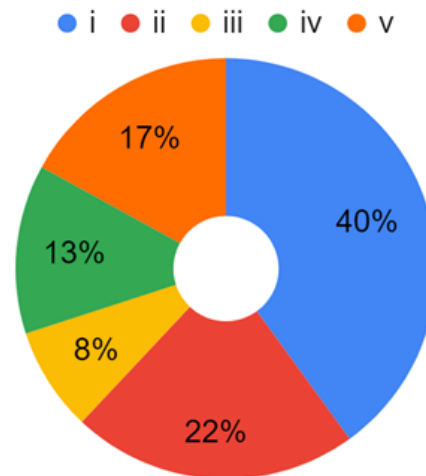
ii: I will investigate seeking treatment more seriously once COVID-19 restrictions are completely removed

iii: I will investigate seeking treatment more seriously once COVID-19 restrictions are partially removed

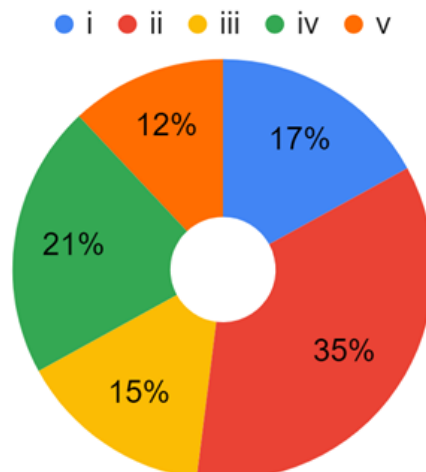
iv: I will wait for some weeks/months even after all restrictions are lifted

v: I have no plan to book for medical travel in 2020

(Group A) When do you intend to travel abroad for treatment?



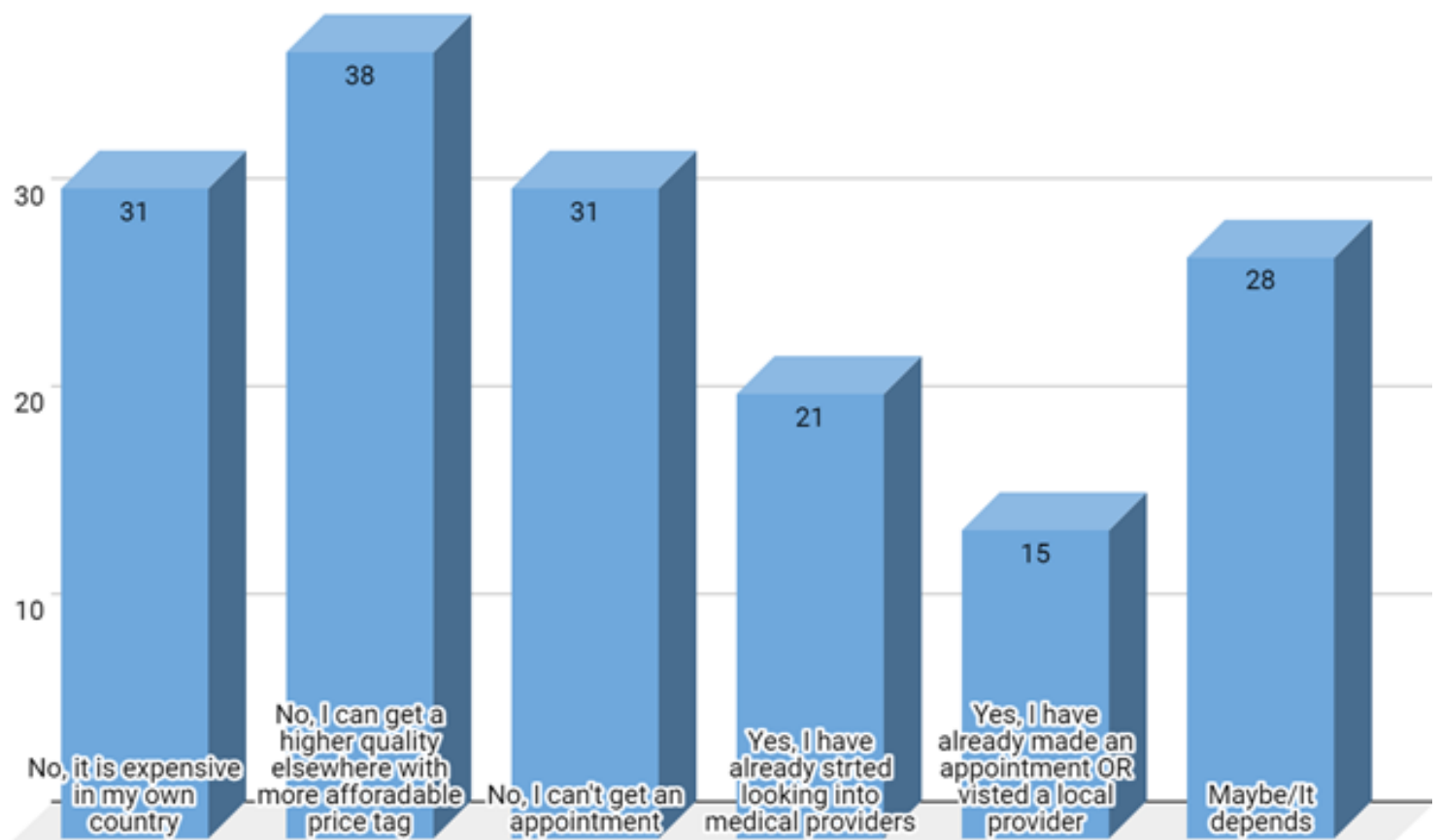
(Group B) When do you intend to travel abroad for treatment?



On average, more than 4 out of every 10 surveyed in Group A expressed some degrees of interest in receiving a treatment overseas as the world makes gradual recovery from COVID-19. Group B understandably showed a much higher interest in restarting their medical travel. Roughly 7 out of 10 surveyed do have some sort of idea about when they would like to resume medical travel. These are consistent with their earlier responses where nearly 6 out of 10 in Group A did not have any plan to make a reservation until the situation with COVID-19 becomes clearer, whereas approximately 80% of reasons for cancellations done by Group B is related to COVID-19.

Among Group B respondents, 100 customers said that even with travel restrictions in place, they are still intending to seek treatment abroad and have not yet turned to local options. The quest for high-quality service within an affordable price range again comes up as the top reason. This type of demand is especially true for cosmetic surgery procedures.

Would you consider getting a medical treatment in your country of residence?



In another sign that medical travel still holds potential, despite the temporary setback, it was found that fewer than 50 Group A respondents had travelled to and received medical care abroad. This suggests that there are many people still interested in medical tourism, as a first timer, in this period and they might have taken a step further than just inquiring. 6 out of 10 of Group A respondents did not proceed ahead only due to COVID restrictions and concerns.

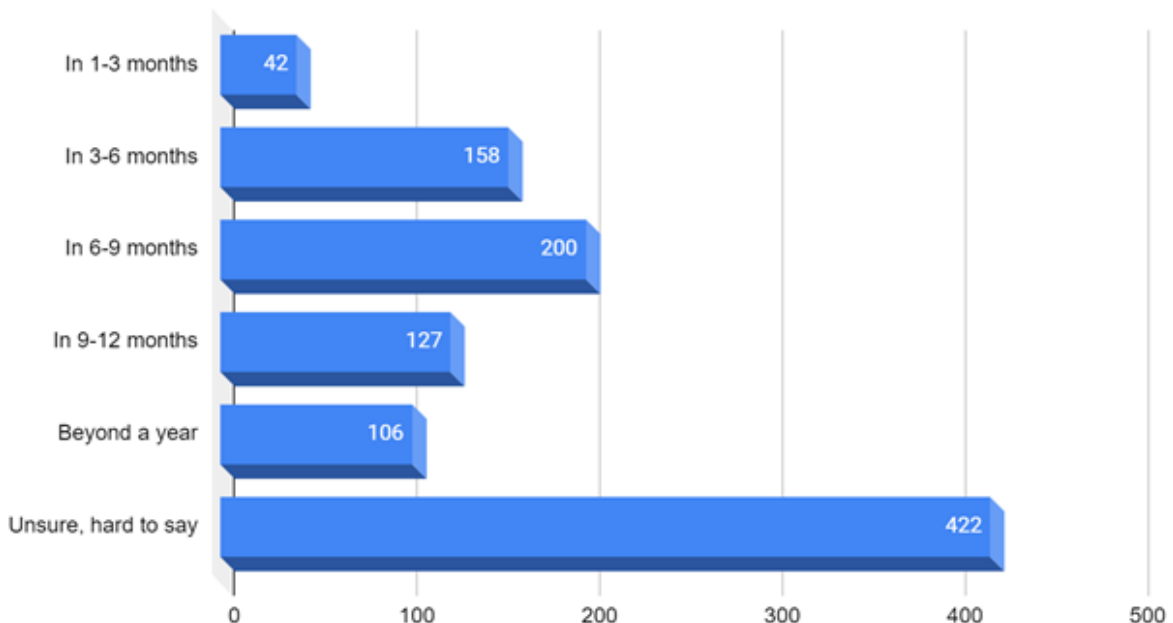
Prior to the survey, have you ever travelled abroad for the purpose of attending to your medical conditions?



All in all, participants in the survey gave us enough ground to conclude that the intention of and interest in medical tourism has not lessened severely. The obvious fall in international medical travelers is not because of sudden disappearance of enthusiasm for it, but rather due to the indirect effects of countries closing their border during the pandemic.

It should, however, be noted that customers are still unsure when travel restrictions and inconveniences will have dissipated. Many of our total respondents, numbering over 400, replied “unsure” when asked about when they think the COVID-19 will be behind us.

When do you think the world will be able to put COVID-19 pandemic behind us?

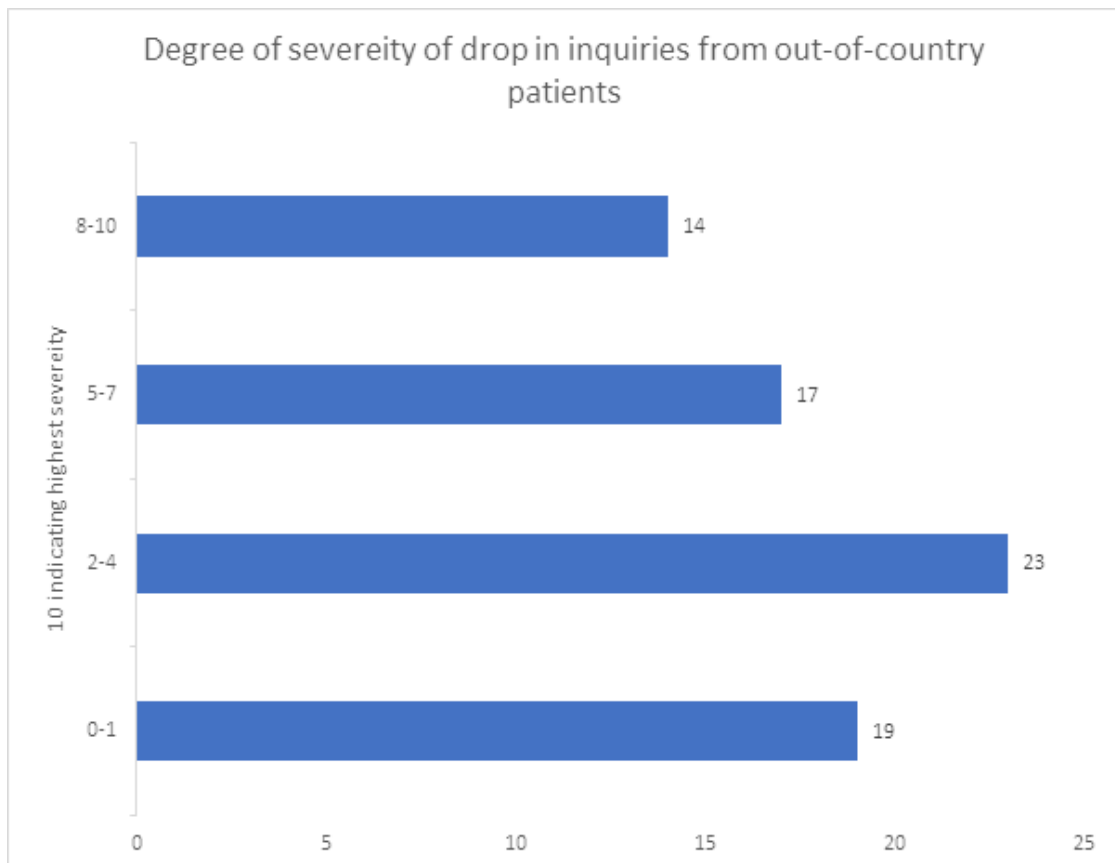


Outlook for Medical Tourism (as per medical providers)

This section aims to project how the medical tourism sector will change because of problems caused by COVID-19. We also want to find out whether medical tourism is likely to return to its pre-pandemic condition with analysis from the perspective of medical providers. For details on the survey questions, please see the 'Appendix' section. For clarity, we suggest you to look at survey questions before reading this section.

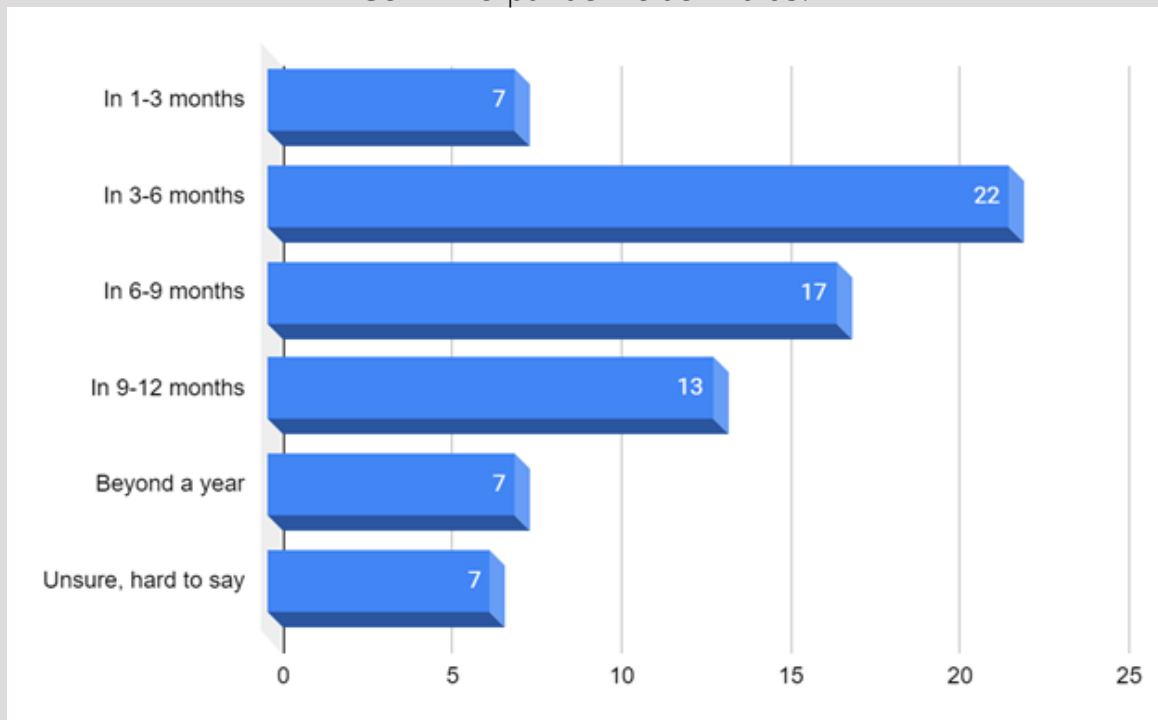
In our survey, contrary to what many would predict, fewer than expected medical providers reported seeing a massive drop in the number of inquiries received from out-of-country patients. Only 31 out of 73 respondents said the drop is significant to extremely significant whereas 19 medical providers reported not seeing any considerable fall in inquiries.

Their responses seem to be in line with the pattern MyMediTravel saw in 2020, where we witnessed an increase in the total annual number of inquiries made on our platform despite the pandemic. This slightly counterintuitive trend lends some force to the claim that the interest in medical tourism has not dwindled in the face of an international travel ban. Many medical seekers across the globe are only putting their plans on hold for now.

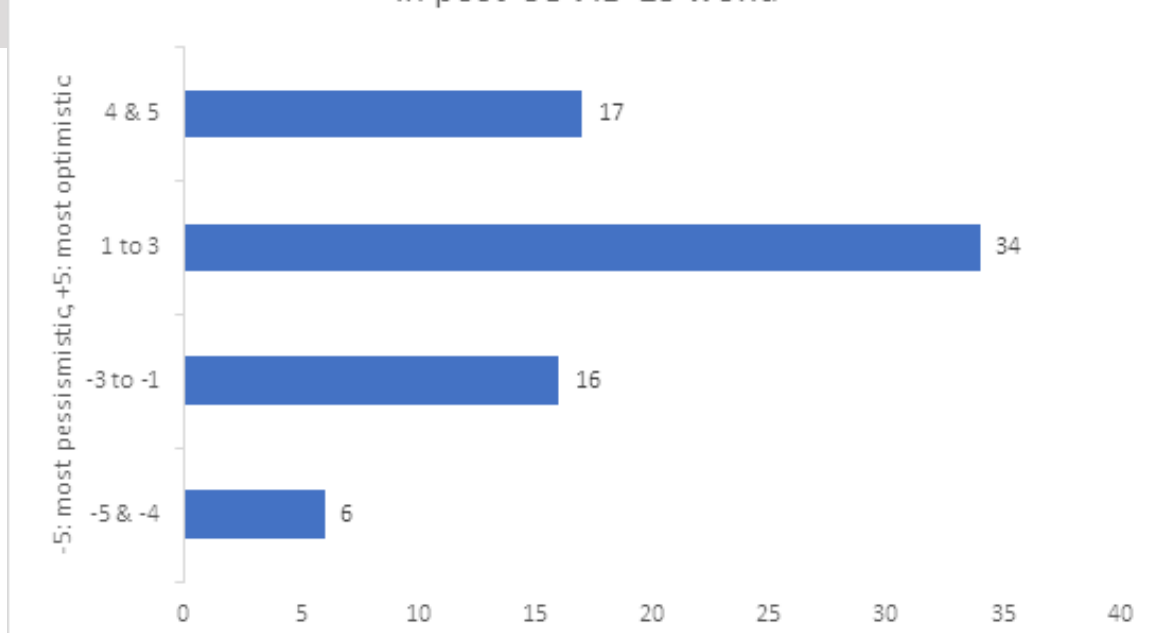


Medical providers, as a whole group, feel more confident about predicting when the world will overcome the last phase of COVID-19. More than 40% of respondents are expecting the pandemic to be over in less than half a year, a figure much higher than 20% observed among the customers group. Most medical providers, perhaps owing to their familiarity with diseases and medical conditions, refrained from choosing the 'unsure' option. While 40% of customers said 'unsure', only 7 medical providers chose the same answer.

When do you think the world will be able to put COVID-19 pandemic behind us?



Degree of optimism about international medical tourism in post-COVID-19 world



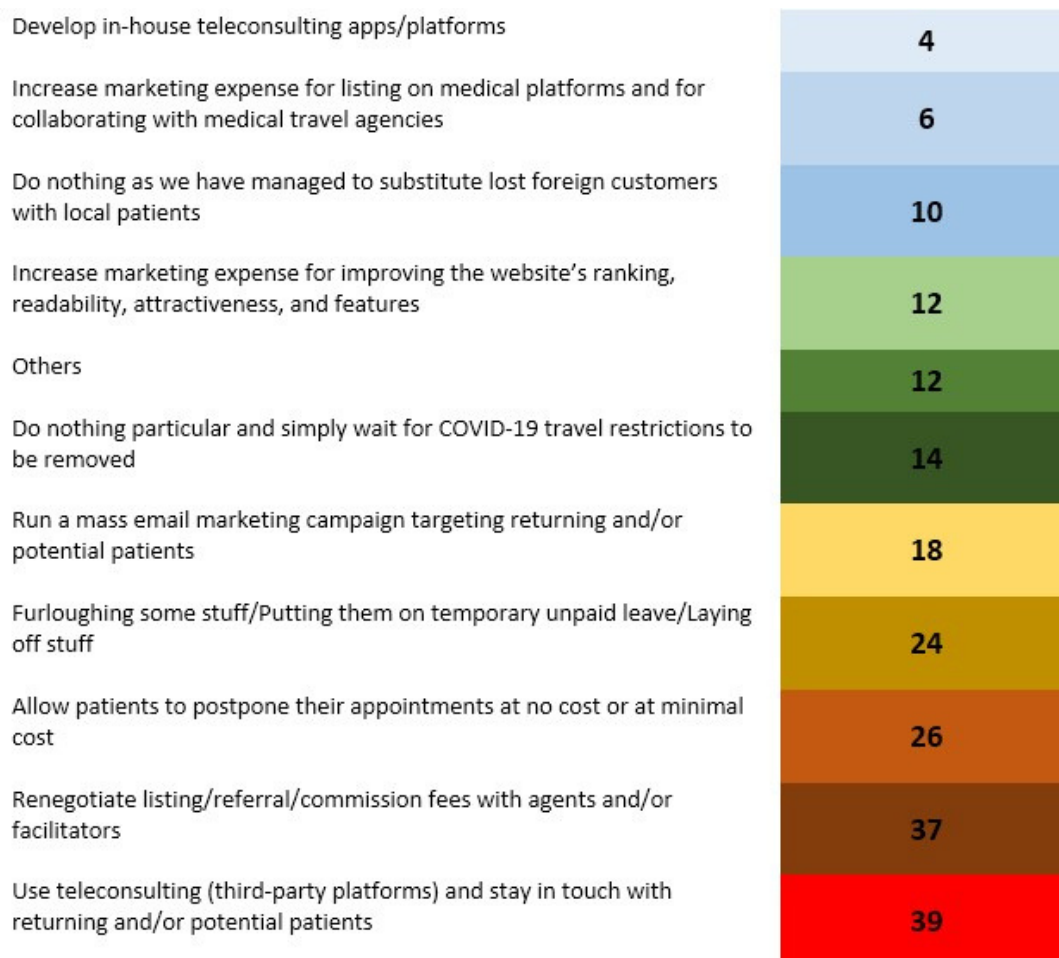
While it is beyond doubt that COVID-19 has caused a heavy disruption to the largely favorable prospect of medical tourism, our respondents overall believe the sector to rebound and show positive growth in the post-pandemic world. If anything, it looks like the pandemic is not only a test but also a chance for medical providers to recalibrate their operations, redefine their target audience, and realign their resources with market demands.

Buoyed by the still-strong demand for medical tourism and governments' initiatives to take their slice of the pie, those that can read the signals, market trends, and find ways to profit from the specific growth areas of medical tourism, can look forward to a return to a status quo with positive growth expected in the near to medium term. As with any major event, one of COVID-19 impacts will be filtering out nimble medical providers from mediocre ones. Those that study the market and adjust accordingly will be ready to benefit from the growth again after the pandemic, whilst those that take their foreign patients for granted will fall behind their competitors.



Our respondents employed an array of strategies to cope with the challenges posed by COVID-19. Not surprisingly, the most common method was reaching out to clients by telehealth/telemedicine applications or portals. Many of the participants chose three options from the answer set, highlighting that the prolonged period of COVID-19 has sprung them into actions to stay relevant to their patients and remain visible in the competition. Having taken all these insights gathered from survey response, it can be concluded that while medical tourism inevitably deflated in 2020, the combination of players' adaptability and continuity of interest among customers spell out a positive outlook for medical tourism as the COVID-19 crisis abates.

What strategy you have adopted to stay competitive in international medical tourism during COVID? (You can pick up to a maximum of three options)



Medical providers surveyed did not determine visa arrangements as an issue, partly because most medical providers (except hospitals operated by International healthcare group) do not keep in-house teams to facilitate patients' visa applications.

It was reported that overall, those making inquiries or appointments were not overly concerned with COVID-19 containment procedures in facilities they intend to seek medical treatment. This could be explained by the fact that, as seen in the previous section, people are making inquiries for treatment that will be done after COVID-19 is passed.

Totals may not add up to 73 or 219 as respondents could choose either one, two, or three options out of all

Moreover, it seems that people, by default, assume clinics and hospitals will adopt and practice appropriate COVID-19 measures. As expected, other metrics such as 'experience of doctors and nurses', 'affordability', and 'language barrier' topped the list of patients' concerns addressed to medical providers.

	First main concern	Second main concern
Affordability/Price	13	9
Safety and Standard	7	14
COVID-19 prevention measures	5	3
Waiting time	8	9
Travel visa arrangements	4	3
Experience of doctors and nurses	13	12
Facilities provided	7	8
Language barrier	11	11
Others	5	4

According to your observation and experience, what were customers' main concerns addressed/expressed to you when they made inquiries/appointments with your facility in 2020? Choose two.

CONCLUSION

This short survey has provided us with a useful layer of information and insight to gauge the outlook for the Medical Tourism sector in a post-COVID-19 world.

Looking through the eyes of both patients and providers, it is reasonable to conclude that medical tourism, whilst reeling from current travel bans, will take several more months to see any sort of return recovery. The uncertainties posed by 2021 look to further delay any sort of return to pre-COVID-19 levels of travel, especially as more lockdowns are enforced and second and third waves are occurring all over the world. This is not to mention the huge delays seen in getting the vaccinations processed – a task likely to go on for years to come.

Given the devastating impact the virus is having on local economies, something will need to be done before the entire world is vaccinated with regards to the reopening of borders and loosening of travel restrictions. Airlines and large hotel groups are likely to reach boiling point before the end of Q2 and to prevent the huge loss of jobs, it is likely that some travel easing will be in place which will allow a small fraction of the tourism industry to pick up where they left off. It is at this point we would expect to see a considerable uptick in travel from those Medical Tourists who have been putting off their overseas treatment.

We are predicting a 35-40% return to pre-COVID-19 levels by Q4 of 2020, with the full resumption not happening until well into 2022. Government incentives like 'Vaccination Tourism', where people travel overseas to be vaccinated during their quarantine period, are likely to gain some traction in 2021. However, such schemes rely heavily on some governments' willingness to adopt this practice and many others failing to administer the vaccine to their population in an ordered and timely manner.

2021, sadly, is looking less likely to be the year the world freed itself of this virus and instead the year that the world began to get itself in order. And this is true for the Medical Tourism industry, as numbers will likely spike again in the summer (June-August), before dropping off towards the end of the year. Then, in 2022, we should expect to see a scramble for cosmetic and dental procedures from all those who have been putting them off and spending much time researching from the comfort of their makeshift home office.

For MyMediTravel, a relatively aggressive approach to cost saving was concluded in Q4 of 2020 and our focus has shifted towards future enhancements and features to improve the service we currently offer. Whilst we continue to update our inventory and to offer our patients and medical providers the best service possible, we do so with a lean operations team. Alongside whom sits our technology department who have scaled up in preparation for the rush of Medical Tourists in 2022.

APPENDIX

Survey Questionnaire for MMT Customers

Note: The survey will take about 30 mins maximum. You can save your progress and come back to complete it within the 10 days.

For any question you may have or clarification you may need about survey questions, please contact support@mymeditravel.com with the subject title "MMT 2020 COVID-19 Survey + "," + "Inquiry from" + (your name)".

Example: "MMT 2020 COVID-19 Survey, Inquiry from Ms.Lydia"

1). Country of residence -

2). You made an inquiry about at least one medical/cosmetic procedure that is available outside your country of residence through MyMediTravel portal in 2020.

Yes (*proceed to Qn.3*)

No (This will exit the survey form. Thank you for your participation)

3). Gender. Choose only one.

Male

Female

Others

4). Name & Contact Details

Name -

Email -

Contact Number-

(optional)

Social Media(Skype/Twitter/Facebook/Instagram/Others) -

5). Did you make at least one booking/reservation with a medical provider you first contracted on MyMediTravel platform? Choose only one.

Yes (*proceed to Qn. 6*)

No (*proceed to Qn. 9*)

6). Did you complete your booking/reservation by travelling abroad in 2020? Choose only one.

Yes (*proceed to Qn. 11*)

Not yet, my appointment was scheduled to be in 2021 (*proceed to Qn.11*)

Not yet, I rescheduled my appointment to be in 2021 when the situation with COVID gets more stable (*proceed to Qn.11*)

No, I cancelled my booking/reservation (*proceed to Qn.7*)

7). What was your reason for cancelling the booking/reservation? Choose only one.

- Because travel bans and requirements are confusing, I decided to cancel my booking
- I have no intention of traveling abroad for medical/cosmetic treatment during COVID-19, and I merely wanted more information regarding price and availability. I may consider travelling after COVID
- I was unable to negotiate with the clinic/hospital to reschedule my appointment
- The clinic/hospital did not provide me with necessary information or help I needed after the booking
- I got the impression that there will be many hidden charges imposed by the clinic/hospital, so I cancelled my booking
- Others

8). Would you consider getting a medical treatment in your country of residence? Please choose one option below that best describes your situation most closely.

- No, it is expensive in my country of residence
- No, I can get a higher quality elsewhere with more affordable price tag
- No, I cannot get an appointment I want
- Yes, I have already started looking into local medical providers
- Yes, I have already made an appointment OR visited a local provider
- Maybe/It depends/Unsure

Proceed to Qn. 11

9). Why didn't you make a booking/reservation after your initial inquiry?

- I did not find a suitable clinic for my needs or budgets
- I have no intention of traveling abroad for medical/cosmetic treatment during COVID-19, and I merely wanted more information regarding price and availability. I may consider travelling after COVID.
- With or without COVID-19, I do not have any plan of traveling. I only wanted to do more research about prices and others
- I found a provider through another medical marketplace portal or medical tourism agent companies
- Others

10). Prior to the survey, have you ever travelled abroad for the purpose of attending to your medical conditions?

Yes No

11). When do you intend to make a booking/reservation and travel abroad?

I am not sure when I will book for a treatment abroad

I will do so once all COVID-19 travel restrictions are lifted

I will do so once COVID-19 travel restrictions are partially removed

I will wait for some weeks/months even after all restrictions are lifted

I have no plan to book for medical travel in 2020

12). When do you think the world will be able to put COVID-19 pandemic behind us?

In 1-3 months

In 3-6 months

In 6-9 months

In 9-12 months

Beyond a year

Unsure, hard to say

13). Do you wish to receive important news, updates or special promotions from us in the future?

Yes No

14). Please select your preferred mode of channel for us to contact you regarding this survey, news, updates, or special promotions in the future?

Mobile –

Email –

Social Media –

Others –

Survey Questionnaire for Medical Providers

Note: The survey will take about 20 mins maximum. You can save your progress and come back to complete it within the 10 days.

For any question you may have or clarification you may need about survey questions, please contact support@mymeditravel.com with the subject title "MMT 2020 COVID-19 Survey + "," + "Inquiry from" + (medical provider name)".

Example: "MMT 2020 COVID-19 Survey, Inquiry from Yellow River Hospital"

1). Country where the medical facility is located -

2). Please choose the type of medical care that you think your facility and service fall under

Specialized Care/Clinic

General Care/Hospital

3). Name & Contact Details of the person answering the survey

Name -

Email -

Contact Number -

Job Title -

(optional) (must be the medical provider's social media page or account)

Social Media(Skype/Twitter/Facebook/Instagram/Others) -

4). Did you record a drop in inquiries from out-of-country residents and patients in 2020? This includes inquiries made through medical tourism platforms (like MyMediTravel) and agents, emails, phone calls, and other forms of communication channels. Please rate from 1 to 10, with 10 indicating the highest severity.

No drop at all

0	1	2	3	4	5	6	7	8	9	10
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Extremely severe

5). What strategy you have adopted to stay competitive in international medical tourism during COVID? (You can pick up to a maximum of three options)

Allow patients to postpone their appointments at no cost or at minimal cost

Use teleconsulting (third-party platforms) and stay in touch with returning and/or potential patients

Increase marketing expense for listing on medical platforms and for collaborating with medical travel agencies

Increase marketing expense for improving the website's ranking, readability, attractiveness and features

- Increase marketing expense for online advertisements
- Develop in-house teleconsulting apps/platforms
- Run a mass email marketing campaign targeting returning and/or potential patients
- Renegotiate listing/referral/commission fees with agents and/or facilitators
- Furloughing some staff/Putting them on temporary unpaid leave/Laying off staff
- Do nothing particular and simply wait for COVID-19 travel restrictions to be removed
- Do nothing particular as we have managed to substitute lost foreign customers with local patients
- Others (please elaborate below):

6). When do you think the world will be able to put COVID-19 pandemic behind us?

- In 1-3 months
- In 3-6 months
- In 6-9 months
- In 9-12 months
- Beyond a year
- Unsure, hard to say

7). How optimistic are you about international medical tourism in a post-COVID-19 world? Please rate from -5 to 5, with -5 indicating the highest pessimism (negative growth), and +5 the largest optimism (positive growth).

Extremely Pessimistic									Extremely Optimistic				
-5	-4	-3	-2	-1	1	2	3	4	5				

8). According to your observation and experience, what were customers' main concerns addressed/expressed to you when they made inquiries/appointments with your facility in 2020? Choose two.

	First main concern	Second main concern
Affordability/Price	<input type="radio"/>	<input type="radio"/>
Safety and Standard	<input type="radio"/>	<input type="radio"/>
COVID-19 prevention measures	<input type="radio"/>	<input type="radio"/>
Waiting time	<input type="radio"/>	<input type="radio"/>
Travel visa arrangements	<input type="radio"/>	<input type="radio"/>
Experience of doctors and nurses	<input type="radio"/>	<input type="radio"/>
Facilities provided	<input type="radio"/>	<input type="radio"/>
Language barrier	<input type="radio"/>	<input type="radio"/>
Others	<input type="radio"/>	<input type="radio"/>

9). Do you wish to receive important news, updates or special promotions from us in the future?
 Yes No

10). Please select your preferred mode of channel for us to contact you regarding this survey, news, updates, or special promotions in the future?

Mobile –

Email –

Social Media –

Others –