



## MEDICAL TRAVEL QUALITY ALLIANCE

International Medical Tourism Certification and Global Best Practices in Quality and Care Services for Medical Tourists

MTQUA.ORG

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## **Lemen International is first Chinese agency to receive international medical tourism certification from Medical Travel Quality Alliance.**

*Lemen International in Shanghai, a leader in China medical tourism, is first to certify its care and services for elite medical travelers from MTQUA.*

April 17, 2014 – Shanghai and Scottsdale – SHANGHAI LEMEN BUSINESS INTERNATIONAL TRAVEL SERVICE CO., LTD. (the core of Lemen International), a global group focusing on private health management, is the first medical tourism company in China to achieve international medical tourism certification from the US-based Medical Travel Quality Alliance.

“After a satisfactory review of the agency’s operations and processes for care and services to medical tourists, we have found Lemen International offers outstanding services to its clients and the partners in its medical network abroad,” announced Julie Munro, President of MTQUA.

Medical tourism certification is awarded to a hospital, clinic or medical tourism agency that meets the international standard of quality in 10 areas that directly impact a medical tourist’s wellbeing and good results.

“With certification, the company is taking the next step in our continuing pursuit of excellence for our clients,” says Mrs. Peng Ling, chairwoman of Lemen International.

“Our corporate mission to improve the quality of life and health of our distinguished clients led us to creating special services such as a private butler for international care. In the coming decade, our clients can expect more unique services and features to help them live healthier and longer lives,” she says.



*Seal displayed by medical tourism certified hospitals, clinics and agencies.*

The company was reviewed by an evaluation team from MTQUA. They examined how the company manages a medical tourist including the inquiry process, care management while abroad, and problem-solving processes. This involved a study of the company’s website and internet marketing, communication procedures, privacy and security measures, multicultural sensitivity, medical support services, and certain operations and business procedures that have been shown to affect the quality of treatment and care a medical tourist receives.

“Medical tourists are not ordinary patients,” said Ms. Munro. “They need more attention, not only in matters of comfort but more important, in matters of care. They are looking for an international level of health care service. They want to know that they can trust the hospital or the agency to deliver on what they promise in their marketing and communications. We are confident they will get all of this from Lemen International.”

Lemen International (<http://www.lemengroup.com>) is a global service company based in Shanghai offering high quality health and wellness services for an elite international clientele to the United States, Switzerland, France, Finland, Denmark, Czech Republic, South Africa, Cuba and South Korea.

Medical Travel Quality Alliance (MTQUA, <http://mtqua.org>), an independent international organization founded in 2009 to promote the special safety and quality concerns in the treatment and care of medical tourists, publishes an annual list of the World’s Best Hospitals For Medical Tourists™ and Best Practices in Medical Tourism.

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