



MEDICAL TRAVEL QUALITY ALLIANCE

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

MTQUA.ORG

FOR IMMEDIATE RELEASE

Medical tourism milestone for Lebanon as Clemenceau Medical Center becomes first hospital to receive international certification.

Beirut's Clemenceau Medical Center affiliated with Johns Hopkins International achieves medical tourism certification for excellence in quality of care and services for medical tourists through the Medical Travel Quality Alliance.

September 5, 2014 – Beirut and Scottsdale – Clemenceau Medical Center affiliated with Johns Hopkins International, as one of the world's best hospitals for medical tourists, has become the first hospital in Lebanon to achieve international medical tourism certification from the US-based Medical Travel Quality Alliance (MTQUA).

“We are thrilled to be able to award medical tourism certification to such an outstanding hospital. After a review of its operations and processes for care and services to medical tourists, our evaluators have determined that it offers excellent and upstanding services to the international patients and medical travelers that seek care at Clemenceau,” 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 non-clinical areas that directly impact a medical tourist's wellbeing and good results.

“Achieving certification is a great pride. It puts Lebanon in the top niche as a world's leading destination for international patients,” said Dr. Mounes Kalaawi, CEO of Clemenceau Medical Center. “By providing a strong foundation of quality in all our patient care processes, we deliver exceptional value and care to all our patients.”

“This certification is another distinction for us in patient satisfaction. Our strategic aim is to position Clemenceau Medical Center as the first choice not only for local patients but also for all the patients in the world seeking excellence in medical care, the best medical knowledge and experience, and the best technology available,” he added.

The MTQUA evaluation team reviewed how the hospital manages a medical tourist including the inquiry process, intake procedure, and care management after discharge. They studied the hospital's website and internet marketing, communication procedures, privacy and security measures, multicultural sensitivity, International Patient Services department, care support services and certain operations and business procedures that influence 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 want to know that they



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

can trust the hospital or the agency to deliver on what they promise. We are confident they will get all of this at Clemenceau.”

Clemenceau Medical Center (CMC) (<http://www.cmc.com.lb>), established in 2006 and affiliated with Johns Hopkins Medicine International, is a state-of-the-art medical center in the heart of Beirut, Lebanon. CMC is JCI accredited and delivers high quality health care services in a timely, cost-efficient and pleasant environment to patients from Lebanon and the Middle East. Clemenceau Medical Center has centers of excellence in imaging and laboratory services, cardiology and cardiothoracic surgery, oncology, digestive and liver diseases, neurosurgery, and minimally invasive, robotic and colorectal surgery.

Medical Travel Quality Alliance (MTQUA), (<http://mtqua.org>), an independent international organization founded in 2009 to promote the special safety and quality needs in treatment and care of medical tourists, publishes the Top 10 World’s Best Hospitals For Medical Tourists™ and Best Practices in Medical Tourism. Medical tourism certification from MTQUA is the only global certification program for hospitals, clinics, agencies, recovery resorts and related services and providers.

Contact: Caroline Bodanis

Email address: caroline@mtqua.org.

Telephone number: +1 602-635-4664