



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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First in India, Fortis Hospital Bannerghatta receives international medical tourism accreditation for excellence in care.

Bangalore's Fortis Hospital Bannerghatta, a leader in health care in India and a global leader in providing high quality treatment for medical travelers, has become the first Indian hospital awarded medical tourism certification from the Medical Travel Quality Alliance for its quality of care and services to medical tourists.

October 15, 2014 – Bangalore and Scottsdale – Fortis Hospital Bannerghatta has become India's first hospital to achieve medical tourism accreditation from the US-based Medical Travel Quality Alliance (MTQUA).

“I am very pleased this outstanding hospital has taken the next step in quality and has benchmarked its care for medical tourists against the international standard. Having watched it grow from a little-known hospital in Bangalore to a leading hospital for medical travelers, I fully expect it to continue its dominance in medical tourism in India,” said Julie Munro, president of MTQUA, in awarding medical tourism certification to Fortis Bannerghatta.

A hospital, clinic or medical tourism agency receives medical tourism certification through a formal evaluation against standards of quality in 10 non-clinical areas that directly influence a medical tourist's wellbeing and good results.

“We are proud to receive this important certification. The doctors and staff at Fortis Hospital Bannerghatta Road have always endeavored to provide high quality medical care with excellent clinical outcomes so patients can recover faster in an environment of care and comfort,” said Karthik Rajagopal, regional director of Fortis Hospitals.

“This achievement further encourages and motivates us to maintain our momentum and uphold this hospital's global standing,” he added.



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

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.

Mr. Rajagopal believes Indian medical tourism has an enormous potential for future growth, saying, “The growth of India's tourism sector in the coming year will be the catalyst to grow medical tourism faster than in previous years.”

Fortis Healthcare Limited (<http://www.fortishealthcare.com>) is a leading integrated health care delivery service provider in India. The healthcare verticals of the company primarily comprise hospitals, diagnostics and day care specialty facilities. The company operates in India, Singapore, Dubai, Mauritius and Sri Lanka with 66 healthcare facilities, over 10,000 potential beds and approximately 280 diagnostic centers.

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.

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