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Jordan's Specialty Hospital promises medical tourists a new reason to trust its quality with MTQUA international medical tourism certification.

Specialty Hospital, Amman, shows commitment to excellence in health care in becoming the country's first internationally certified hospital for medical travelers through Medical Travel Quality Alliance.

November 21, 2016 – Amman and Scottsdale, Ariz. – One more reason medical tourists can trust Specialty Hospital, Amman to deliver quality of care is it has become Jordan's first health care provider to achieve international medical tourism accreditation from the US-based Medical Travel Quality Alliance MTQUA.

"Acquiring MTQUA certification is another distinction on our quality journey and increases a patient's trust and loyalty and at the same time it improves patient satisfaction. And because this certificate looks at the critical areas that a medical tourists need, when we achieve this award it will ensure that our services will meet and exceed our medical tourists' expectations," said Dr. Fawzi Al-Hammouri, the hospital's CEO & General Manager.

Specialty Hospital underwent a months-long evaluation that included in-depth interviews and a formal review of its operations, processes and procedures against international standards of quality in 10 non-clinical areas that directly influence a medical traveler's wellbeing and outcomes.

"Medical tourists are not ordinary patients, and they are not typical tourists," added Ms. Munro. "When they are in a strange land, away from family and community, they want confidence in the hospital and doctors they choose that they will deliver get an international standard of good results," said Julie Munro, president of MTQUA, in awarding medical tourism certification for the hospital.

"Specialty Hospital is an outstanding health care facility with an International Patients Office that is highly organized and responsive to the challenges posed by caring for foreign patients," she added.

The MTQUA evaluation team reviewed how the hospital manages a medical tourist through the inquiry process, intake and treatment, and care management after discharge. It reported on the hospital's website and internet marketing, communications 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.

Hospitals, clinics and agencies in more than 20 countries are certified by MTQUA.

***Specialty Hospital** (https://www.specialty-hospital.com/en/)* is a leading private teaching hospital providing high quality medical services to Jordanians and foreign patients. Officially inaugurated under Royal patronage in 1993, the hospital has 265 beds, 90 resident doctors, 343 nurses and 700 consultants. It has served more than 4.6 million patients from Jordan and 83 nationalities. Around 40% of Specialty Hospital admissions are non-Jordanians.

***Medical Travel Quality Alliance** (MTQUA, https://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, and related services and providers.

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