



TOOLKIT 32 · MEDICAL TOURISM ENDORSEMENT · TOOL 1 OF 4

International Patient Pathway — From First Enquiry to Home Follow-Up

Nine stages, each with an owner and a record. The pathway a facility with the Medical Tourism endorsement runs for every patient who crosses a border for care

Stage	What happens	Owner	Record
1 · Enquiry	Identity and contact; reason; records requested (reports, imaging, medicine list) in the patient's language and translated; response within 2 working days	International patient coordinator	Enquiry form; records received
2 · Remote assessment	Named treating clinician reviews records; remote consultation (Toolkit 17 script); suitability decision — including "not suitable" or "treat at home"	Treating clinician	Consultation note; suitability letter
3 · Estimate and inclusions	Written estimate (Toolkit 30 Tool 2) in the patient's language: treatment, stay, exclusions, complications policy, what happens if treatment is cancelled; no deposit before the estimate is accepted	Coordinator + finance	Signed estimate
4 · Pre-travel	Fitness to travel confirmed; medicines to continue/stop; documents (visa, insurance, consent draft); interpreter booked; accommodation for companion; emergency contact at home	Coordinator + clinician	Pre-travel checklist
5 · Arrival and admission	Met at arrival if agreed; identity verified against the enquiry; wristband; consent in the patient's language with interpreter; Patient Charter and complaint route explained	Admissions	Admission record; consent
6 · Treatment	Identical standards to any patient: checklists, identification, medication safety, IPC — no "international package" shortcuts; daily updates to the companion and, with consent, the home clinician	Clinical team	Standard records
7 · Discharge	Fitness-to-travel criteria met (Tool 3); discharge summary in English and the home language; medicines for the journey and 14 days; written danger signs and whom to call in both countries	Clinician + coordinator	Discharge summary; fitness-to-travel form
8 · Handover	Structured handover to the home-country clinician (Tool 3) sent before the patient lands, with consent; imaging and reports provided on media	Treating clinician	Handover sent (date)
9 · Follow-up	Contact at 48–72 h, 2 weeks, 6 weeks and as clinically needed; complications logged; the patient can reach the treating team directly; complaints route including ASF Patient Voice	Coordinator + clinician	Follow-up log; outcome

Principle. A patient from abroad receives the same care, the same safety, the same honesty about risks and prices, and the same right to complain as a patient from next door — and additionally the continuity that distance would otherwise break. The endorsement is withdrawn from any facility that runs a separate, lower standard for international patients.

ASF standards: Medical Tourism endorsement — pathway (means of verification: stage records for every international patient; quarterly audit)