Policy · MTR-POL-003 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 24.6

At a glance

- Keep a list of the travel documents needed for each destination, and check it each year.
- Issue the documents the patient needs, correctly and promptly (MTR-FRM-004).
- Give a fitness letter where the patient needs one to fly, before travel.
- Do not leave the patient to find out what is required.
- Stop and get help straight away if: a patient is unable to fly because the fitness letter was missing.

1. Purpose

To make sure each patient gets the right documents for travel, in time (24.6).

2. Scope

Applies to	Clinical and support staff in the hospital
Locations	All wards, clinics and departments of the facility
When	Whenever the activity described is carried out
Does not apply to	Activities covered by another document listed in section 15

3. Definitions

Term	Meaning
Clinical lead	The doctor or nurse in charge of the area at the time

4. Background

An international patient often needs letters and forms to travel, such as a fitness-to-fly letter. Wrong or missing documents can stop them from flying home.

5. Responsibilities

Role	Responsibility	Competence
International patient coordinator	Keeps the list and issues the documents	Manager
Treating clinician	Signs the fitness letter	Clinician

6. Materials and equipment

Item	Requirement	Condition
Records and forms named in this document	Current version	Checked before use

7. Safety

- Stop and call for help if a patient is at immediate risk. Do not delay urgent care to complete paperwork.

8. Before you start

- Confirm the forms and equipment named in this document are available and current.

9. Procedure

Step 1. Check the list.

- Check the document list for the patient’s destination.

Key point: Checked.

Step 2. Issue.

- Issue each document needed, in time for travel, and record it on MTR-FRM-004.

Key point: Issued.

Step 3. Fitness letter.

- Where needed, issue a fitness letter before travel.

Key point: Issued.

10. Decision points

- No decision points in this procedure.

11. Special situations

Situation	Action
Out of hours	Follow the same steps. Use the on-call contact on the wall of the area.

12. Escalation

- Any serious problem goes to the duty clinical lead at once and to the clinical director the same day.

13. Monitoring

Measure	Target	Frequency	Owner	If not met
Patients with documents issued in time for travel	100%	Monthly	International patient coordinator	Escalate to medical director

14. Records

Record	Kept in	Retention
Record named in this document	Patient record or the area file	the period set by the facility’s records policy years

15. Training

- Staff are trained in this document at induction and refreshed each year, with a recorded competency check.

16. Related documents

ID	Title	Use
MTR-FRM-004	Travel document issued record	Record

17. Evidence

Reference	Note
E-009	Based on the WHO Patient Safety Curriculum Guide (2011) and the NICE guidance on venous thromboembolic diseases (NG158, 2020).
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

18. Change history

Version	Date	What changed	Approval
1.0	the date of approval	First version	set Expert Committee approval

E-learning for this document

- **Medical Tourism Coordination for Clinics** (AMB-24)

References

- Accréditation Sans Frontières (2026). ASF Policy Framework v1.2. (E-006)
- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)

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