

# Experience MALAYSIA HEALTHCARE

## Malaysia Healthcare Factsheet

*Facts and Figures on  
Malaysia's Healthcare Travel Industry*

# Introducing Malaysia Healthcare

## Malaysia Healthcare Travel Council

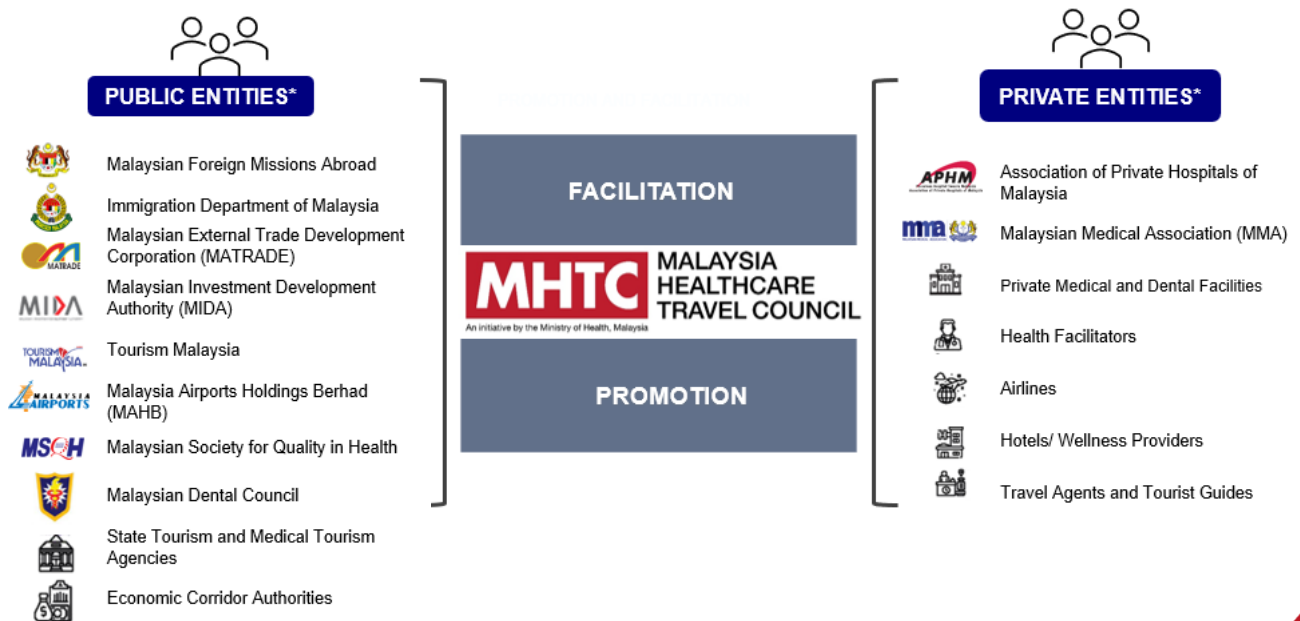
- Malaysia Healthcare Travel Council (MHTC) is an agency established under the purview of Ministry of Health Malaysia responsible for developing and nurturing the Malaysia Healthcare brand.
- MHTC facilitates and promotes the healthcare travel industry of Malaysia by coordinating industry collaborations and building valuable public-private partnerships, at home and abroad.
- MHTC aims to elevate the healthcare travel industry – through exemplifying best experience from all aspects, by having an active ecosystem, strong Malaysia Healthcare brand and market strategies.
- The Malaysia Healthcare brand aims to fulfil the aspirations of positioning Malaysia as the leading destination for healthcare.
- Malaysia’s healthcare travel industry is a significant ex



**MALAYSIA  
HEALTHCARE  
TRAVEL COUNCIL**



## Malaysia Healthcare Travel Council



## Internationally Accredited Healthcare Institutions

MHTC has **97 Member Facilities** (22 Elite Hospital Members | 62 Ordinary Hospital Members | 13 Affiliate Members) accredited by international bodies, committed to delivering high-quality healthcare services:

### MHTC Elite Members

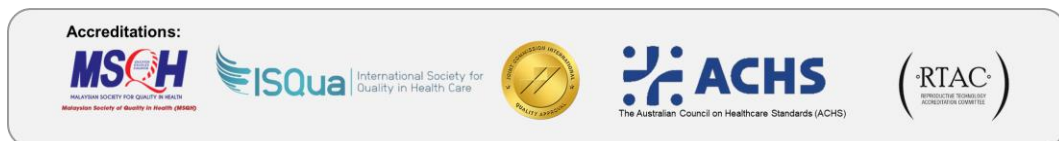


### MHTC Ordinary Members

- ALPS Medical Centre
- Alty Orthopaedic Hospital
- Artius Dental Specialist Center
- Aurelius Hospital Nilai
- Avisena Specialist Hospital
- Avisena Women's & Children's Specialist Hospital
- Bagan Specialist Centre
- Beacon Hospital
- Borneo Medical Centre
- Borneo Medical Centre (Miri)
- Bukit Tinggi Medical Centre
- Columbia Asia Hospital - Bukit Rimau
- Columbia Asia Hospital - Iskandar Puteri
- Columbia Asia Hospital - Petaling Jaya
- Damansara Specialist Hospital 2
- Ever Link Fertility Centre
- Gleneagles Hospital Kota Kinabalu
- Gleneagles Hospital Medini
- Golden Horses Health Sanctuary
- Hospital Pusrawi
- International Specialist Eye Centre (ISEC)
- Jesselton Medical Centre
- KL Fertility Centre
- KPJ Klang Specialist Hospital
- KPJ Miri Specialist Hospital
- KPJ Pahang Specialist Hospital
- KPJ Pasir Gudang Specialist Hospital
- KPJ Penang Specialist Hospital
- KPJ Perdana Specialist Hospital
- KPJ Perlis Specialist Hospital
- KPJ Pusat Pakar Mata Centre for Sight
- KPJ Puteri Specialist Hospital
- KPJ Sabah Specialist Hospital
- KPJ Sentosa KL Specialist Hospital
- KPJ Seremban Specialist Hospital
- Life Care Diagnostic Medical Centre
- Metro IVF @ Setiawalk
- Metro IVF Fertility Centre
- MSU Medical Centre
- National Sports Medicine Centre
- Normah Medical Specialist Centre
- OasisEye Specialists
- Optimax Eye Specialist Centre
- Oriental Melaka Straits Medical Centre
- Pantai Hospital Ayer Keroh
- Pantai Hospital Penang
- Pristine Dental Centre
- Putra Specialist Hospital (Melaka)
- ReGen Rehab Hospital
- SabahCare Fertility Centre
- Sophea Fertility Centre
- Sri Kota Specialist Medical Centre
- Sunway Medical Centre Penang
- Sunway Medical Centre Velocity
- Tawakkal Health Centre
- The Tun Hussein Onn National Eye Hospital (THONEH)
- TMC Fertility & Women's Specialist Centre (HQ)
- Topvision Eye Specialist Centre
- Tung Shin Hospital
- UCSI Hospital
- UKM Specialist Centre
- UM Specialist Centre (UMSC)

### MHTC Affiliate Members

- Bringtherere Global Holdings Sdn Bhd
- GC Butler Travel & Events Sdn Bhd
- Gotz Travel & Tours Sdn Bhd
- IMM Carehub
- International SOS
- Mayflower My 2nd Home (MM2H) Sdn Bhd
- Mount Trusmadi Travel & Tours Sdn Bhd
- Overseas Living (MM2H) Sdn Bhd
- PERKESO Rehabilitation Centre
- Resorts World Tours Sdn Bhd
- TRAINE Malaysia
- Travelvago Sdn Bhd
- WP Travel Sdn Bhd



The information is correct as of May 2023. Please refer to our website [www.mhtc.org.my/services/mhtc-partners](http://www.mhtc.org.my/services/mhtc-partners) for more details.

# Malaysia Healthcare, Providing the Best Healthcare Travel Experience

Quality	Affordability	Accessibility
<ul style="list-style-type: none"> <li>• Monitored and <b>regulated by Malaysia's Ministry of Health</b></li> <li>• <b>Accredited</b> by ISQQu, JCI, MSQH, RTAC, and other agencies</li> <li>• Patient safety strictly monitored under Malaysia's <b>Private Healthcare and Facilities Service Act (1998)</b></li> <li>• <b>Medical professionals trained in reputable</b> institutions worldwide (UK, USA, Australia, Malaysia, Europe)</li> <li>• <b>Evidence-based</b> clinical outcomes and <b>high success</b> rates for key treatments</li> <li>• Medical facilities equipped with <b>R&amp;D centres</b> and <b>regional training centres</b></li> </ul>	<ul style="list-style-type: none"> <li>• Healthcare costs monitored by Malaysia's Ministry of Health under <b>Medical Fees Schedule 13</b></li> <li>• Regulated charges ensure <b>fairness for both local and international</b> patients</li> <li>• Healthcare travelers can save <b>60-80% on treatment costs compared to the USA</b> (Patient Beyond Borders, 2019)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Excellent connectivity</b> infrastructure for easy access to Malaysia</li> <li>• Over 200 private hospitals available, ensuring <b>sufficient capacity</b> to serve international patients</li> <li>• <b>Minimal waiting time</b> to set appointments with specialists</li> </ul>

Communication	Hospitality
<ul style="list-style-type: none"> <li>• <b>Friendly and courteous culture</b> in Malaysia</li> <li>• <b>Popular travel destination</b> with diverse offerings (nature getaways, city-life escapades, shopping sprees, food hunting, and more!)</li> <li>• <b>Multilingual environment</b>, including English, Malay, standard Chinese dialects, Indian languages, and others</li> <li>• Accessible translators available</li> <li>• <b>Muslim-friendly with easily available halal</b> menus and prayer facilities</li> </ul>	<ul style="list-style-type: none"> <li>• Malaysia Healthcare ensures <b>quality care</b> for healthcare travellers through a <b>seamless end-to-end ecosystem</b>.</li> <li>• Aiding healthcare travellers <b>from inquiry to post-care</b> with excellent support.</li> <li>• <b>Concierge and Lounge service at KLIA – Terminal 1 &amp; Terminal 2, and PIA</b> assist healthcare travellers from aerobridge to customs to transportation or hospital/ lodging.</li> </ul>

## Healthcare Travellers Figures

### Healthcare Travellers Volume (2011 – 2022)

Year	Total Healthcare Travellers
2011	643,000
2012	728,000
2013	881,000
2014	882,000
2015	859,000
2016	921,000
2017	1,050,000
2018	1,200,000
2019	1,220,000
2020	689,000
2021	561,000
2022	850,000
2023	1,076,000

\*Note:  
 • Volume includes all service type i.e., inpatient, day care and outpatient

- Malaysia Healthcare Travel Council (MHTC) is the agency responsible for developing and nurturing the Malaysia Healthcare brand.
- MHTC facilitates and promotes the healthcare travel industry of Malaysia by coordinating industry collaborations and building valuable public-private partnerships, at home and abroad.
- MHTC aims to elevate the healthcare travel industry – through exemplifying best experience from all aspects, by having an active ecosystem, strong Malaysia Healthcare brand and market strategies.
- The Malaysia Healthcare brand aims to fulfil the aspirations of positioning Malaysia as the leading destination for healthcare.
- Malaysia’s healthcare travel industry is a significant export service for the country.

### Malaysia Healthcare Travel Council

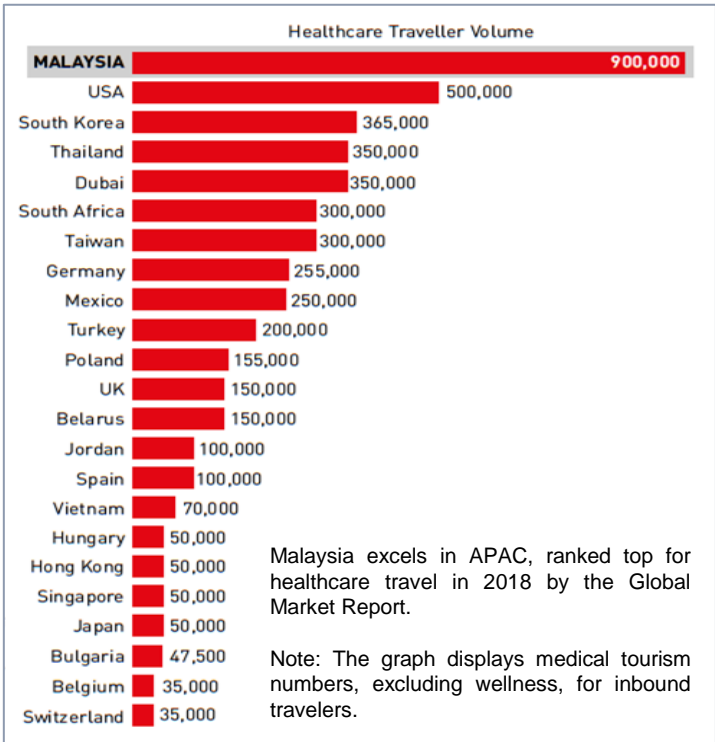


- In 2022, the industry earned RM1.3 billion due to recovery efforts. The MHTC is confident it can exceed the RM2.0 billion target earlier than expected as the industry continues to rebound.
- Projected recovery indicates Malaysia Healthcare could add RM10 billion to the economy by 2025. Our priority is to be the preferred safe and trusted destination for healthcare travelers..

\*Note: YTD 2022 (Jan-Dec) revenue is RM1.3 bil, as of data collection in February 2023.  
 MYR1 = USD0.222819 as at 15 Mar 2023.

Source: Malaysia Healthcare Travel Council (MHTC)

# Global Market Report



Source: Medical Tourism Facts and Figures 2018, International Medical Travel Journal ("IMTJ")



Source: Global Wellness Institute, 2020

## Medical Treatments Cost Comparison\* Between Healthcare Travel Destination Countries

**60%-80% Savings Compared to US**

Treatment	USA	Russia	South Korea	China
<b>CORONARY ARTERY BYPASS-GRAFT (CABG)</b>				
	\$20,000	\$33,000	\$29,000	\$54,500
<b>VALVE REPLACEMENT WITH BYPASS</b>				
	\$15,000	\$19,000	\$38,000	\$46,000
<b>TOTAL HIP REPLACEMENT</b>				
	\$12,500	\$16,500	\$21,600	\$21,400
<b>TOTAL KNEE REPLACEMENT</b>				
	\$7,800	\$13,200	\$16,250	\$19,200
<b>LAMINECTOMY</b>				
	\$14,250	\$16,000	\$24,200	\$27,800
<b>IVF CYCLE, EXCLUDING MEDICATION</b>				
	\$4,200	\$5,000	\$7,500	\$9,450

Treatment	USA	Russia	South Korea	China
<b>GASTRIC BYPASS</b>				
	\$9,250	\$12,600	\$14,500	\$14,800
<b>RHINOPLASTY</b>				
	\$2,800	\$1,600	\$3,800	\$3,500
<b>MINIMALLY INVASIVE SURGERY CORONARY ARTERY BYPASS GRAFT (MIS-CABG)</b>				
	\$17,500	\$40,000	\$32,000	\$60,000
<b>CORONARY ANGIOGRAM</b>				
	\$1,200	\$2,250	\$2,150	\$6,500
<b>PERCUTANEOUS TRANSLUMINAL CORONARY ANGIOPLASTY (PTCA) WITH 1 STENT</b>				
	\$6,500	\$10,600	\$17,700	\$12,200
<b>GASTROSCOPY (OGDS)</b>				
	\$260	\$600	\$720	\$800

\* Based on independent studies by Patients Beyond Borders and Malaysian Private Hospitals

# Top Treatments and Top Countries by Arrivals

Malaysia Healthcare welcomed over **10 million healthcare travellers** in the past decade, witnessing a **90% increase** in arrivals between 2011 - 2019. Some of the **most preferred treatments** and **top countries of arrival** are:

## MOST PREFERRED TREATMENTS\*



- The **types of procedures** sought after chiefly depend on the profiles of the patients (i.e., age, medical condition, cost preference, etc.).
- Malaysia also caters to a high number of international patients in urology, ophthalmology and gastroenterology

## TOP ARRIVAL COUNTRIES\*



- Malaysia Healthcare has identified **Indonesia, China, and Bangladesh** as core markets based on the volume of healthcare travellers, as well as growth potential of the respective markets.
- Malaysia Healthcare plans to increase its market penetration in those countries while aggressively raising the country's profile in secondary markets like Hong Kong, Cambodia, Vietnam, Singapore and Australia.

*\*Source: MHTC Informatics as of January 2023  
NOTE: The list of countries sorted alphabetically*

## Journey Ahead – 2023 and Beyond

### 2023 Target



Our current **target for 2023** is to **earn RM1.7 billion** in revenues, reaching the pre-pandemic achievement by 2023, one year ahead of the initial timeline set in the blueprint.



For us to reach the **RM1.7 billion by 2023** and **maintain our number 1 ranking**, we need to see concerted effort from **all players** including investments, tourism, healthcare, airlines etc. to come together to **continue positioning Malaysia** as a **SAFE and TRUSTED destination**, bringing us closer to achieving our **aspiration of providing the 'Best Healthcare Travel Experience' by 2025**.



MHTC is intensifying its efforts to **forge industry sustainability and resilience** to **raise the bar of excellence** in delivering **exceptional end-to-end services to patients**. With the cohesive efforts and collaboration from all stakeholders, MHTC aspires to **double the industry revenue by 2025**, maintaining the industry target of 26% CAGR.



Scan the QR code to download the **Malaysia Healthcare Chronicles** for more information about the industry's performance from 2011 – 2019

### The Malaysia Healthcare Travel Industry Blueprint 2021 - 2025

- Malaysia Healthcare remains committed to quality, accessible, and affordable care for global patients in a secure destination.
- We're steering sustainable growth with the 2021-2025 Healthcare Travel Blueprint, aiming for a superior experience by 2025.
- For these goals, three key pillars have been outlined to guide efforts;
  - The Healthcare Travel Ecosystem
  - The Malaysia Healthcare Brand
  - The Markets for Malaysia Healthcare.
- The blueprint focuses on recovery and growth for healthcare travel as a key export service. It outlines strategies for stakeholders with a focus on quality, affordability, and a seamless journey across the ecosystem.
- Aligned with the five-year Blueprint, initiatives evolve through Recovery (2021-2022) and Rebuild (2023-2025) phases.



Scan the QR code to download the **Malaysia Healthcare Industry Blueprint** more information about the industry's plans for 2021 – 2025



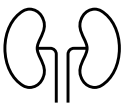
## Malaysia's Identity in the Healthcare Travel Landscape

### Cardiovascular



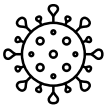
- Home to Southeast Asia's **leading cardiology** institutions
- **Training base** for international cardio field specialists
- Outstanding **clinical outcomes**

### Fertility



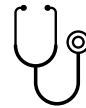
- High **success rates** for IVF treatments
  - Age <40 = **50% to 83%**
  - Age >40 = **50% to 68%**
- Expertly trained specialists
- World-class facilities

### Cancer Care Centre of Excellence



- **128** medical and clinical oncologists
- **Over 30 institutions** available to provide care for patients

### Premium Wellness Screenings



- Little to **no waiting time** for appointments
- **Fast turn-around** rate for test results
- Packages bundled with **premium wellness** experiences

### Dental Treatments



- **World-class** dental care standards
- **Cost effective** dental treatments

## Malaysia's Flagship Medical Tourism Hospital Programme

A globally renowned icon for healthcare travel delivering exceptional end-to-end patient experiences anchored upon outcome based medical service excellence and service excellence best practices.

### PROGRAMME ASPIRATION

To be the **Catalyst to Drive and Elevate Malaysia's Private Healthcare Services** and achieve the following goals:

- Recognise selected private hospitals to be Malaysia's Flagship Medical Tourism Hospital, at par with **renowned international hospitals**
- Elevate the hospital's profile to become an **icon of healthcare travel**, propelling Malaysia's profile in the global healthcare travel landscape
- Build a **competitive edge** for Malaysia as a formidable force in providing world-class medical tourism hospitals
- Encourage private hospitals to promote **evidence-based capabilities** which can improve overall quality of patient outcomes and care
- Optimise patient experience delivery, **improving patient safety** and **quality** of our **medical services**



Scan the QR code to learn more about Flagship Medical Tourism Hospital Programme

## Malaysia Healthcare Awards and Accolades

### Accreditations



ORGANIZATION ACCREDITED BY JOINT COMMISSION INTERNATIONAL

#### Joint Commission International (JCI)

An Independent, not-for-profit organisation, JCI identifies, measures, and shares best practices in quality and patient safety around the world.



THE AUSTRALIAN COUNCIL ON HEALTHCARE STANDARDS  
Inspiring Excellence in Healthcare

#### The Australian Council of Healthcare Standards

Australia's Independent, not-for-profit organisation Authorised accrediting agency by the Australian Commission on Safety and Quality in Health Care.



#### Reproductive Technology Accreditation Committee (RTAC)

The Reproductive Technology Accreditation Committee (RTAC) is a professional group of the Board of the Fertility Society of Australia charged with the responsibility of setting standards for the performance of ART through an audited Code of Practice.

### Global Accolades



Scan the QR code for more information about Malaysia Healthcare's awards and accolades

# Experience MALAYSIA HEALTHCARE

Begin your Malaysia Healthcare experience by scanning the QR Code below!



-  [malaysiahealthcare.org](https://www.malaysiahealthcare.org)
-  [malaysiahealthcare](https://www.instagram.com/malaysiahealthcare)
-  [Malaysia Healthcare Travel Council](https://www.linkedin.com/company/malaysia-healthcare-travel-council)
-  [malaysiahealthcare.org](https://www.malaysiahealthcare.org)