

# The Patients' Guide to



# Treatment Abroad<sup>®</sup>

helping you make the right choice

Autumn 2019

## Treatment abroad?

Find out if treatment abroad is right for you

## How much?

Compare the cost of treatment

## How to choose?

Advice on selecting a clinic

### Focus on...

Dental treatment  
Cosmetic surgery  
Fertility treatment

### Questions and answers...

Will the NHS fund my treatment?  
How much will it cost?

# Destination MALAYSIA: Where Health Takes Flight



## Quality

Malaysia's private hospitals are equipped with the latest cutting-edge medical technology, highly-trained medical professionals and feature pioneering services in areas such as cardiology, fertility and many others.



## Affordability

Medical fees are kept at a reasonable rate thanks to the stringent policies set by the Ministry of Health, Malaysia. This ensures that top-quality healthcare remains accessible for everyone.



## Accessibility

International patients can call or email from the comfort of their home to make an appointment, then hop on a flight the very next day to see the doctor of their choice.

Healthcare in Malaysia is a world-class service. Winning numerous prestigious accolades in healthcare travel, the nation and its highly-acclaimed private hospitals have swept up prized recognition from all over the world, including:

- International Medical Travel Journal, Medical Travel Awards
- Asia Pacific Healthcare & Medical Tourism Awards
- International Living (Global Retirement Index)
- Global Health & Travel Consumers Choice Awards

Healthcare travellers love Malaysia Healthcare for the **affordability**, easy **accessibility**, and world-class **quality** offerings of its healthcare services. For patients within the ASEAN region, access to Malaysia's many internationally trained specialists require little effort.

01

## Pick a Hospital

We have 79 member hospitals to choose from!

79

Hospitals in Malaysia are equipped with the most state-of-the-art equipment, with many internationally and locally trained resident doctors. Top private hospitals are also accredited by international organisations, such as the Joint Commission International (JCI), Australian Council on Healthcare Standards (ACHS) and the Malaysian Society for Quality in Healthcare (MSQH).

02

## Medical Insurance

Healthcare travellers should check with their medical insurance providers to see if their policy extends to include medical coverage in Malaysia. Malaysia Healthcare partners with a wide range of insurance and credit card providers in Southeast Asia, allowing policy holders to seek healthcare treatment in Malaysia.



05

We're with you every step of the way

## Meet and Greet Service (MGS)

This service showcases Malaysian hospitality to healthcare travellers upon their arrival via international airports in Kuala Lumpur and Penang. By pre-booking this service, healthcare travellers will be greeted by the MGS at the aerobridge, escorted through expedited passport and customs control and



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## Holiday

Rich in history and with an abundance of natural wonders, Malaysia offers a myriad of unique experiences and exciting activities. Healthcare travellers can embrace the outdoors as they unravel the charm and mystery of Malaysia. Travellers can enjoy an array of cheerful activities coupled with countless shopping promotions! Enthralling music festivals, light shows, and other glorious cultural happenings await even the most seasoned traveller here in Malaysia.



04

## Travel with Ease

It can be exciting to visit new places, no matter how experienced a traveller is! With Malaysia Healthcare facilitating a healthcare traveller's journey, the trip can be so much easier. Travellers can look forward to a great trip as Malaysia Healthcare will assist them through:

- Planning and booking of medical appointments and accommodation
- Fast-track passport, immigration and custom clearance upon arrival
- Transfers between the airport and hotel/ hospital



03

Welcome!

Selamat Datang!

வருக!

欢迎!

## Language

Travellers will find that many Malaysians speak English, alongside other common Asian languages, such as Mandarin, Cantonese, Bahasa Indonesia, Tamil and Hindi.



Let's get planning!

www.medicaltourismmalaysia.com  
f t i /mhtcmalaysia @ MalaysiaHealthcare

# Is treatment abroad right for you?

Medical tourism offers the advantages of saving money and getting the treatment you need without waiting, while at the same time giving you the opportunity to experience a different country. The medical tourism market is expanding all the time, as political and economic situations change across the world. New destinations often provide highly competitive prices to help them break into the market.

However, it is not for everyone and you need to think carefully about the positives and negatives before you decide to go ahead. You need to consider a number of factors, including being away from your home and family at an especially vulnerable time. If you do feel it could be right for you, then there are a number of things to consider.

To help you make an informed decision, you need to get as much information as possible. You can find out about treatment abroad in many different ways, including:

- Read reviews of different countries and clinics on the internet, and on sites such as TreatmentAbroad

([www.treatmentabroad.com](http://www.treatmentabroad.com)) and Medical Tourism Reviews (<https://reviews.treatmentabroad.com>)

- Talk to people who have travelled abroad for treatment and ask about their experiences, both positive and negative
- Look out for reports in the media covering the experiences of the medical tourism patient

## What to consider when planning treatment abroad

To make an informed decision, it is important to find out as much as you can about the treatment or surgery you are planning to have abroad. This will help you to understand the services on offer at different clinics, and how appropriate it is to travel to your chosen country for your treatment.

To help you make the right choice, you should consider:

- How long do you want to go away for and how far are you prepared to travel?
- Will you be comfortable on a long flight with your condition, or with flying just a

couple of weeks after surgery? Would your doctor deem you fit to travel and not running a high risk of DVT (Deep Vein Thrombosis)?

- Will you have to go alone, or will a close friend or family member be able to accompany you?
- Can you be flexible with your schedule if you have to stay longer due to complications?
- Does your treatment normally require follow ups or further treatment, requiring further travel? Or is this follow up care available at home?
- What are your personal priorities and is the lowest price more important than the highest quality?

## Compare like for like

Compare all providers on a like for like basis, looking at not only treatment costs and availability, but also the cost of travel and accommodation, the qualifications and experience of the staff and the standard of facilities at the clinic.

You can compare prices and assess the services, treatments, costs and staff credentials of different providers in

different countries by using the Treatment Abroad website at [www.treatmentabroad.com](http://www.treatmentabroad.com).

It is important to remember that however tantalising the idea of having your treatment in an exotic country like Thailand or South Africa may sound, you should never let the allure of a destination become more important than the quality and safety levels for your chosen treatment in that country.

## Choosing your medical tourism destination

The medical tourism market has grown rapidly in recent years, giving you a huge number of countries and clinics to choose from, ranging from nearby European cities to more exotic destinations half way round the world. Each has its advantages and its drawbacks, so it is important that you do your research thoroughly before making your choice.

Each country has different standards, costs and areas of expertise. For example, within Europe, Poland, Hungary and Croatia have an excellent reputation for low cost dentistry, Spain offers specialist

fertility treatments, while Belgium is known for affordable obesity surgery.

And you do not have to restrict yourself to Europe. Even with the price of flights and accommodation in exotic places such as Malaysia and Thailand, the savings on your treatment costs can still be enough to make the whole trip cheaper than having the same procedure in the UK.

## Factors to consider when choosing your destination include:

- Is your chosen procedure available in that country?
- What are the safety standards like and how rigorously are they enforced?
- How much does it cost to get there and how long is the flight?
- What are the local costs, such as meals, transport and hotels?
- How easy is it to travel around, and how safe is it to do so?
- When is the country's high season, and when is it cheaper to travel there?
- What is the country's weather like and when is it most comfortable to visit?

- Is English widely spoken and are you likely to be understood?

## Choosing a clinic

Once you have chosen your country, there are two routes to finding a clinic. Either you can research the available clinics yourself, using the internet or by calling them directly, or you can use a medical tourism broker (or agency or facilitator), who may find the most appropriate clinics for you, as well as arranging all your travel and accommodation.

If you are going directly to the hospitals and clinics, you need to find out as much information about the healthcare provider as possible.

Ask for any literature and brochures they have, as well as details of the background and qualifications of the consultants, surgeons and medical staff.

You should also find out as much as you can about the clinic from independent sources, such as online forums and independent review sites.

# Typical costs of treatment abroad



## Working out the cost of treatment abroad

Low treatment costs are the main reason that most people travel abroad for treatment. With prices as low as 20% of the cost of treatment in the UK, there are significant savings to be made. However, you need to be careful to include all the costs of your trip when making a comparison.

The full cost of your treatment overseas not only includes the cost of the treatment or operation, but also all of the other costs of your trip, including:

- Flights and transfers
- Hotel accommodation and meals
- Insurance (Standard travel insurance will not cover you for treatment overseas and so you will need to pay extra for specialist healthcare tourism insurance)

The actual cost of treatment varies widely across the world, depending on the local

economy. In developing countries, such as India, or emerging Eastern European states, the cost of living is still very low.

Clinics have lower operating costs and pay lower salaries than their Western European counterparts, which means they can charge less for private treatment.

### Know what you're paying for

When shopping around, it is important to know what is included in any treatment costs quoted, as a low headline price can soon climb if extras are added. Always ask for an all-inclusive price and make sure that you understand what exactly is included.

Set prices vary from provider to provider but they typically include surgeon fees, hospital fees, medical team, hospital meals, laboratory tests, anaesthesia, implants (if required), all consultations, transfers and take home medication.

You should be clear who pays for what if

something goes wrong. Will the clinic cover just the cost of further treatment, or will they pay your additional hotel and living expenses?

### Using a medical tourism agency or facilitator

A medical tourism broker or agent will provide a complete package, including all the different elements listed, making it much easier to directly compare total treatment costs.

Despite the work that they do on your behalf, it may actually work out cheaper to use a broker than to arrange the package yourself, as brokers have access to bulk deals and prices that are not available to the general public.

Some brokers will provide a complete package for an all inclusive price, including airport transfers, accommodation and sightseeing trips.

### Typical prices for treatment abroad

The best prices for different treatments are often found in different locations. No single country has the best prices across the board. For example:

- A single cycle of fertility treatment can cost over £3,750 in the UK, but as little as £1,500 in Hungary
- Rhinoplasty (a nose job) typically costs around £3,800 in the UK but just £1,200 in Poland
- Dental implants can cost over £2,000 in the UK but can be found using the same high quality materials in Eastern Europe for £500

#### COSMETIC SURGERY

Breast enlargement		Facelift	
UK	£4,628	UK	£6,058
Belgium	£2,350	France	£5,000
Czech Republic	£2,215	Malaysia	£3,776
Spain	£3,646	Poland	£2,988
Turkey	£2,550	Spain	£4,369

#### DENTAL TREATMENT

Dental implant		Root canal	
UK	£1,588	UK	£2,413
Croatia	£667	Hungary	£110
Hungary	£484	India	£71
Romania	£415	Poland	£100
Turkey	£571	Spain	£184

#### ORTHOPAEDIC SURGERY

Hip replacement		Knee replacement	
UK	£10,761	UK	£11,434
Croatia	£7,700	Belgium	£9,860
Hungary	£3,645	Croatia	£7,000
Malaysia	£4,112	Lithuania	£7,700
Spain	£10,000	Malaysia	£5,914

#### EYE SURGERY      FERTILITY TREATMENT      OBESITY SURGERY

Cataract surgery		IVF		Gastric bypass	
UK	£2,436	UK	£3,750	UK	£10,495
Croatia	£1,075	Czech Republic	£1,900	Greece	£5,500
Cyprus	£1,250	Greece	£2,150	Poland	£5,990
Poland	£1,200	Spain	£3,632	Turkey	£6,125
Spain	£1,633	Malaysia	£2,500	UAE	£7,700