

19th August 2020

HOLDING STATEMENT MALAYSIA HEALTHCARE TRAVEL COUNCIL

Malaysia Healthcare commits to national safety through stringent SOPs.

Malaysia Healthcare Travel Council (MHTC) is committed in upholding the safety of Malaysians through exemplification of pandemic management best practices to curb the spread of COVID-19.

Following the successful management of COVID-19, on 30th June 2020, the Senior Minister for Security, Ismail Sabri Yaakob, had announced the green light for a medical travel bubble beginning 1st July 2020, which is subjected to stringent Standard Operating Procedures (SOPs). This decision was made following a 3-month long process of developing [SOPs](#) that would protect the nation, our frontliners as well as our incoming patients from abroad.

From the start, we have been transparent regarding the SOPs for healthcare traveller entry into Malaysia seeking healthcare treatments (Please refer to the attached SOPs):

- All healthcare travellers must secure treatment appointments with MHTC Member Hospitals before travelling to Malaysia.
- The hospital will apply for 'Permission to Enter Malaysia for Treatments' with MHTC on the patient's behalf.
- Entry of healthcare travellers will be subject to Immigration approval facilitated by MHTC.
- All healthcare travellers and their companions will undergo an isolation of 14 days at any MHTC member hospital in Malaysia according to the hospital's internal isolation protocol.
- All healthcare travellers will also need to undergo compulsory COVID-19 PCR tests that will be conducted at three separate time periods, namely, three days before entry, upon arrival, and on day 13 of their isolation in Malaysia.
- Only one companion is allowed per adult healthcare traveller, however, patients under 12 years old and paediatric patients can be accompanied by two companions. (Please see image below).

Out of 76 MHTC member hospitals, a total of [15 hospitals](#), with strict internal SOPs are currently involved in treating healthcare travellers.

Failure to comply with the SOPs will result in the termination of the healthcare traveller's application. MHTC stands guided by the SOPs which have been approved by the Federal Government. We will continue working together with state technical teams to exemplify safety measures for the locals,

while adhering to the Federal Government's direction, which ultimately prioritises the safety of our nation first.

To date (19 August 2020), only 10% from over 250 enquiries for immediate medical attention received since 1st July 2020 have been approved. As of yesterday, 16 healthcare travellers have entered Malaysia for healthcare treatment, three (3) of whom who have returned home safely after completing treatment. Patients who are receiving treatment in Malaysia currently are here mostly for oncology treatments, surgeries and other pertinent medical attention needs.

MHTC assures that the first batch of three (3) healthcare travellers to Penang adhered to the stringent SOPs which have been developed by the Ministry of Health and approved by the National Security Council. These healthcare travellers and companions have tested negative for COVID-19 three days prior to their date of departure, tested negative upon arrival in Malaysia and are currently undergoing their 14-day quarantine according to the internal SOP of their chosen institution.

In 2019, Malaysia Healthcare received 1.3 million healthcare travellers. From January 2020 until the Movement Control Order (MCO) was implemented, over 300,000 healthcare travellers have sought medical treatment in Malaysia. Since the MCO was implemented, we have received continual enquiries from our patients abroad, especially from those in dire need of medical attention. Malaysia Healthcare deeply understands our healthcare travellers' urgent medical needs, and very much values the trust placed in the quality and accessibility of our healthcare services. While we strive to flatten the COVID-19 curve further in Malaysia, we will endeavour to deliver continuum of world-class quality services to our healthcare travellers through a safe process.

Malaysia has been ranked second in the fight against COVID-19 (according to a Japanese think tank). With that, Malaysia's good governance and successful management of the pandemic have given us a foothold to begin revitalising the nation's economy and protect the jobs of Malaysians as well. MHTC stands in solidarity with Malaysia to ensure the safety of the nation while reviving the nation's economy in a safe and secure manner.

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Pre Arrival

HEALTHCARE TRAVELLER REQUIREMENT



Schedule for treatment with a private hospital registered as a member of the Malaysia Healthcare Travel Council (MHTC) and request a Doctor's Letter from your doctor.



Upon successful application, an Entry Approval Letter will be issued by MHTC which will be sent to you via the hospital.



Submit the required documents to the selected hospital and apply for Permission to Enter Malaysia for Medical Treatment to the hospital.



Apply for a visa (if applicable) for yourself and your companion and make the necessary arrangements for air transportation after receiving the Entry Approval Letter from the hospital.



The application will be submitted to MHTC by the member hospital of your choice.



Both the Healthcare Traveller and companion must undergo the COVID-19 PCR test (round 1) at MHTC recognised testing centres three (3) days prior to the arrival date into Malaysia.

From Arrival until Completion of Treatment

HEALTHCARE TRAVELLER REQUIREMENT



The Healthcare Traveller and companion will be greeted and assisted by the Malaysia Healthcare Concierge and Lounge (MCL) representative upon arrival.



The Hospital Registration and admission process will be done upon arrival at the hospital.



The MCL representative will require the following documents from you as part of the immigration procedure:



Both the Healthcare Traveller and companion must undergo a COVID-19 PCR test (Round 2) at the hospital.

- Passport copy of Healthcare Traveller AND companion (valid 6 months);
- Visa for both healthcare traveller AND companion (if applicable)
- Test results from the COVID-19 PCR test (Round 1) for both the Healthcare Traveller and companion.
- Doctor's Letter from your doctor issued by the receiving hospital.
- Entry Approval Letter from Malaysia Healthcare Travel Council (MHTC)



A mandatory 14-day isolation period must be adhered to at the hospital by the patient and companion. The treatment procedures can be done during this period subject to the hospital's discretion.



Undergo a COVID-19 PCR test (Round 3) on Day-13 of the isolation period.



Once treatment and isolation period is completed, the Healthcare Traveller and companion may depart back to their home country*.

*The Healthcare Traveller and companion are responsible to check entry restrictions and adhere to the regulations imposed by the receiving country.

IMPORTANT CHECKLIST



Only one (1) companion* is allowed per Healthcare Traveller.
*For Healthcare Travellers below twelve (12) years old, a maximum of two (2) companions are allowed.



Inform the hospital of your travelling details.



Check, understand, and comply with entry requirements or restrictions and any other Standard Operating Procedures (SOP) enforced in Malaysia before departure.



Download the "MySejahtera" app (available on Android and iOS devices) and register before departure or upon arrival in Malaysia.



Print the following documents before travelling:

- Doctor's Letter from your doctor issued by the receiving hospital.
- Entry Approval Letter from Malaysia Healthcare Travel Council (MHTC).
- COVID-19 PCR test (Round 1) results for the Healthcare Traveller and companion(s).



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