

Medical Facilitators: Paving the Way for International Patients to Partners HealthCare Hospitals



FOUNDING MEMBERS



MASSACHUSETTS
GENERAL HOSPITAL



BRIGHAM AND
WOMEN'S HOSPITAL



DANA-FARBER
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McLean HOSPITAL
A HARVARD MEDICAL SCHOOL AFFILIATE



SPAULDING
REHABILITATION NETWORK



HARVARD MEDICAL SCHOOL
AFFILIATE

Patients are our priority.

Ensuring an efficient referral process for international patients seeking care abroad is at the heart of what we do. Our hospitals not only deliver expert medical care, but they strive to make the patient experience as minimally stressful and as satisfying as possible.

Like-minded partners are key.

A patient's journey from their hometown to our hospitals and then back home again is not easy - it's often full of uncertainties such as how to secure a visa, how to schedule an appointment and where to stay during his or her time in Boston, among many others. That's where our relationships with medical facilitators come in. Medical facilitators are an individual or a group of individuals that help coordinate all aspects of a patient's journey to receive out-of-country care at every stage - from initial request, until they return home for possible follow-up care.

For that reason, Partners HealthCare International (PHI) has formed collaborative and mutually beneficial, or "preferred," relationships with organizations that help facilitate international patient care to Partners hospitals. Our preferred medical facilitators are like-minded organizations that have a passion and priority for ensuring patients are appropriately evaluated to receive care in the United States before traveling and that their path to that care is made as seamless as possible. Preferred referral organizations coordinate every step from translation of a patient's medical records to arrangement of a patient's transportation to and from his or her appointment.

Benefits of Working with PHI as a Medical Facilitator

Referral organizations who partner with PHI have exclusive* access to programs, products and other initiatives to ensure:

- Official association with PHI
- An efficient pathway to Partners' Harvard Medical School-affiliated hospitals
- Use of Name and Branding
- Marketing and promotion assistance
- PHI Trainings on hospital-specific services and products

*according to contractual agreement with PHI

CASE STUDY

Saint Lucia Consulting: A Model Preferred Medical Facilitator Relationship

In 2010, Partners HealthCare International (PHI) and Beijing-based, Saint Lucia Consulting Pty. Ltd. (SLC), formed a preferred partnership. Since that time, SLC has provided a gateway for patients in Beijing and other areas in China to the most advanced health care available.

SLC started with a few clients when they opened their doors for business, but once they established a preferred partnership with PHI, their client base increased to 100, a number that has since nearly doubled. Since the SLC/PHI relationship began, Brigham and Women's Hospital and Massachusetts General Hospital have become the leading referral destinations for SLC patients. SLC continues to benefit from its relationship with PHI:

- Has held numerous joint-speaking and press opportunities that included both SLC and PHI leadership to promote referral services in the China market
- Has experienced tremendous internal team growth, including the launch of a new office in Shanghai in 2014
- Special joint marketing services, including co-branded brochures and plaques
- Launch of special joint programs targeted to the Chinese market (i.e. the Cancer Evaluation Service). The Cancer Evaluation Service is the only program of its kind in the United States and is exclusively offered to PHI's preferred referral partners at an attractive pre-determined cost for cancer with one of five malignancies -- breast, gastrointestinal, genitourinary, gynecologic and thoracic

