

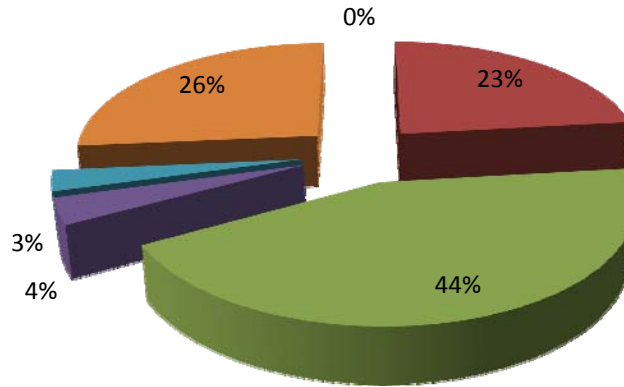


## Medical Tourism Association Bumrungrad Hospital Survey May 1<sup>st</sup> 2009

Medical Tourism  
M A G A Z I N E

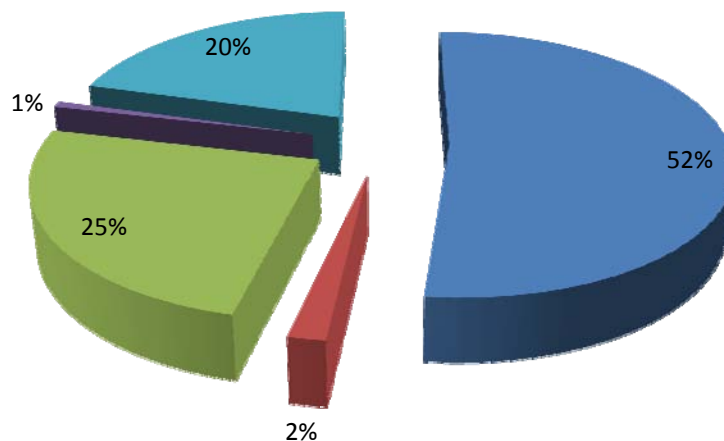
1.) How did you find out about medical tourism (traveling internationally for medical care)?

■ Book ■ Internet ■ Friend ■ Newspaper, Magazine, or TV ■ My Doctor ■ Other



2.) How did you research your information for medical tourism on country destinations and hospitals?

■ Internet ■ Books, Magazines ■ Asked a Friend ■ Medical Tourism Facilitator ■ Other

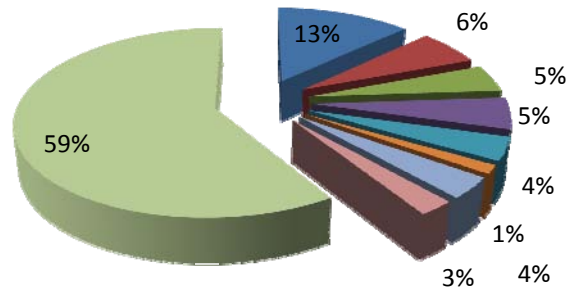
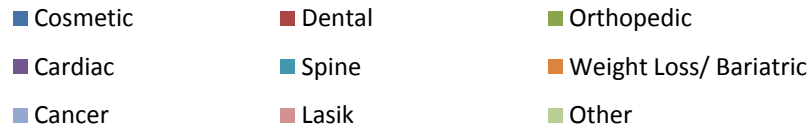




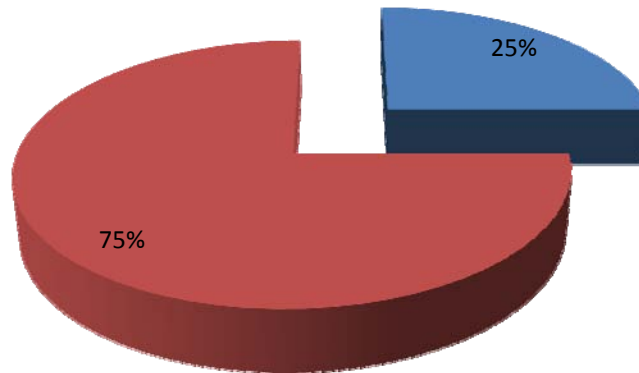
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3.) What type of procedure did you travel for?



4.) Did you travel alone or with a companion?

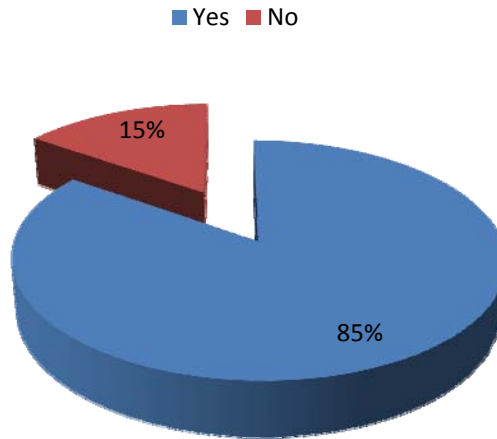




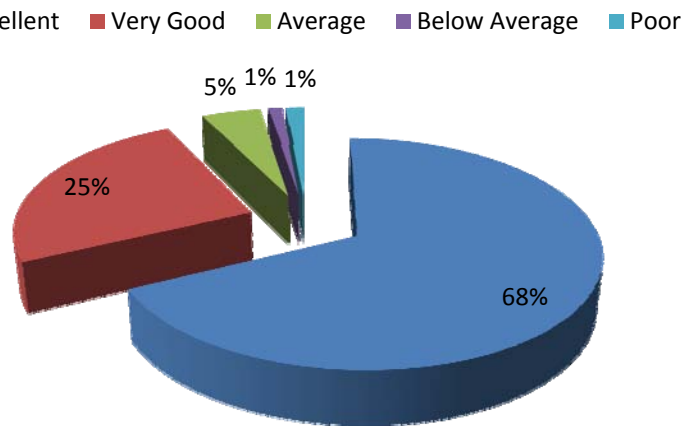
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Medical Tourism  
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5.) Did you or your companion do any tourism such as site seeing, shopping, eating dinner or a lunch out of the hospital or hotel or enjoying the local culture?



6.) How would you rate the hospital you received medical care at?

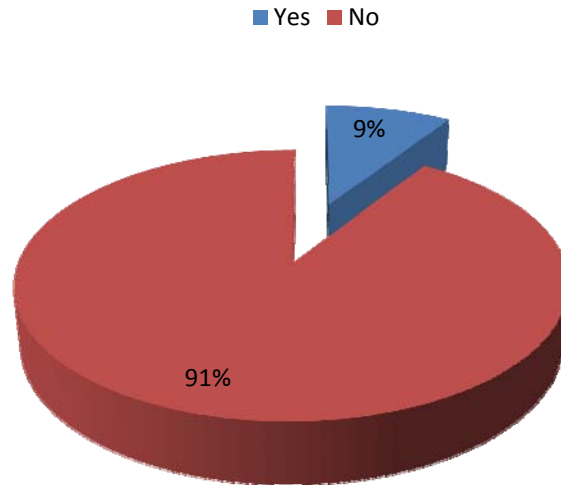




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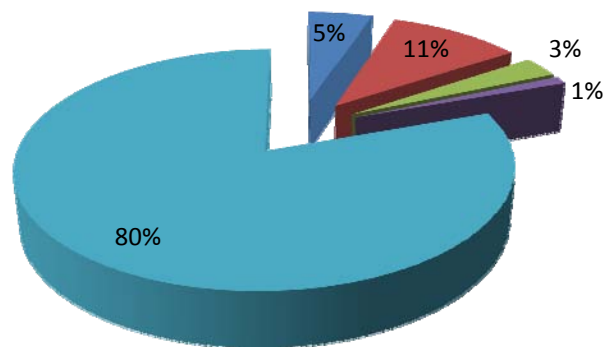
Medical Tourism  
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7.) Did you use a medical tourism facilitator (a company that was an intermediary and helped coordinate your care)?



8.) How helpful did you find the medical tourism facilitator?

■ Extremely Helpful ■ Helpful ■ Somewhat Helpful ■ Not Helpful ■ Not Applicable



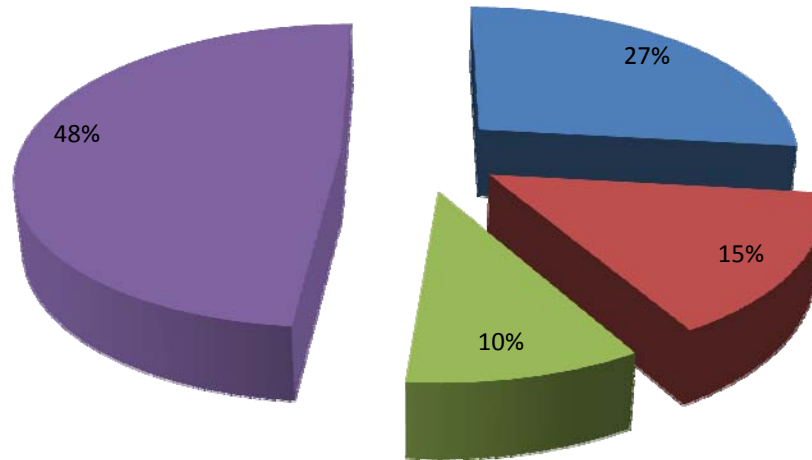


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Medical Tourism  
M A G A Z I N E

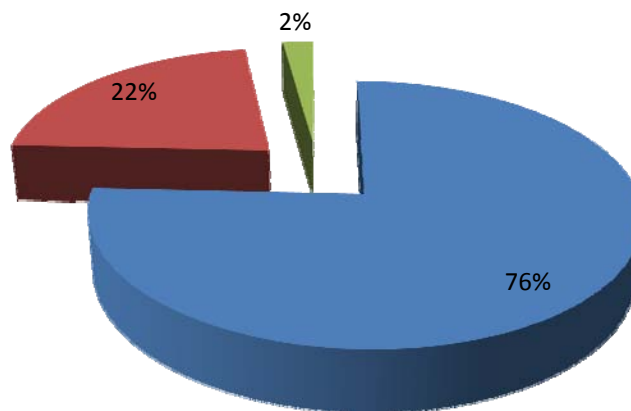
9.) Would you recommend a future patient to use a medical tourism facilitator?

■ Yes ■ Maybe ■ No ■ Not Applicable



11.) Was there a language barrier or communication problem at the hospital?

■ Not at all  
■ Occasional problems, but did not significantly affect my experience  
■ Yes, significantly affected my experience

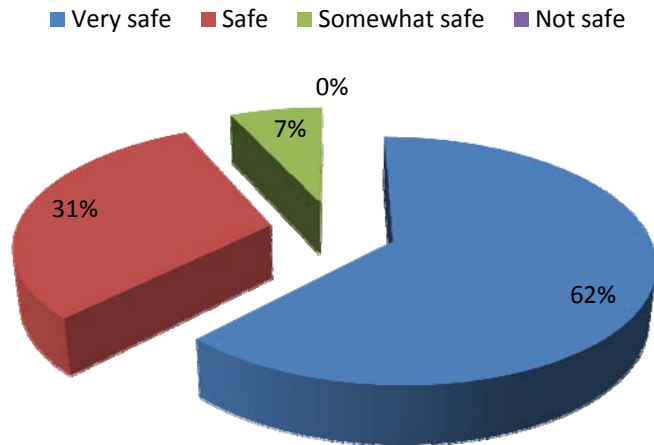




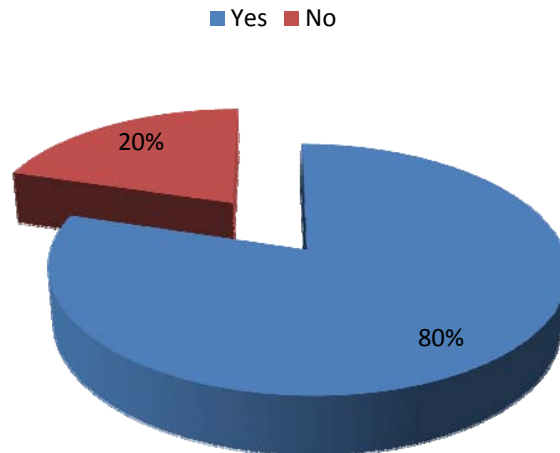
## Medical Tourism Association Bumrungrad Hospital Survey May 1<sup>st</sup> 2009

Medical Tourism  
M A G A Z I N E

12.) Did you feel safe overseas?



13.) Do you feel the service you received was more personalized than in the US?

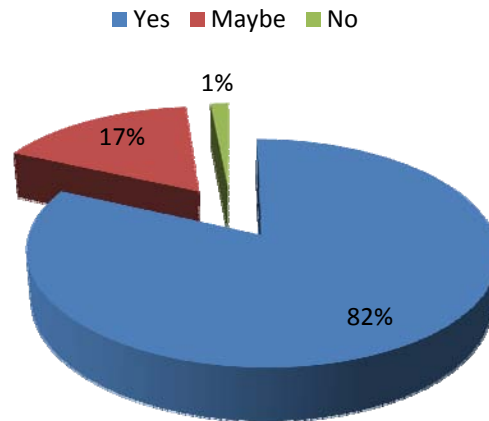




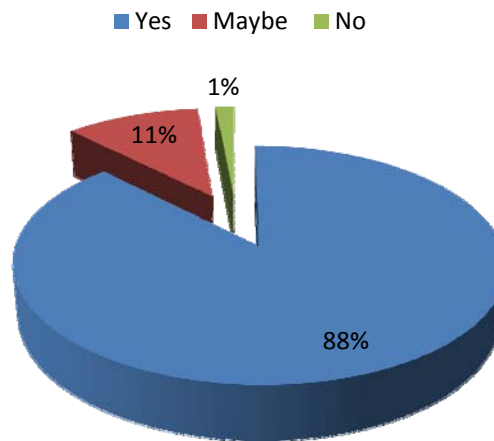
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Medical Tourism  
M A G A Z I N E

14.) Would you recommend a friend, relative or acquaintance to travel internationally for medical care?



15.) Would you travel internationally again for medical care?

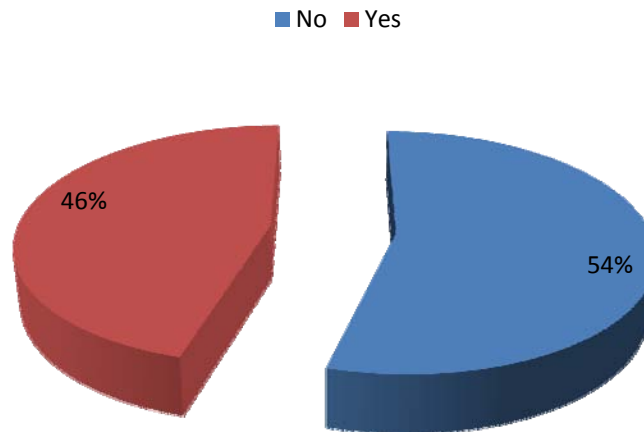




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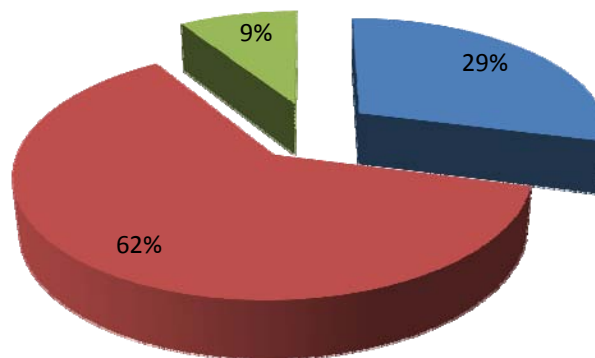
MedicalTourism  
M A G A Z I N E

16.) Did you have health insurance when you traveled internationally for medical care?



17.) Did hospital accreditation play a role in your choice to travel internationally?

■ No ■ Yes ■ I do not know what accreditation means



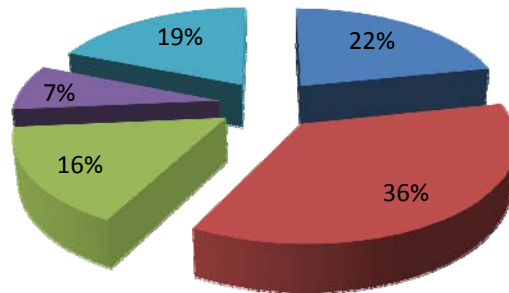


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Medical Tourism  
M A G A Z I N E

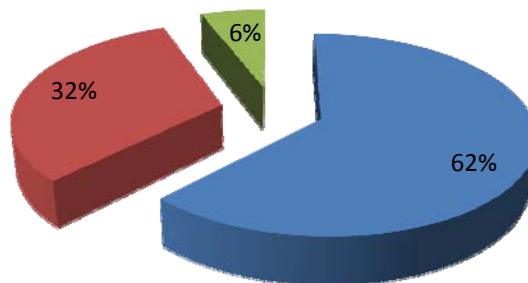
17. How important was the hospitals accreditation in your decision to go overseas?

- The most important factor
- Important
- Somewhat important
- Not Important
- Not Applicable



18.) Do you feel your overall medical experience was?

- Better than it would have been in the USA
- Equal to it would have been in the USA
- Worse than it would have been in the USA





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Medical Tourism  
M A G A Z I N E

19.) Were you concerned about medical malpractice and the possibility of having to sue in a foreign country in the event of an adverse result?

■ Yes, I was concerned    ■ I was not concerned at all    ■ It was a small concern

