1. What is your view of medical tourism?

- Extremely Positive: 89%
- Positive: 11%
- Not Positive: 0%

2. Do you feel optimistic about the growth of Medical Tourism over the next 5 years?

- Yes, very much so: 80%
- Somewhat optimistic: 20%
- Not really optimistic: 0%
- Not really: 0%
3. Are you currently marketing your hospital’s services internationally?

No 0%

Yes 100%

4. Do you work with medical tourism facilitators (companies that send you patients internationally)?

No 0%

Yes 100%
5. Do you currently have an international patient department, international patient coordinator or office dedicated to assisting international patients?

[Diagram showing 80% Yes, 20% No]

7. If you answered NO to the previous question, do you plan on creating an international patient office in the near future?

[Diagram showing 20% Yes, 20% No, 60% Not Applicable]
8. Are you seeing an increased number of medical tourists in 2009 compared to the same time last year?

9. What was your percentage increase in overseas patients from 2007 to 2008?
10. Is treating medical tourism patients profitable?

- Yes: 80%
- Not Sure: 20%
- No: 0%

11. What are the top six medical procedures patients are traveling to your hospital for?

- Cosmetic: 27%
- Orthopedic: 20%
- Weightloss: 14%
- Heart Surgery: 13%
- Check-up: 13%
- Gynecology: 13%
12. Do you feel the current economic crisis in the U.S. will benefit your hospital?

- Yes: 16%
- Not Sure: 49%
- No: 16%
- 4th Qtr: 19%

13. Rank from 1-3 where most of your overseas patients are currently coming from? (1 being the majority)

- Asia: 43%
- Eastern Europe: 14%
- Canada: 14%
- Middle East: 14%
- North America: 15%
- Western Europe: 0%
- Other: 0%
- Central and South America: 0%
14. Where is the next emerging market from which you expect the most patients?

- North America: 15%
- Central and South America: 14%
- UK: 14%
- Eastern Europe: 29%
- Western Europe: 14%
- Not Sure: 14%

15. What percentage of your doctors and nurses speak English?

- 0% - 10%: 0%
- 10% - 30%: 0%
- 30% or More: 60%
- 60% or More: 20%
- 80% or More: 80%
- Not Sure: 0%
16. Do you believe you offer an equal quality of care as in the USA, Canada and the UK?

- Yes: 100%
- Maybe: 0%
- No: 0%

17. What is your average patient to nurse ratio?

- Less than 4 to 1: 65%
- Less than 12 to 1: 16%
- Less than 8 to 1: 0%
- Other: 19%
18. What type of accreditation does your hospital possess?

- JCI: 80%
- ISO: 0%
- Not Applicable: 20%
- Other: 0%

19. If you do not have accreditation, are you considering getting it in the future?

- Yes: 20%
- No: 0%
- Not Applicable: 80%
20. How are you addressing legal liability?

21. Do you see aftercare as a big issue with patients, facilitators and insurance companies?
22. Are you addressing the after care and continuation of care issues and communicating with the patient’s domestic doctor?

23. Do you have any interest in offering complication insurance to your international patients?
24. What type of aftercare facilities do you send patients to?

- Domestic Doctor 33%
- Depends on their needs 17%
- Recovery retreats 50%

25. Do you pay commissions to medical tourism facilitators?

- Yes 100%
- No 0%
26. If you answered Yes to the above question, what percentage commission do you pay?

- Varies 20%
- 10% to 15% 60%
- 10% 20%

27. What type of marketing do you do to attract international patients and what percentage of your marketing falls into each category?

- Internet 33%
- TV 17%
- Radio 8%
- Direct Mailing 17%
- Conferences 25%
28. From where do most of your patients get to you and what percentage come from each category?

- Conference: 40%
- Internet: 40%
- Radio: 10%
- Direct Mailing: 10%
- TV: 0%

29. Do you plan on attending or exhibiting at a Medical Tourism conference in the next two years?

- Yes: 33%
- Not Sure: 50%
- No: 17%
30. Are you using an electronic patient management system to handle patient flow?

- Yes: 60%
- No: 40%