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MEDIA RELEASE
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The First Medical Tourism Concierge and Lounge in Malaysia *Seamless Service for Medical Tourists*

Putrajaya, 29th April 2013 - The first of its kind MHTC Concierge and Lounge 2013 is set-up at the Kuala Lumpur International Arrival Hall for a seamless healthcare travel experience for both the medical tourists and patients alike. This one-stop-centre will add a further boost to the developing medical tourism industry in this region; providing medical tourist a seamless healthcare travel experience. An effort initiated by the Malaysia Healthcare Travel Council (MHTC), this Concierge and Lounge is officially launched at the Kuala Lumpur International Airport by the Honourable Chief Secretary to the Government, Dato' Sri Dr Ali bin Hamsa.

Supported by Malaysia's Ministry of Health, the MHTC Concierge and Lounge is certainly a milestone achievement for us as it is the first point of contact for medical tourists upon their arrival to our country. Thus, giving much assurance to the medical travellers' and providing easy access to all their medical tourism enquiries for a comfortable and fruitful stay in Malaysia.

The MHTC Concierge and Lounge began operation on the 01st of April 2013 and the main purpose is to disseminate and facilitate healthcare services information as well as questions pertaining to transportation, accommodation and travel within Malaysia. The MHTC Concierge and Lounge is also integrated with our call centre, the MHTC Careline (+ 603 272 68 688) which operates from Mondays to Fridays; 9.00am to 6.00pm to assist with all medical and travel enquiries. A team of dedicated medical personnel will assist and facilitate all medical travel inquiries from providing information pertaining to treatment centres to certified doctors, treatment available and even up to assisting with the appointment requests with participating hospitals.

In 2009, under the patronage of MHTC, there were only 35 hospitals that were registered to promote medical tourism. This figure has grown to 72 today which mean more healthcare facilities in Malaysia are becoming ready to cater to international patients. Malaysia received 392,000 healthcare travellers in 2010 and the number grew to 671,000 in 2012, a remarkable accumulated growth rate of 63% in the last three years. There is growing demand in healthcare tourism in this region due to its value-for-money, high quality care and competitive pricing. In terms of total

revenue generated, it grew from RM379million in 2010 to RM 594 million in 2012, with an accumulated growth rate of 51% for the same period.

The top ten countries from which most of the medical travellers come from are Indonesia, India, Japan, China, Bangladesh, United Kingdom, Nepal, Australia, USA and the Middle East. At the official opening of the MHTC Concierge and Lounge, YBhg. Dato' Sri Dr Ali bin Hamsa also said that, "when flying in to Malaysia, healthcare travellers can enjoy these facilities while waiting for their transport at the airport".

At the press conference, it was also announced that the 2nd Malaysia International Healthcare Travel Expo 2013 (2nd MIHTE 2013) will be held from the 20th -22nd of October 2013 at the Sunway Pyramid Convention Centre, Malaysia with the theme "The Multifaceted Medical Tourism Experience". The 2nd MIHTE 2013 will be a platform that can be used for exploring and finding synergies and collaborative partnerships in the multifaceted world of medical tourism.

About the Malaysia Healthcare Travel Council (MHTC):

The Malaysia Healthcare Travel Council (MHTC) was established by the government of Malaysia as the primary agency to develop the healthcare travel industry and promote Malaysia as the preferred destination for healthcare travel in the region. MHTC works closely with all relevant government agencies and private healthcare organisations to ensure quality care and facilitate smooth entry for our healthcare travellers.

For more information on the 1st Malaysia International Healthcare Travel Expo 2012 and Malaysia Healthcare Travel Council, kindly visit: www.healthtravelexpo.com or www.mhtc.org.my

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Issued by: Malaysia Healthcare Travel Council (MHTC).

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