

# Medical Hub in Thailand

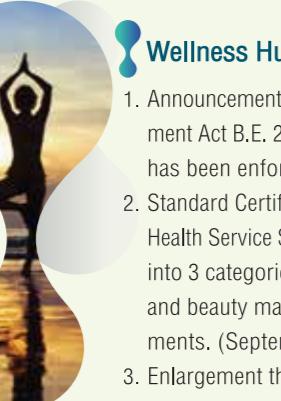
## Background

1. Thailand is currently in period of transition in many ways. Economic structure of the country is now entering an era of change and economic development in the new model, called Thailand 4.0 managed by innovation (Value-Based Economy), an economic reform that aims to develop into a stable, prosperous and sustainable country including government's policy to develop the country to be medical hub in new engine of growth in term of new S-curve. This is an important mechanism to increase revenue for the country.
2. Department of Health Service Support, Ministry of Public Health has been assigned as the main organization for administer the engine of strategic plans of the country's development as the medical hub (Medical Hub's policy) since 2004. The main productions are divided into 4 categories as follows: 1) Wellness Hub 2) Medical Service Hub 3) Academic Hub 4) Product Hub.
3. The government is promoting medical tourism policy. The Ministry of Public Health together with the Ministry of Tourism and Sports has appointed a committee to develop and promote medical and wellness tourism and to push the country to be a medical hub. A Strategic Plan to Develop Thailand as an International Medical Hub (2016 – 2025) which have been approved by the cabinet since September 13<sup>th</sup>, 2016. It was created to manage flagship projects and quick-win projects to be done in specific period of time, in order to support government's policy to increase revenue of the country and raise standard of medical services and facilities.
4. According to foreign tourist travelling to Thailand (Department of Tourism, 2017) there are 35.3 million people, an increase of 8.7 percent over in 2016, mainly from East Asia such as China, Malaysia, Japan and Korea etc., followed by Europe and South Asia etc., Most travel medical tourism in the 2 characteristics is travel to receive medical treatment and to promote health. The market value is very high, about 1,604 billion baht which the country is considered one of the goals trip.

## Success Story

1. Healthcare Products and Services Market in Thailand has expanded continuously and the number of foreign medical visit is expected to be increased up to 3.3 million approximately in the year 2017 (Kasikorn Research Center, 2017), which will generate revenue around 48-49 million THB. The citizens of Asian countries especially CLMV, China and Japan are coming to the country to receive medical treatment in Thailand
2. Leading global magazines reported that Thailand is number one out of ten of the Top of Medical Travel Destination as well as reported that Thailand's hospital was ranked as the world's best hospitals which are Bamrungrad hospital and Samitivej hospital.

## Overall Achievements



### Wellness Hub

1. Announcement of the Health Service Establishment Act B.E. 2559 on 30<sup>th</sup> March, 2016, which has been enforced since 27<sup>th</sup> March, 2016.
2. Standard Certification from the Department of Health Service Support in health establishments into 3 categories: health massage, health spa and beauty massage, total of 2,380 establishments. (September, 2017)
3. Enlargement the standard of health establishment to Thai health establishment overseas by certified the standard in Germany 7 establishments, Australia 2 establishments and Switzerland 6 establishments.

4. Establishment the certified body in health establishments overseas by assigning Thai American Chamber of Commerce of California (TCCC) as an inspector in California, USA.
5. Extension of the Long Stay Visa for elderly aged 50 years old or over who request to stay in Thailand and must hold a citizenship of these following 14 nationalities: Australia, Canada, Denmark, Finland, France Germany, Italy, Japan, Netherlands, Norway, Sweden, Switzerland, United Kingdom and United States. From 1 to 10 years by renewing the visa every 5 years and reporting to the Bureau of Immigration as defined together with health insurance.
6. Declaration the Thai Massage (Nuad Thai) is as a reserved career for Thais by assigning the Department of Employment, Ministry of Labor and the Council of State presented the topic for consideration to the Cabinet to be declared on the Working of Alien Act B.E. 2551.
7. Enhancement Traditional Thai Massage to be included in UNESCO's list of the World's Cultural Heritage in 3 categories : Royal Thai Massage, Folk Thai Massage and Traditional Thai Massage for promoting and preserving the image of Thai massage by knowledge management system and assigned the Department of Culture Promotion, Ministry of Culture conducted this project to the UNESCO.
8. Development of completely wellness city firstly started at Prachinburi province and promotion of selling health products in oversea "Abhaibhubejhr Model"
9. Development of hot springs to be the spa town and health tourism destination, pilot project in Krabi province.



### Medical Service Hub

1. Promoted 63 private hospitals and clinics in Thailand to receive a Joint Commission International Standard (JCI) in 2018 that has the most in ASEAN.
2. Health Information Services for Thais and foreigners through Web Portal ([www.thailandmedicalhub.net](http://www.thailandmedicalhub.net)) and Counter Service at Suvarnabhumi Airport available for 24 hours through Telephone No.+662-193-7999 and preparing to set up the counter service for medical hub information at Don Mueang International Airport.
3. Developed the Medical Dispute Mediator System for good relationship between providers and patients, including reduced incompatibility. In 2013-2016, there were 11 cases of complaint as the work flow, and now the system had been already sent to the Center for Peace in Healthcare, Office of the Permanent Secretary.
4. 90-Day Stay on Medical Ground with 4 followers for the member Countries of the Gulf Cooperation Council (GCC) since 2013 and also for CLMV countries and China in 2017 by launching the foreigners who have passport in multiple entries and extending less than a year.

5. Model development of Personal Accident Fee in the compulsory for the foreigners travelling to Thailand except ambassadors, officials and others as defined in order to reduce debt in medical treatment.
6. Sanatorium development in the top tourist attraction by promoting both public and private hospitals, certified the standard on Hospital Accreditation (HA) and Joint Commission International (JCI) in 100% within 2016-2018, including set up the Translation Center to assist tourists that now there are 12 centers in Thailand, and also improved the Referral System.
7. Special Health Package for foreigners to promote medical tourism in Thailand, consists of (1) Health Check-up Package, (2) Dental Services Package, and (3) Fertility Treatment Package (Only for Chinese) under the campaign "Visit Thailand enhance your healthy life" by One Price Policy.
8. Public Relation the Medical Hub Policy by video presentation via In-Flight Entertainment System in English about 3 minutes on Thai Airways, and publicize the 1,000 leaflets attached in Sawasdee Magazine to show the readiness in medical treatment and health service of Thailand.
9. Establishment of a data center supporting the Medical Hub policy to connect the systems of relevant agencies and develop a database of medical and health information.
10. Promotion of healthcare business and business matching, and public relations of Medical and Wellness Tourism in oversea.



### Academic Hub

1. Promoted Thailand to be a Medical MICE which operates under the Memorandum of Understanding between Department of Health Service Support and Thailand Convention & Exhibition Bureau (TCEB) for development and academic knowledge with innovation dissemination, country's image promotion, tourism encouragement, including income generation to the country in the International Convention (MICE).
2. Health Information Services for Thais and foreigners through Web Portal ([www.thailandmedicalhub.net](http://www.thailandmedicalhub.net)) and Counter Service at Suvarnabhumi Airport available for 24 hours through Telephone No.+662-193-7999 and preparing to set up the counter service for medical hub information at Don Mueang International Airport.
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4. Prepared for Mutual Recognition Arrangements (MRAs) in Medical Practitioners, Dental Practitioners and Nursing under the ASEAN Joint Coordinating Committee in the Meeting of the Healthcare Services Sectorial Working Group (HSSWG) by developing the web portal of ASEAN: [www.aseanhealthcare.org](http://www.aseanhealthcare.org) together with Indonesia, and the draft of MRAs Strategic Plan 2016-2018 created by the Thai MRAs Board including appointing the Country Administrator and General Administrator.



### Product Hub

1. Developed the Completed Wellness City in herbal product of Abhaibhubejhr in Prachinburi province by integrating with the Ministry of Sports and Tourism and concerning agencies for feasibility and extending results to the target group of medical tourism
2. Prepared the herbal product of Abhaibhubejhr to release in oversea by supporting the laboratory standard in aboard and registration

## The Quick Win Projects in 2017

1. Develop healthcare service and promote medical services business investment supports high technology in Eastern Economic Corridor (EEC) by the integrated with the relevant authorities in the form of the committee.
2. Medical treatment and health special packages for the Tourists under the campaign Amazing Thailand Tourism Year 2018 on topic "Medical and Wellness Tourism"
3. Preparation of the Memorandum of Understanding (MOU) for the establishment of a database supporting the Medical Hub policy by linking existing information of each organization; Ministry of Tourism and Sports, Ministry of Commerce and Kasikorn research center. Including to develop relevant information to be complete, to report on the economic situation of health care business in accordance with the Medical Hub policy.
4. Encourage Thai health care business entrepreneurs to trade negotiation with foreign entrepreneurs (Business Matching) as well as to promote medical and wellness tourism in foreign countries such as a meeting to discuss the potential development of Thai entrepreneurs in abroad, and dissemination of health products and herbal products from Thailand.

Name	Website	Location
Bumrungrad International	<a href="http://www.bumrungrad.com">www.bumrungrad.com</a>	Bangkok
Samitivej Sukhumvit Hospital	<a href="http://www.samitivejhospitals.com">www.samitivejhospitals.com</a>	Bangkok
Bangkok Hospital Medical Center	<a href="http://www.bangkokhospital.com">www.bangkokhospital.com</a>	Bangkok
Samitivej Srinakarin Hospital	<a href="http://www.samitivejhospitals.com">www.samitivejhospitals.com</a>	Chonburi
Samitivej Siriracha Hospital	<a href="http://www.phukethospital.com">www.phukethospital.com</a>	Phuket
BNH Hospital	<a href="http://www.bnghospital.com">www.bnghospital.com</a>	Bangkok
Bangkok Hospital Pattaya	<a href="http://www.bangkokpattayahospital.com">www.bangkokpattayahospital.com</a>	Chonburi
Bangkok Hospital Chiang Mai	<a href="http://www.bangkokhospital-chiangmai.com">www.bangkokhospital-chiangmai.com</a>	Chiangmai
Chiangmai Ram Hospital	<a href="http://www.chiangmaram.com">www.chiangmaram.com</a>	Chiangmai
Vejthani Hospital	<a href="http://www.vejthani.com">www.vejthani.com</a>	Bangkok
Synphaet Hospital	<a href="http://www.synphaet.co.th">www.synphaet.co.th</a>	Bangkok
Ramkhamhaeng Hospital	<a href="http://www.ram-hosp.co.th">www.ram-hosp.co.th</a>	Bangkok
Param9 Hospital	<a href="http://www.param9.com">www.param9.com</a>	Bangkok
Yanhee Hospital	<a href="http://www.yanhee.net/">www.yanhee.net/</a>	Bangkok
Nonthavej Hospital	<a href="http://www.nonthavej.co.th">www.nonthavej.co.th</a>	Nonthaburi
Bangkok Hospital Samui	<a href="http://www.bangkokhospitalsamui.com">www.bangkokhospitalsamui.com</a>	Suratthani
Sikarn Hospital	<a href="http://www.sikarn.com">www.sikarn.com</a>	Bangkok
Phuket International Hospital	<a href="http://www.phuketinternationalhospital.com">www.phuketinternationalhospital.com</a>	Phuket
Krabi Nakharin International Hospital	<a href="http://www.krabinakharin.co.th">www.krabinakharin.co.th</a>	Krabi
Pitsanuvej Hospital	<a href="http://www.pitsanuvej.com">www.pitsanuvej.com</a>	Pitsanulok
Vibhavadi Hospital	<a href="http://www.vibhavadi.com">www.vibhavadi.com</a>	Bangkok
Navamin 9 Hospital	<a href="http://www.navamin9.com">www.navamin9.com</a>	Bangkok
Saimai Hospital	<a href="http://www.saimai.co.th">www.saimai.co.th</a>	Bangkok
Bangpakok 9 International Hospital	<a href="http://www.bangpakokhospital.com">www.bangpakokhospital.com</a>	Bangkok
Siriraj Piyamaharajkarun Hospital	<a href="http://www.sipiphospital.com">www.sipiphospital.com</a>	Bangkok
Sriswan Hospital	<a href="http://www.sriswan.com">www.sriswan.com</a>	Nakhon Sawan
Mahachai Hospital Public Company Limited	<a href="http://www.mahachaihospital.com">www.mahachaihospital.com</a>	Samutsakorn
Khonkaen Ram Hospital	<a href="http://www.khonkaenram.com">www.khonkaenram.com</a>	Khon Kaen
Chularat 3 Theparak Hospital	<a href="http://www.chularat.com">www.chularat.com</a>	Samutprakarn
Phayathai 2 Hospital	<a href="http://www.phayathai2hospital.com">www.phayathai2hospital.com</a>	Bangkok
The World Medical Center	<a href="http://www.theworldmedicalcenter.com">www.theworldmedicalcenter.com</a>	Nonthaburi
Aek Udon International Hospital	<a href="http://www.aekudon.com">www.aekudon.com</a>	Udonthani
Sikarn Hayati Hospital	<a href="http://www.sikarnhayada.com">www.sikarnhayada.com</a>	Songkhla
Aikchol Hospital	<a href="http://www.aikchol.com">www.aikchol.com</a>	Chonburi
Sukhumvit Hospital	<a href="http://www.sukumvithospital.com">www.sukumvithospital.com</a>	Bangkok
Chonburi Hospital	<a href="http://www.cbh.moph.go.th">www.cbh.moph.go.th</a>	Chonburi
Kamol Cosmetic Hospital	<a href="http://www.kamolhospital.com">www.kamolhospital.com</a>	Bangkok
International Clinic Koh Chang	<a href="http://http://kohchangclinic.in.th/">http://kohchangclinic.in.th/</a>	Trat
Metta International Eye Center	<a href="http://www.metta.go.th">www.metta.go.th</a>	Bangkok
Bangkok International Dental Center	<a href="http://www.bangkodentalcenter.com">www.bangkodentalcenter.com</a>	Bangkok
Rachvipa MRI Center	<a href="http://www.rachvipa.com">www.rachvipa.com</a>	Bangkok
Sea Smile Dental Clinic	<a href="http://www.thaidentalcenter.com">www.thaidentalcenter.com</a>	Phuket
Kluaynamthai Home Care	<a href="http://www.kluaynamthai.com">www.kluaynamthai.com</a>	Bangkok
Sri Phala Clinic	<a href="https://www.facebook.com/sriphalahealthcare">https://www.facebook.com/sriphalahealthcare</a>	Koh Samui
Kluaynamthai2 Chronic Patient Sanatorium	<a href="http://www.kluaynamthai2.com">www.kluaynamthai2.com</a>	Bangkok
Thabo Crown Prince Hospital	<a href="http://www.thabohospital.com">www.thabohospital.com</a>	Nongkhai
Wuttsak Clinic Siam Square Branch	<a href="http://www.wuttsakclinic.com">www.wuttsakclinic.com</a>	Bangkok
Kluaynamthai Hospital	<a href="http://www.kluaynamthai.com">www.kluaynamthai.com</a>	Bangkok
Asia Cosmetic Hospital	<a href="http://www.asiacosmeticthailand.com">www.asiacosmeticthailand.com</a>	Nonthaburi
Ladprao Eye Center	<a href="http://www.ladpraohospital.com">www.ladpraohospital.com</a>	Bangkok
Mali Interdisciplinary Hospital	<a href="http://www.mali-imc.com">www.mali-imc.com</a>	Bangkok
Jetanin Institute for Assisted Reproduction	<a href="http://www.jetanin.com">www.jetanin.com</a>	Bangkok
Nopparat cosmetic clinic	<a href="http://www.nopparatclinic.com">www.nopparatclinic.com</a>	Bangkok
SAMITIVEJ CHINATOWN	<a href="https://www.samitivejchinatown.com/th">https://www.samitivejchinatown.com/th</a>	Bangkok
Bangkok Hospital Huai Hin	<a href="https://www.bangkokhospital.com/huain/">https://www.bangkokhospital.com/huain/</a>	Bangkok
Queen Sirikit Heart Center of the Northeast	<a href="http://www.heart.kku.ac.th/">http://www.heart.kku.ac.th/</a>	Khon Kaen
Piyavate Hospital	<a href="http://www.piavate.com/">http://www.piavate.com/</a>	Bangkok
Kruanun Crown Prince Hospital	<a href="http://www.kncphosp.com/">http://www.kncphosp.com/</a>	Khon Kaen
BB Clinic	<a href="http://bbbeautycenter.com/">http://bbbeautycenter.com/</a>	Bangkok
Chaophaya Hospital Public Company Limited	<a href="http://www.chaophaya.com/web_eng/">http://www.chaophaya.com/web_eng/</a>	Bangkok
Overbrook Hospital	<a href="http://www.overbrook-hospital.com">http://www.overbrook-hospital.com</a>	Chiang Rai
Apex Medical Center	<a href="http://www.apexprofoundbeauty.com/">http://www.apexprofoundbeauty.com/</a>	Bangkok

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