

## Emerging Risk Management

Emerging Risk	BDMS Response Plan
<p><b>Medical Tourism</b></p> <p>Medical tourism is an industry that supports economic expansion according to the National Economic and Social Development Plan of becoming a medical hub (2013-2023) which is reflecting continuous growth. However, COVID-19 and lockdown measures decrease Thailand's economic growth and create a new normal in transportation.</p> <p>As a result, healthcare operators prepare the response plan as follows:</p> <ul style="list-style-type: none"> <li>• Collaborate between the public and private sectors to facilitate entry to the country under such high-risk circumstances while ensuring the utmost safety.</li> <li>• Create a flexible service process using technology and innovation such as Telehealth to ensure efficient communication between the service providers and customers.</li> <li>• Provide the preventive measures and build trust in the customers during the emerging disease with no vaccination.</li> <li>• Organize quality training covering medical and general services and cultural awareness to meet the expectation of health tourists.</li> <li>• Register the intellectual property in patent, petty patent or trademark to prevent the risk of imitation, especially in alternative medicine, massage and herbal medicine, which is the local identity.</li> </ul>	<ul style="list-style-type: none"> <li>• Collaborate with medical partners in Thailand and abroad to build trust in the healthcare competency.</li> <li>• Appoint Mövenpick BDMS Wellness Resort as an Alternative State Quarantine and collaborate with the subsidiary hospitals, Ministry of Defence and Ministry of Health in establishing the guidelines and supporting the disease prevention for the companions and relatives of the patients.</li> <li>• Ensure compliance of the subsidiary hospitals on the Hospital State Quarantine as stated in the conditions and regulations by the government.</li> <li>• Establish a Medivac Center to provide comprehensive services to facilitate the patient transfer on land, water and air using BDMS or partner transportation.</li> <li>• Provide the interpreters covering all 49 languages for patient transfer within the country, to/from abroad and from airport-hotel-hospital.</li> <li>• Provide support services such as visa coordination, restaurant or stores for customers with special requirements - Halal restaurants, prayer room and accommodation for the patients' relatives.</li> <li>• Ensure the subsidiary hospitals comply with the quality and safety standards of Joint Commission International (JCI).</li> <li>• Establish a comprehensive preventive medical center, BDMS Wellness Clinic, in the center of Bangkok to ensure services accessible for all customers. Ensure the customer's sound health and mind with technology and qualified doctor's expertise in preventive healthcare by performing health checkup to identify risks of disease and support no-drug treatment such as exercise.</li> </ul>

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**Patient Information Privacy & Security**

Healthcare facilities are required to systematically maintain the patient information and their treatment records such as private information, medicines, drug allergy or side effects from the treatment. The hospital must establish a management system and strictly store the information to prevent increasing piracy and prevent the legal risks of information leaks.



- Establish a transitional care hospital named Chiva Transitional Care for patients with more stable conditions. Patients arriving from overseas will be treated under the hospital standards with reasonable charges until the follow-up process.

- Establish specialized hospitals such as Wattanosoth Cancer Hospital, Bangkok Heart Hospital and Bangkok International Hospital for patients with arthritis and bones disease.

- Expand the BDMS Center of Excellence to accommodate the patient transfer in tourist destinations.

- Establish the Information Security Management Policy  
  
(see further details at <https://investor.bangkokhospital.com/storage/downloads/corporate-governance/20190717-bdms-ism-policy-en.pdf>)

- Set policy and guideline for information accessibility and confidentiality.

- Support all subsidiary hospitals and companies to be certified by the information security management standards (ISO/IEC 27001: 2013).

- Include patient information security and privacy in the corporate risk assessment.

- Disseminate the knowledge and raise the awareness in the information management and patient confidentiality to the medical and other personnel.

- Appoint the Data Protection Officer to suggest and inspect the patient information following the corporate policies.