



Zulekha Hospital
Your Health Matters

**Zulekha Hospital
focusses on knowledge
exchange boosting
global medical care at
Dubai International
Health Tourism forum**

February 2018

Coverage report



Zulekha Hospital
Your Health Matters

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English Print



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UAE / online
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Thursday, February 22, 2018

NEWS EMIRATES

FORUM HEARS MEDICAL TOURISTS AT RISK WITHOUT A PROPER PLAN

► Complications can lead to high treatment costs as the insurance sector still evolves

NICK WEBSTER

Medical tourists travelling in and out of Dubai are largely under-prepared to deal with the financial implications of falling ill overseas, experts say.

Fewer than five per cent of those travelling abroad for medical procedures are estimated to have proper protection, with most travel insurance not covering treatment should something go wrong.

The issue was discussed at the first Dubai International Health Tourism Forum yesterday, where experts warned the cost of emergency treatment abroad can be hundreds of thousands of dirhams.

"Normal travel insurance doesn't work at all for the self-paying medical tourist and the needs are reasonably significant," said Jonathan Cooper, director at Worldwide Insurance Solutions.

Mr Cooper said that health authorities had a responsibility to ensure tourists knew how much protection they had before they travelled.

"People are travelling around the world, probably insured



Zulekha Hospital displays a robot assistant at a booth at Dubai International Health Tourism Forum Reem Mohammed/ The National

under normal travel insurance policies that won't work for them should something go wrong," he said.

"They too often associate travel insurance with a visa administrative process, rather than a financial assistance protection process. Most don't have a bucketload of money to deal with a medical problem while they are travelling."

The global travel insurance market is estimated to be worth more than \$30 billion (Dh73.4bn), although there is no central method of measuring. It is designed to protect the needs of the normal tourist and common "coverage" includes emergency medical, cancellation, personal effects and personal liability, with the largest risk being medical.

A new comprehensive health coverage plan will allow Emiratis to receive up to Dh500,000 of medical treatment if they are injured when travelling. The cover is directly billed to the insurer, meaning that UAE citizens would not have to pay cash for treatment.

"Dubai is the leading destination for visitors in this region with about 15 million travellers a year, so we need clear mechanisms to deal with that," said Dr Haidar Al Yousuf, director of health funding at Dubai Health Authority.

"As Dubai moves towards a health tourism international hub, we have identified that health tourists require a different level of cover that is giving them adequate levels of security should something happen. "Emergency cover for tourists is often not good enough to do the job. We need to ensure the Dubai experience for tourism or health care is complete. There shouldn't be any gaps."

"Making sure the whole Dubai experience is a positive one is very important to us."

The Association of British Insurers says 3,000 travellers are calling on their policy every week to fund emergency medical treatment while abroad.

The cost of the average medical claim in the UK rose by 40

per cent to Dh6,700 between 2011 and 2016, and it is not uncommon for medical fees to reach hundreds of thousands of dirhams.

Most, if not all, insurance policies will exclude travelling for the purpose of obtaining medical treatment and pre-existing medical conditions.

Insurance for medical tourists is still evolving, with few

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Dubai aims to attract 500,000 medical tourists a year to Dubai by 2020. "One of the things we are looking for health tourism is how much trust there is in the system," said Dr Mohaymen Abdel Ghany, chief executive of Al Zahra Hospital in Dubai.

"If the health traveller knows in the unlikely case that something may go wrong there is coverage for these complications, that increases the adoption and level of trust. It is not just about building the infrastructure and services."

Mercedes-Benz شركة الإمارات للسيارات
Emirates Motor Company

إشعارات غامش
GARGASH ENTERPRISES

Announcement

Recall for GLE Coupe (292 platform)
Model Year 2016
Bulkhead insulation

In cooperation with the Competition Consumer Protection Department in the Ministry of Economy, and in line with the instructions of the Ministry of Economy to conduct an ongoing review of all the... The VIN appears on the plate attached to the

VIN range: 292 A 040421 unit A 041853 (Total of 17 vehicles)



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Arabic Print



مستشفى زليخة يؤكد أهمية تبادل المعرفة لتعزيز السياحة الطبية

تشارك "مستشفى زليخة" في "منتدى دبي العالمي للسياحة الصحية" الذي استمر على مدار يومين في مدينة جميرا وجمع أبرز قادة ورواد قطاعات الصحة والسفر العامة والخاصة بهدف إرساء منصة لتبادل المعارف والخبرات الإقليمية والعالمية في مجال الرعاية الصحية والسياحة الطبية.

وخلال المنتدى استعرضت "مجموعة زليخة للرعاية الصحية" أحدث خبراتها التقنية والسريرية لتعزيز تجارب الجهات المشاركة وتوفير حلول متكاملة وشاملة في قطاع السياحة الطبية. كما استضاف ركن المجموعة في المنتدى "إيتو" الرجل الأثلي لمساعد الزوار في الحصول على معلومات حول خدمات المجموعة وتنظيمها ككل.

ونكر ظاهر تميم المدير الإداري لدى "مجموعة زليخة للرعاية الصحية" أن الهدف من المشاركة في المنتدى تطوير منصة للسياحة الصحية تمثل نهجاً جديداً لتوفير الخدمات المتميزة في مجال الرعاية الطبية لجميع المحتاجين في مختلف أنحاء العالم. منوهاً أن المجموعة تخطط لإطلاق علامة "البيكيس" في الإمارات من خلال افتتاح مستشفى جديد يتربع على 150 سريراً ويوفر خدمات متخصصة لمختلف المجتمعات. وأم



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الخميس، ٢٢ فبراير ٢٠١٨ - ٦:٣٢ م

مستشفى زليخة يؤكد أهمية تبادل المعرفة لتعزيز السياحة الطبية

الشارقة في 22 فبراير/وام/ شارك "مستشفى زليخة" في "منتدى دبي العالمي للسياحة الصحية" الذي استمر على مدار يومين في مدينة جميرا وجمع أبرز قادة ورواد قطاعات الصحة والسفر العامة والخاصة بهدف إرساء منصة لتبادل المعارف والخبرات الإقليمية والعالمية في مجال الرعاية الصحية والسياحة الطبية.

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وذكر طاهر شمس المدير الإداري لدى "مجموعة زليخة للرعاية الصحية" ان الهدف من المشاركة في المنتدى تطوير منصة للسياحة الصحية تمثل نهجاً جديداً لتوفير الخدمات المتميزة في مجال الرعاية الطبية لجميع المحتاجين في مختلف أنحاء العالم. منوها ان المجموعة تخطط لإطلاق علامة "أليكسيس" في الإمارات من خلال افتتاح مستشفى جديد يستوعب 150 سريراً ويوفر خدمات متخصصة لمختلف المجتمعات.



Dotemirates
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Al Watan
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مستشفى زليخة يؤكد أهمية تبادل المعرفة لتعزيز السياحة الطبية

الإمارات 🇦🇪 الجمعة 23 فبراير 2018

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English Online

The National
UAE / online
21 February 2018

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Health tourists risk financial ruin without insurance in place, hears Dubai forum

First Dubai health tourism forum hears complication costs can run to hundreds of thousands of dirhams

Medical tourists travelling in and out of Dubai are largely underprepared to deal with the financial implications of falling ill overseas, experts speaking at Dubai's first health tourism forum have warned.

Less than 5 per cent of those travelling abroad for medical procedures are estimated to have appropriate protection in place, with most travel insurance not covering planned treatment should something go wrong.

The issue was discussed at the first Dubai International Health Tourism Forum on Wednesday, where experts warned the cost of emergency treatment abroad can run into hundreds of thousands of dirhams.

"Normal travel insurance doesn't work at all for the self-paying medical tourist, and the needs are reasonably significant," said Jonathan Cooper, director at Worldwide Insurance Solutions (Wiss) who added that health authorities have a responsibility to ensure all tourists are aware of their protection level before they travel.

"People are travelling around the world who are probably insured under normal travel insurance policies that won't work for them should something go wrong.

"They too often associate travel insurance with a visa administrative process, rather than a financial assistance protection process.

"Most don't have a bucket load of money to deal with a medical problem whilst they are travelling should something happen."

The global travel insurance market is estimated to be worth more than US\$20 billion, although there is no central mechanism of measurement.

It is designed to protect the needs of the normal tourist who is travelling overseas, and common cover includes emergency medical cover, cancellation, personal effects and personal liability with the largest risk being medical costs.

The new Musafir comprehensive health coverage will allow Emiratis to receive up to Dh500,000 of medical treatment should they be injured when travelling.

The cover is direct billing, meaning that UAE citizens would not have to come up with any cash for treatment and doctors or hospitals would directly bill the UAE insurer.



“Dubai is the leading destination for visitors in this region with about 15 million travellers a year so we need clear mechanisms to deal with that,” said Dr Haidar Al Yousuf, director of health funding at Dubai Health Authority.

“As Dubai moves towards a health tourism international hub, we have identified that health tourists require a different level of cover that is giving them adequate levels of security should something happen.

“Emergency cover for tourists is often not good enough to do the job.

“We need to ensure the Dubai experience for tourism or healthcare is complete, there shouldn’t be any gaps.

“Making sure the whole Dubai experience is a positive one is very important to us.”

According to the Association of British Insurers, 3,000 travellers are calling on their policy every week to fund emergency medical treatment whilst abroad, paying out Dh1.2 billion to help 150,000 people every year.

One claim for treating a stroke suffered by a traveller in America cost Dh3.9 million, whilst a claim for a jetski accident in Turkey saw medical bills top Dh642,000.

The cost of the average medical claim in the UK rose by 40 per cent to Dh6,700 between 2011 and 2016 and it is not uncommon for medical fees to reach hundreds of thousands of dirhams.

Most if not all travel insurance policies will exclude travelling for the purpose of obtaining medical treatment and pre-existing medical conditions.

Protection products designed for the medical tourist are rare, and still evolving with few insurer markets willing to take on the risk.

Dubai aims to attract 500,000 medical tourists a year to Dubai by 2020.

“One of things we are looking at for health tourism is how much trust there is in the system to enhance the industry,” said Dr Mohaymen Abdel Ghany, chief executive of Al Zahra Hospital, Dubai.

“It is important that we build trust in those wishing to seek health tourism in Dubai.

“If the health traveller knows in the unlikely case that something may go wrong there is coverage for these complications, that increases the adoption and level of trust.

“It is not just about building the infrastructure and services.”

Zawya
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22 February 2018

[Link](#)

PR Value: \$ 3250

Zulekha Hospital focusses on knowledge exchange boosting global medical care at Dubai International Health Tourism forum



Press Release

Sharjah, UAE: **Zulekha Hospital** participated in the two-day Dubai International Health Tourism (DIHTF) forum at the Madinat Jumeirah. The event brought together prominent leaders and pioneers from the public and private health and travel sectors, to create a platform for regional and global exchange of knowledge and expertise in the field of healthcare and medical tourism.

During the forum, the group showcased its latest technical and clinical expertise to enhance patron experiences and provide end to end comprehensive medical tourism solutions. Zulekha also hosted an INNO robot at their stall in the forum, assisting visitors with information of the group's services and organization as a whole.



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Mr. Shams said, “Our participation in this forum aimed to develop a platform for health tourism which represents a vital approach of extending our excellent medical care standards to those in need from across the globe”. He added, “We are planning to launch a new hospital under the brand name Alexis this year which started in Nagpur 2017. The group will be introducing this brand to the UAE by investing in a 150-bed facility that will extend customized services to diverse communities globally”.

The forum itself stems from the theme of reimagining the healthcare travel experience – with the aim of merging the private health and travels sectors to create a shared community of knowledge and expertise. With a focus on the future, prominent speakers including industry experts and researchers engage in a dialogue aimed at enhancing the experience of health travel both in the UAE and worldwide.



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UAE / online
22 February 2018

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PR Value: \$ 3250

Zulekha Hospital focusses on knowledge exchange boosting global medical care at Dubai International Health Tourism forum

📅 Thursday 22 February 2018



Mr. Taher Shams, Managing Director, Zulekha Healthcare Group stands with delegates at the forum

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Thank You