



Meet & Greet Services (MGS)

An initiative by Malaysia Health Tourism Counsel (MHTC)

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SPECIALIST APPOINTMENT

- ▶ International Patient may call our general line at **03-7841 4000** for an appointment booking.

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REQUEST MEET AND GREET SERVICE

- ▶ International Patients may email corporateaffairs@umsc.my to request for this service.
- ▶ Submit complete supporting document via email.

3



ARRIVAL

- ▶ A dedicated Malaysia Healthcare Lounge personnel will wait for the patient and his/her companions at the KLIA aerobridge/gate to escort them to the immigrations counter.
- ▶ Wheel chair service will be provided if needed (Hospital/ Patient)

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MALAYSIA HEALTHCARE LOUNGE

- ▶ Malaysia Healthcare Lounge personnel will escort the patient and their companions to MHTC Lounge located at the arrival hall of KLIA upon successful baggage collection (or report of lost baggage).
- ▶ Light refreshments will be served to patients and their companions.

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BAGGAGE CLAIM

- ▶ Patient will be brought to the designated baggage carousel for baggage pick-up after immigration clearance - No porter service (baggage handling) will be provided by Malaysia Healthcare Lounge personnel.
- ▶ For less able patients, Malaysia Healthcare Lounge personnel will assist in baggage handling (up to the discretion and prerogative of MHTC personnel).
- ▶ For lost baggages, Malaysia Healthcare Lounge personnel will assist the patient to loadge a report at the Lost & Found counter at KLIA.

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IMMIGRATION

- ▶ MHTC will assist (where possible) for a smooth and fast immigration clearance for patient and companions.
- ▶ MHTC is not responsible for insufficient documents of patient and/or their companion(s) and any other immigration issues raised towards them.

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HANDOVER TO UMSC REPRESENTATIVE

- ▶ Patient and companions will sign a handover form and patient will be handed over to UMSC representative.
- ▶ The handover form is to mark the handover between parties and the completion of MGS service by MHTC.

Strategic Partner:

