

# Healthcare Travel Journey New Normal

## Pre Arrival

### HEALTHCARE TRAVELLER REQUIREMENT



Schedule for treatment with a private hospital registered as a member of the Malaysia Healthcare Travel Council (MHTC) and request a Doctor's Letter from your doctor.



Upon successful application, an Entry Approval Letter will be issued by MHTC which will be sent to you via the hospital.



Submit the required documents to the selected hospital and apply for Permission to Enter Malaysia for Medical Treatment to the hospital.



Apply for a visa (if applicable) for yourself and your companion and make the necessary arrangements for air transportation after receiving the Entry Approval Letter from the hospital.



The application will be submitted to MHTC by the member hospital of your choice.



Both the Healthcare Traveller and companion must undergo the COVID-19 PCR test (round 1) at MHTC recognised testing centres three (3) days prior to the arrival date into Malaysia.

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## From Arrival until Completion of Treatment

### HEALTHCARE TRAVELLER REQUIREMENT



The Healthcare Traveller and companion will be greeted and assisted by the Malaysia Healthcare Concierge and Lounge (MCL) representative upon arrival.



The MCL representative will require the following documents from you as part of the immigration procedure:

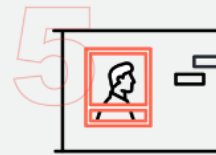
- Passport copy of Healthcare Traveller AND companion (valid 6 months);
- Visa for both healthcare traveller AND companion (if applicable)
- Test results from the COVID-19 PCR test (Round 1) for both the Healthcare Traveller and companion.
- Doctor's Letter from your doctor issued by the receiving hospital.
- Entry Approval Letter from Malaysia Healthcare Travel Council (MHTC)



The Hospital Registration and admission process will be done upon arrival at the hospital.



Both the Healthcare Traveller and companion must undergo a COVID-19 PCR test (Round 2) at the hospital.



A mandatory 14-day isolation period must be adhered to at the hospital by the patient and companion. The treatment procedures can be done during this period subject to the hospital's discretion.



Undergo a COVID-19 PCR test (Round 3) on Day-13 of the isolation period.



Once treatment and isolation period is completed, the Healthcare Traveller and companion may depart back to their home country\*.

\*The Healthcare Traveller and companion are responsible to check entry restrictions and adhere to the regulations imposed by the receiving country.

# IMPORTANT CHECKLIST

**Only one (1) companion\* is allowed per Healthcare Traveller.**

\*For Healthcare Travellers below twelve (12) years old, a maximum of two (2) companions are allowed.

**Check, understand, and comply with entry requirements or restrictions and any other Standard Operating Procedures (SOP) enforced in Malaysia before departure.**

**Print the following documents before travelling:**

- Doctor's Letter from your doctor issued by the receiving hospital.
- Entry Approval Letter from Malaysia Healthcare Travel Council (MHTC).
- COVID-19 PCR test (Round 1) results for the Healthcare Traveller and companion(s).

**Inform the hospital of your travelling details.**

**Download the "MySejahtera" app (available on Android and iOS devices) and register before departure or upon arrival in Malaysia.**



Let's get planning

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