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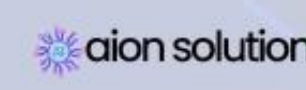


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**Medical Tourism for Central Vietnam:
Past Achievements, Current Impact, and Future Prospects**
Dr. Le Thi Minh thuy





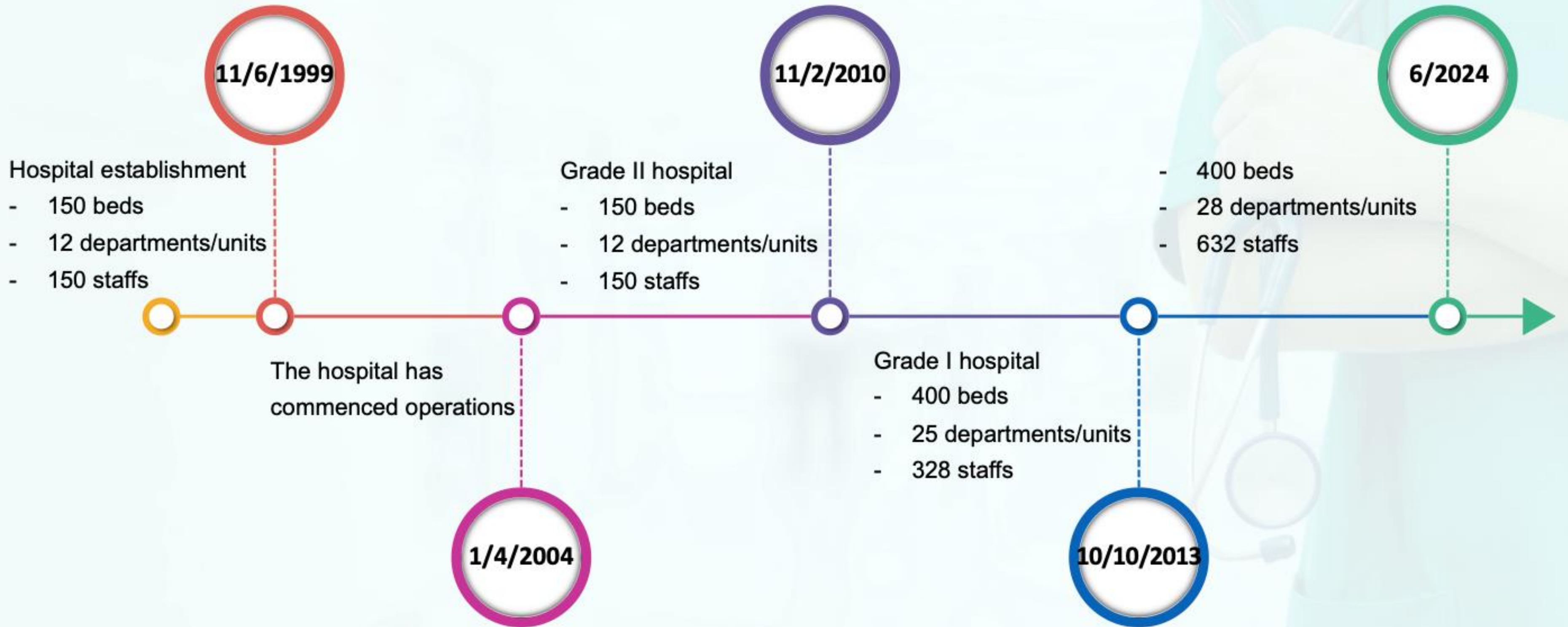
Medical Tourism for Central Vietnam: Past Achievements, Current Impact, and Future Prospects

Dr. Le Thi Minh Thuy

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Development Process of 199 Hospital



TỔNG QUAN

Đi vào hoạt động từ năm 1999, đến nay Bệnh viện 199 từng bước xây dựng thương hiệu, là cơ sở y tế khám chữa bệnh với chất lượng tốt và chi phí hợp lý cho người dân miền Trung - Tây Nguyên.

SỨ MỆNH

Nâng cao chất lượng cuộc sống, bảo vệ sức khỏe cho quý khách hàng là kim chỉ nam của Bệnh viện. Từ đó phát triển các dịch vụ chăm sóc sức khỏe hướng đến cộng đồng với tiêu chí chất lượng, hiệu quả.

TẦM NHÌN

Bệnh viện 199 mong muốn trở thành cơ sở đáng tin cậy về điều trị bệnh và chăm sóc sức khỏe ban đầu cho cán bộ chiến sĩ Công an và nhân dân khu vực Miền Trung - Tây Nguyên

CƠ CẤU TỔ CHỨC



GIÁM ĐỐC

TS. TT. Quách Hữu Trung



PHÓ GIÁM ĐỐC

BSCKII. Trần Quang Pháp



PHÓ GIÁM ĐỐC

BSCKII. Trần Nam Chung



PHÓ GIÁM ĐỐC

BSCKII. Trương Xuân Hùng

05 PHÒNG CHỨC NĂNG

14 KHOA LÂM SÀNG

06 KHOA CẬN LÂM SÀNG



BỆNH VIỆN 199

Y ĐỨC HÀNG ĐẦU - NHIỆM MÀU CUỘC SỐNG

Introduction



Healthcare facility network in Da Nang

- 10 general and specialized hospitals at the city level
- 5 specialized units
- 1 sub-department
- 7 district-level health centers
- 56 ward and commune health stations
- 1,853 private healthcare facilities
- Healthcare institutions offering medical tourism services: Sơn Trà Medical Center, 199 Hospital.



Introduction

Overview of 199 Hospital

History

- Established in 1999,
- On 2013: 199 Hospital was considered a first-class hospital with a capacity of 400 beds and 27 departments

Mission

- Offering advanced medical care in key specialties such as trauma management, orthopedic surgery, cardiology, and rehabilitation
- Strategic position to serve as a vital healthcare provider for central Vietnam
- Provide research, education, and training



Introduction

Medical Tourism

Definition: International travel for the purpose of receiving medical care

Growth Potential:

- Vietnam currently attracts an average of 300,000 foreign visitors each year for medical examination and treatment (Ho Chi Minh City Department of Tourism, 2023)
- The number of international arrivals to Vietnam in 2022 amounted to 7 million



Introduction

Why Medical Tourism is important?

- **Revenue Generation and Economic Impact:** Provide significant financial benefits to the hospital
- **International Reputation:** Attracting international patients helps build 199 Hospital's reputation on a global scale.
- **Cultural Exchange:** Treating foreign patients encourages cross-cultural medical practices, enabling the hospital's staff to learn and implement global healthcare standards and protocols.
- **Boost to Local Economy:** Contribute to Da Nang's broader economic development, especially in hospitality and related sectors.





The past: Bulding a Foundation

199 Hospital: Journey in Medical Tourism

- 199 Hospital entered medical tourism as part of Da Nang's expanding tourism sector.
 - Da Nang attracted over **29,200 MICE visitors, 94,711 golf tourists, and 30,000 wedding guests** in 2023 only.



The past: Bulding a Foundation

199 Hospital: Milestones in 2024

- Provided healthcare services to **3,000 foreign visitors and residents** in Vietnam.
- Handled over **100 emergency cases** for tourists, including 400 international and 600 domestic tourists.
- Conducted general health checkups for **international tour groups** visiting Vietnam.
- Ensured medical support for international events, including groups like **Maruti Suzuki 2024** and others at major resorts in Da Nang.
- Delivered comprehensive health checks for over **50 overseas Vietnamese** returning to visit family.



The past: Bulding a Foundation

199 Hospital: Milestones in 2024

- Issued work permits through medical checkups for **foreigners** working in Vietnam.
- Conducted health checkups for domestic tourists visiting Da Nang and those traveling to **Europe and the Americas**.
- Provided **in-hotel medical services**, including emergency transport for tourists to the hospital.
- Supported **small domestic tourist groups** with health checkups, integrating medical tourism into their visits.



The past: Bulding a Foundation

199 Hospital: Challenges faced in the initial stages

- Infrastructure development
- Ensure the safety and health of tourists
- Staff training
- Regulatory compliance
- Language barriers
- Patient trust
- Legal and Insurance issues



The present: A Hub for Medical Tourists

199 Hospital: Current services offered at 199 Hospital for medical tourists

- Rehabilitation
- Wellness and Meditation Retreats
- Health Checkups and Screenings
- Traditional Medicine
- Dental and Cosmetic Treatments
- Infertility Treatment
- Same-day surgery
- Postoperative rehabilitation
- Family medicine and medical tourism for physical and mental well-being
- Health consultation and management for tourists staying in Da Nang



The present: A Hub for Medical Tourists

Medical Tourism Services (p1)

Aesthetic Services

- Non-surgical beauty enhancements: Botox, fillers
- Minor cosmetic surgeries: Facial enhancements, anti-aging procedures
- Comprehensive skincare therapies: Anti-aging, acne treatments

Dermatology

- Advanced skin care solutions: Skin rejuvenation, laser treatments
- Personalized skin consultations: Tailored treatments for various skin concerns



The present: A Hub for Medical Tourists

Medical Tourism Services (p2)

Dental care

- Cosmetic dentistry: Teeth whitening, veneers, and smile makeovers
- Restorative treatments: Dental implants, crowns, and bridges

Beauty & Wellness

- Spa and skincare treatments: Relaxation and detox services
- Yoga and wellness retreats: Combining physical and mental well-being with vacation



The present: A Hub for Medical Tourists

Wafaifo resort (Opening in Q4 2024)

Unique Features

- Combines holistic therapies with local cultural elements
- Tailored treatments to enhance mental and physical wellbeing

Services

- Massage Treatments:
 - Aromatherapy
 - Deep tissue massage
 - Hot stone therapy
 - Foot reflexology
- Relaxation and rejuvenation experiences customized for each person

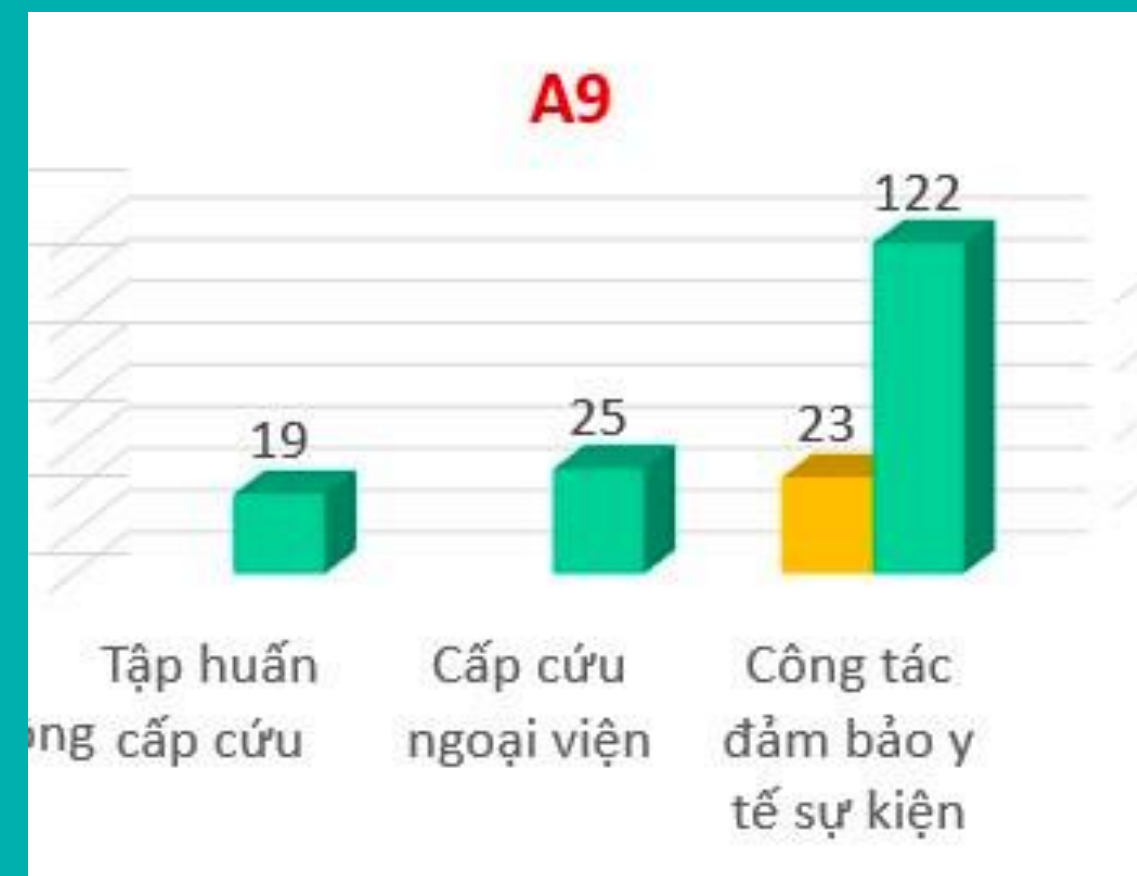
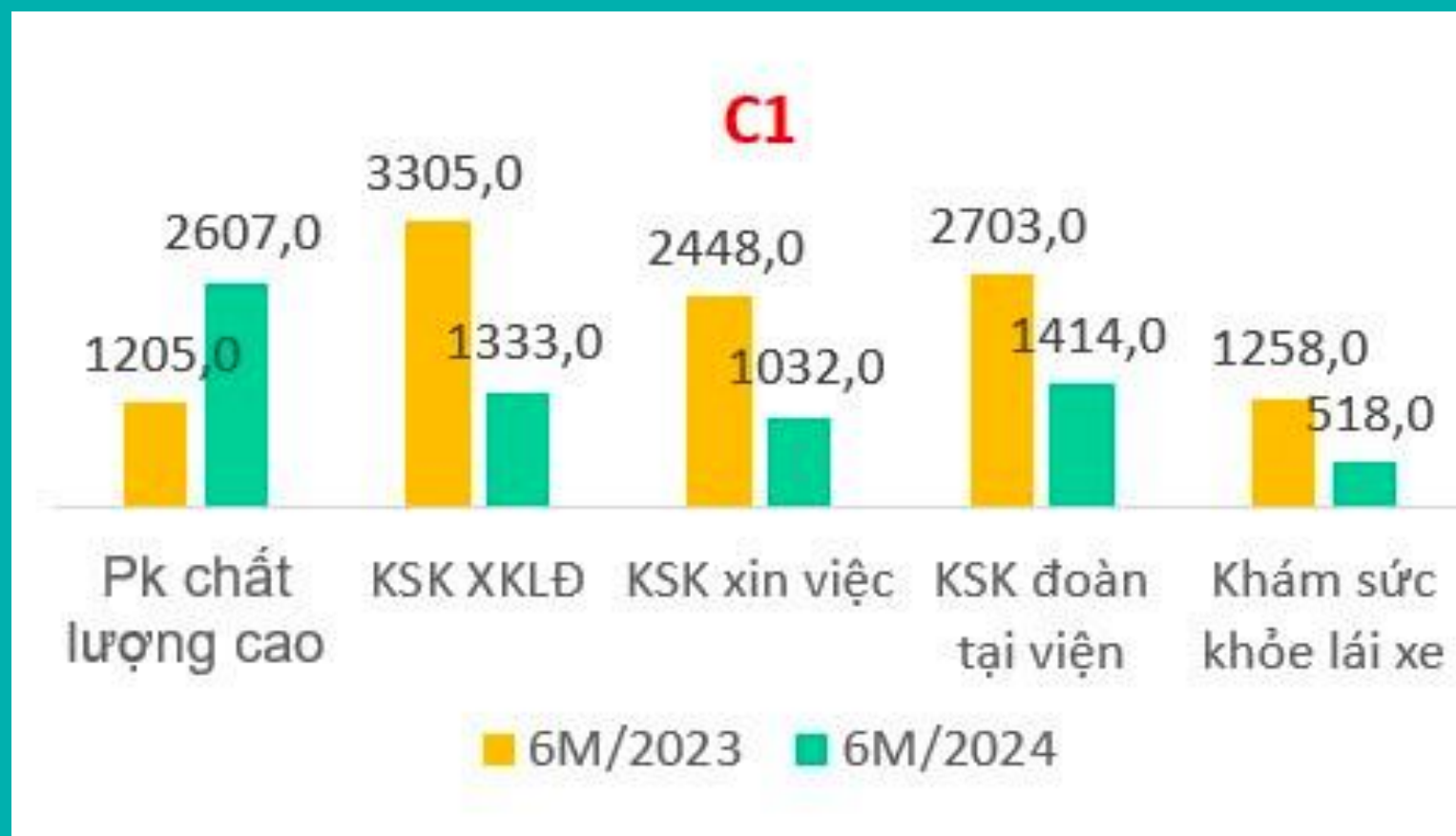


The present: A Hub for Medical Tourists

Statistics on High quality clinics

- Number of high quality services provided in 2024: **2647 services**
- Number of foreign patients: **3749 patients**
- Total income: **93.649.530 VND**

Statistics on Top services utilized



The present: A Hub for Medical Tourists

Statistics on customer satisfaction

- 79.5% of patients report high satisfaction

Top reasons for high satisfaction

- Quality of Medical Services
- Friendly and Caring Staff
- Efficient Services
- Clean and Comfortable Environment

Top reasons for low satisfaction

- Long Wait Times
- Unfriendly staff



The present: A Hub for Medical Tourists

Collaboration with the 199 Medical Tourism Unit and local travel agencies

- Local travel and tourism agencies
- Accommodation and restaurants
- Local community and NGOs
- Travel health insurance companies
- Partnership with Da Nang Tourism Promotion Center



The present: A Hub for Medical Tourists

Success stories and testimonials from international patients

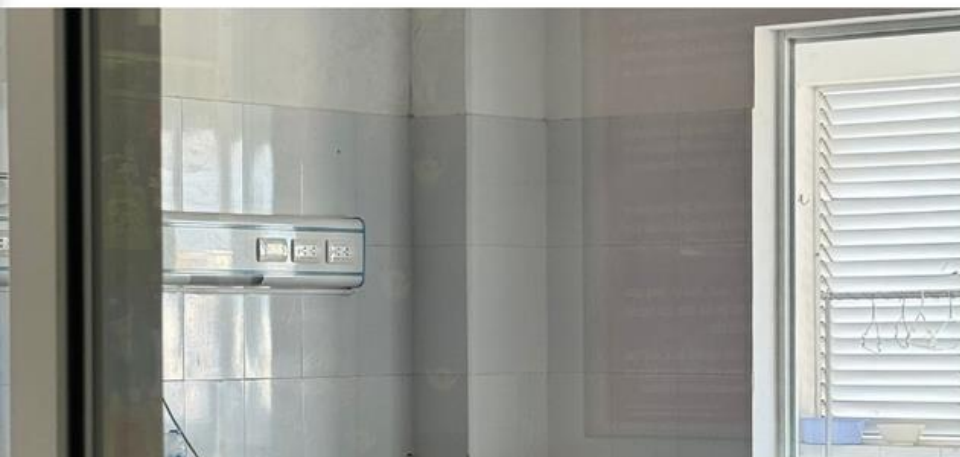
J Jaimin Dave
Local Guide · 32 bài đánh giá · 6 ảnh

★★★★★ 5 tháng trước

Amazing. Went to Emergency room at night with severe gastrointestinal pains. Was tended to, diagnosed (ultrasound, ECG, blood-work) and taken up to a bed within 2.5 hours. Had surgery less than 24 hours later after a CT scan, second ultrasound and surgery consultation in the morning. Nurses are very gentle and skilled. Multiple daily medications came like clockwork. Recovery path was explained in advance so I knew how I was progressing each day. Pricing was excellent, and crazy good compared to western countries.

Bed could have been more comfortable (they are hard Asian style if you like that.)

[Xem bản dịch \(Tiếng Việt\)](#)



K Katie Hoang
Local Guide · 60 bài đánh giá · 205 ảnh

★★★★★ 2 tháng trước

My baby had pediatric and image diagnostic today. Doctors were friendly and explained very well. Reasonable price, clean environment!

[Xem bản dịch \(Tiếng Việt\)](#)



R Rory Brandt
Local Guide · 42 bài đánh giá · 78 ảnh

★★★★★ một năm trước

Went to for a medical examination. Extremely inexpensive. 487500 vnd. Staff were friendly, helpful, kind etc. Clean hospital. Not all staff spoke English, however there was always a staff member available who could communicate in English. Yes, I should learn Vietnamese.

The hospital was not busy at all. I went at 8:30am on Wednesday the 6th of September.

One of the staff members walked me to each room I needed to visit. The process was quick and easy. I left the hospital and was called about an hour later to collect the results.

They have different services too, which include dentistry, optometry, gynecology and more. There are earth stones to use on your feet while you wait. Take a look at the pictures... hope this helps.

[Xem bản dịch \(Tiếng Việt\)](#)



I Illia Lukianov
Local Guide · 32 bài đánh giá · 87 ảnh

★★★★★ 10 tháng trước

I did a full check up here with cancer markers, ultrasounds, ECG, a lot of tests, got consultation based on it from very friendly and good speaking English doctor Linh, got results on my email translated to English (for additional 200k) for only 3M.

I'm really glad that my friends told me about this place. I think it's worth coming here from Bali to do a checkup. Highly recommend service, place, people and attitude.

[Xem bản dịch \(Tiếng Việt\)](#)



The future: Expanding Horizons

199 Hospital: Future goals for 199 Hospital in medical tourism

- Provide high-quality medical services
- Ensure public health and safety
- Enhance medical emergency
- Create a professional medical tourism environment
- Raise health awareness among tourists
- Improve healthcare infrastructure and diversify medical services to promote health tourism and boost the local economy.



The future: Expanding Horizons

199 Hospital: Partnerships

International Healthcare Providers

- Collaborations with Leipzig University Hospital, Germany
- Samsung Medison and Ibex Medical Systems, South Korea
- WYL Medical Group, Japan
- Southeast Asia Influence Alliance, Taiwan

Insurance Companies

Government



The future: Expanding Horizons

199 Hospital: Upcoming initiatives

Telemedicine

- Remote Consultation
- AI Integration (e.g., AI DrAi and PACS system)
- Telehealth for International Patients

Personalized Treatment Packages

- Customized Health Plans
- Holistic Care Approach
- Family Health Packages

Wellness Tourism

- Daycare and Rehabilitation Programs
- Spa and Wellness
- Partnerships with Resorts



The future: Expanding Horizons

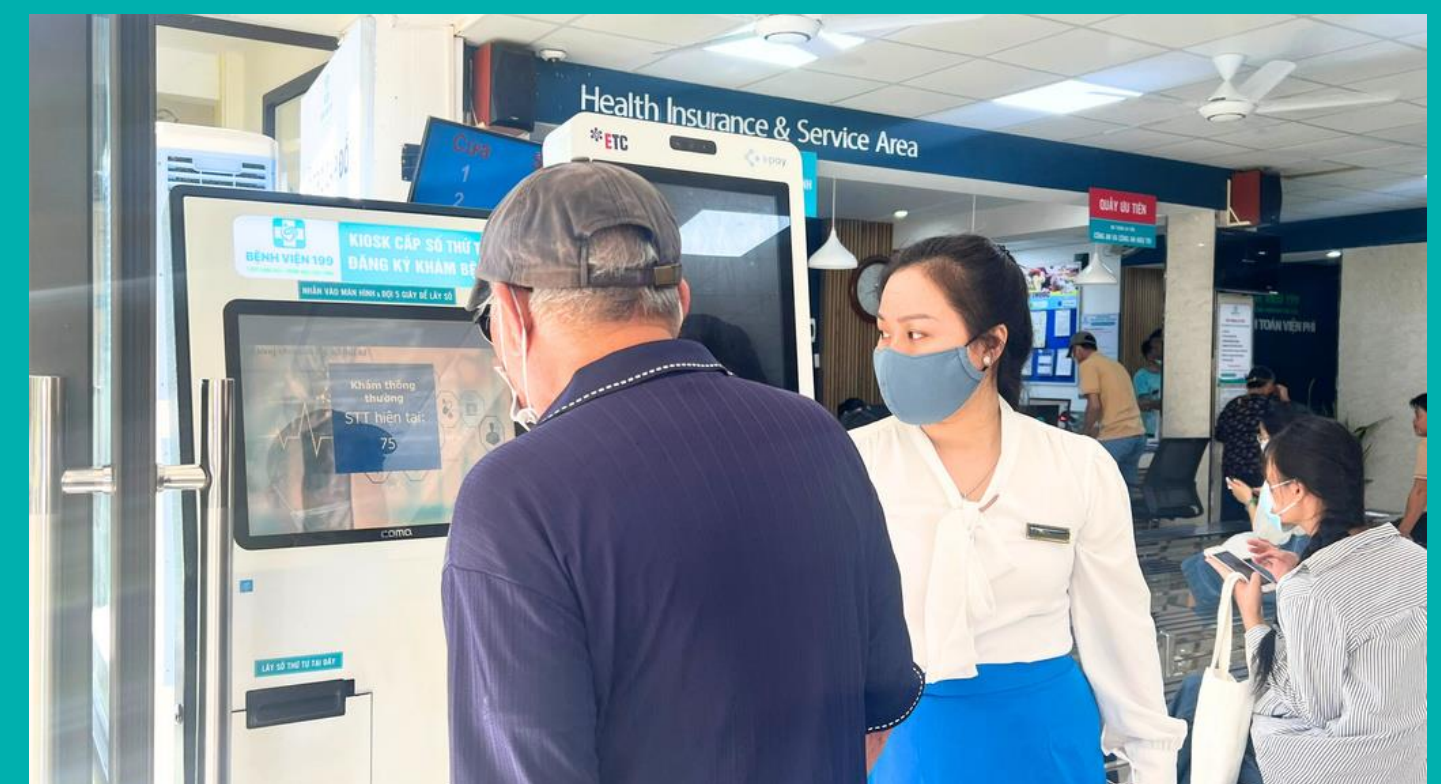
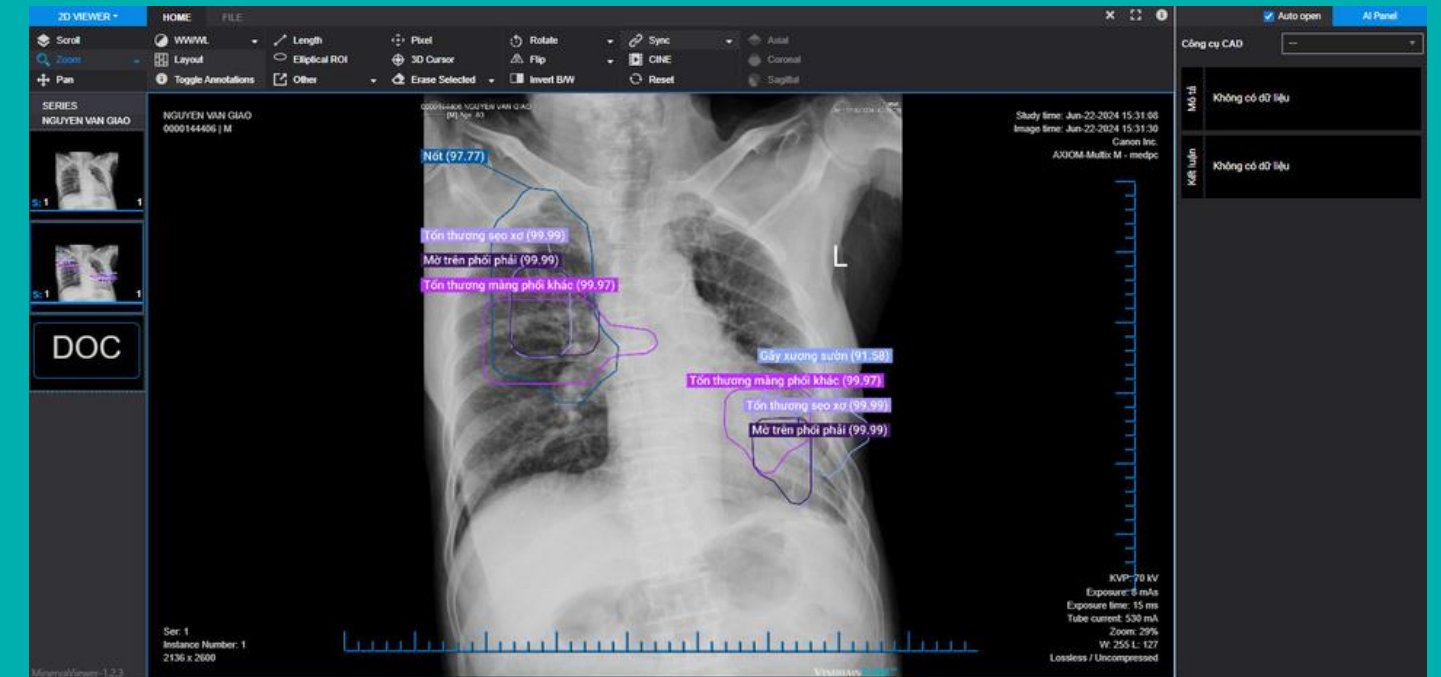
199 Hospital: Application of information technology in medical examination and treatment

AI applications in healthcare

- PACS systems
- Mobile X-ray AI (DrAi - Vinbain)
- AI for Thalassemia diagnosis
- Integrated AI for cameras and health records on smartphones.

Self-service smart kiosks

- By ETC - Epay Group, featuring advanced capabilities
- Over 10,000 appointments registered via CCCD/VNeID/VssID; biometric authentication
- Patients can independently schedule specialized clinic visits.



The future: Expanding Horizons

199 Hospital: To become a leading destination in Southeast Asia

State-of-the-Art Medical Technology

- AI in radiology and robotic surgery



Continuously stay updated on advancements in healthcare and make evidence-based decisions



Global Standards in Healthcare

- Internationally recognized guidelines



Adopt a healthy lifestyle and engage in preventive care



Centers of Excellence

- Specialized units for oncology, cardiology, fertility treatments, orthopedics



Advocate for policies that promote equitable access to healthcare



The future: Expanding Horizons

199 Hospital: Recap of the journey in medical tourism

DEVELOPMENT OF
SPECIALIZED SERVICES

1

ADOPTION OF
TELEMEDICINE

2

INTEGRATION WITH
WELLNESS TOURISM

3

STRATEGIC GLOBAL
PARTNERSHIPS

4

The future: Expanding Horizons

199 Hospital: Recap of the journey in medical tourism

Adherence to International Standards

- Compliance with Global Healthcare Protocols
- Incorporation of AI-driven diagnostics, telemedicine, and modern equipment

Specialized Care for International Patients

- Multilingual Support
- Tailored Treatment Packages
- Emergency Response Services

Staff Training

- Continuous education for staff
- Collaboration with Top Healthcare Institutions

Personalized Care and Wellness Focus

- Continuous education for staff
- Collaboration with Top Healthcare Institutions



Thank You!

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