



## The strategic role of information communication technology in succeeding medical tourism<sup>☆</sup>



Dumilah Ayuningtyas<sup>\*</sup>, Dionisius Alvian Ariwibowo

Department of Administration and Health Policy, Faculty of Public Health Universitas Indonesia, Depok, Indonesia

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### KEYWORDS

ICT;  
Medical tourism;  
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### Abstract

**Objective:** This study aims to gain a deep understanding of ICT strategic role in succeeding in medical tourism based on pre-procedure and post-procedure perspective.

**Methods:** A Literature review was conducted from 2 websites, 14 journals, and three books by the year 2008–2019 to find the role of ICT in the pre-procedure and post-procedure of medical tourism.

**Result:** Main healthcare services, such as patient admission and electronic medical record, can be optimized by utilizing ICT. ICT is also necessary for supporting integrated services for both health and tourism providers. Other than treatment and care services, ICT also had a big role in business purposes, such as the source of information, simplify the payment process, facilitate logistics and other administration processes.

**Conclusion:** It concluded that ICT played an important strategic role in medical tourism. Adequate infrastructures, human resources, and standards need to improve first to maximize ICT in medical tourism implementation.

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### Introduction

Medical tourism involves patient activities to obtain health-care services outside of the area which normally individuals took treatments.<sup>1</sup> The “outside of the area” definition

varies in many opinions; it can be defined as outside of the patient nation, or even when patient received treatment across the region or province can be enough to be called medical tourism.<sup>2,3</sup> The annual turnover of medical tourism globally could reach approximately 850 Trillion Rupiah, and in ASEAN could reach approximately 150 Trillion Rupiah.<sup>4</sup> According to Patients Beyond Borders (2019) India, Costa Rica, Israel, Mexico, Singapore, South Korea, Turkey, Taiwan, Thailand, and the United States are the top medical tourism destinations.<sup>5</sup>

There are various reasons why patients prefer medical tourism than treatment in their local medical facilities. For patients in developed countries, obtaining medical

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<sup>\*</sup> Corresponding author.

E-mail address: [dumilah@gmail.com](mailto:dumilah@gmail.com) (D. Ayuningtyas).

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