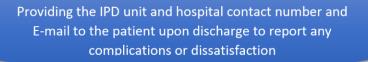
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The process of providing in the country of origin in the event of complications in order to obtain international patient satisfaction





receiving a complication report from an international patient by a IPD expert or IPD physician

Accurately review and document any complications or dissatisfaction that occur and inform the IPD team and hospital management

Assessing the cause of the complication and investigating possible medical ,pharmaceutical or management

Holding a face—to-face online meeting with the patient or their companion and providing a clear report of the treatment measures taken and the possible causes of the complication

Receiving feedback and concerns from the patient and their companion yes Does the patient wish to continue treatment at our NO center? Referral to the desired medical center with the relevant specialty and reimbursement of its costs by the hospital Continuation or repetition of treatment at no cost along with free support services Compiling a complete report of the complication handling process Obtaining the patient's final consent international