

Quality & Accreditation Institute

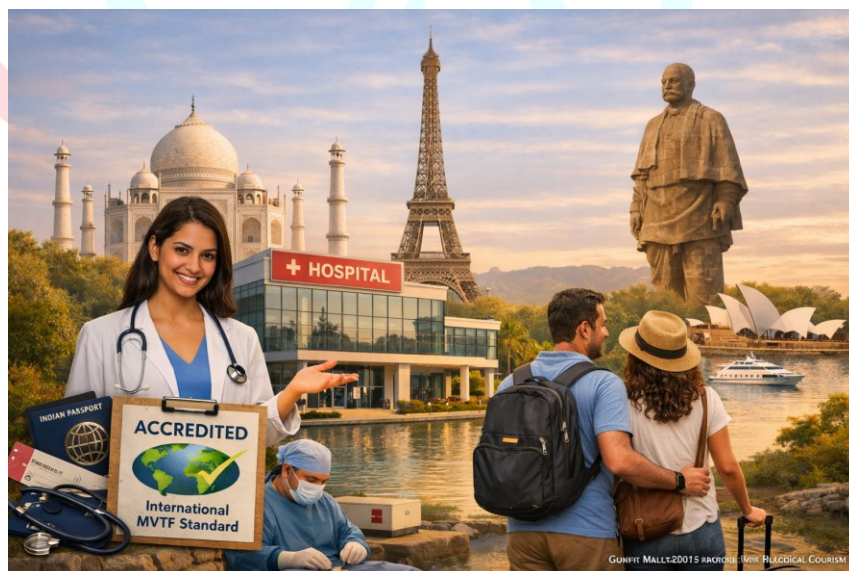
Centre for Accreditation of Health & Social Care



Accreditation Standard for Medical Value Travel Facilitators as per **QAI 22525^{Plus}**

(Based on ISO 22525/ IS 17942 Modified)
(Tourism and related services- Medical tourism- Service requirements)

1st Edition, April 2026



Copyright ©2026 by Quality and Accreditation Institute Pvt. Ltd. All rights reserved. No part of this publication shall be reproduced or distributed in any form or by any means, or stored in a data base or retrieval system, without the prior permission of the QAI.

I Introduction

The standard ISO 22525:2020 (Tourism and related services- Medical tourism- Service requirements) which provides requirements for medical-tourism-specialized intermediary which aids the medical tourist in the process of contracting medical services. They are often termed as Medical Value Travel Facilitators (MVTf).

There is a growing trend to travel across the countries for seeking healthcare services. Several countries including India have emerged popular destinations due to high quality of medical services at a comparative affordable cost. Amongst others, India is leading medical tourism (medical value travel) due to the presence of world-class hospitals, skilled medical professionals and superior quality healthcare; low treatment costs compared to other countries; unavailability of treatment in medical tourists' home countries or desire of medical tourists to skip long waiting lists; and credibility in Indian traditional systems of medicine (Ayush) as well as increased global demand for wellness services like Yoga and Meditation. QAI 22525^{Plus} accreditation programme is developed based on ISO 22525/ IS 17942. **QAI 22525^{Plus} must be read in conjunction with the ISO 22525/ IS 17942.** Any MVTf wishes to get QAI 22525^{Plus} accreditation should use this document i.e., QAI 22525^{Plus} and ISO 22525/ IS 17942- Modified together. ISO 22525/ IS 17942 remains the base document and it is supplemented by additional requirements given in this (QAI 22525^{Plus}) document. Additional requirements may change based on the requirements for accreditation from time to time.

This programme is meant for the accreditation of standalone MVTf as well MVTf which is part of a larger organisation.

We look forward to working with MVTfs and seek support in receiving feedback while you use these accreditation standards.

Dr. B.K. Rana
Founding CEO

II Table of Contents

Sl. No.	Items	Page No.
1	Introduction	2
2	Standards Framework	4
3	Clause 1: Scope	5
4	Clause 2: Normative references	5
5	Clause 3: Terms and definitions	5
6	Clause 4: General requirements	6
7	Clause 5: Requirements for facilitators	6
8	Clause 6: Requirements for healthcare providers	6
9	Annex A (Informative)	8
10	Annex B (Normative)	8

III Standard Framework

This set of accreditation Standard have a defined framework making them easy for MVTF and assessors to use. Each clause is divided into a number of sub-clauses. Each clause/ sub-clause will be assessed for compliance. The framework is as follows:

Sl. No.	Name of Clause	No. of Sub-Clauses
1	Clause 1: Scope	--
2	Clause 2: Normative references	--
3	Clause 3: Terms and definitions	--
4	Clause 4: General requirements	4
5	Clause 5: Requirements for facilitators	4
6	Clause 6: Requirements for healthcare providers	8
7	Annex A (Informative)	--
8	Annex B (Normative)	--
9	Bibliography	
	Total	16

1. **Scope:** Requirements of ISO 22525 apply.
2. **Normative references:** Requirements of ISO 22525 apply.
3. **Terms and definitions:** Requirements of ISO 22525 apply except for the following terms which are slightly modified for clarity, to cover all systems of medicine and healthcare staff:

3.2

facilitator

medical-tourism-specialized intermediary which aids the medical tourist in the process of contracting medical services. They are often termed as Medical Value Travel Facilitator (MVTf).

Note 1 to entry: Some facilitators also completely or partly arrange concierge services, flights or accommodation for the medical tourist.

EXAMPLE Travel agency, medical cluster, the international department of a healthcare provider.

3.4

healthcare provider

organisation where medical tourists (3.9) are given medical consultation, diagnosis, rehabilitation and medical or surgical treatment for all systems of medicine recognized under applicable law

EXAMPLE Clinic, hospital, rehabilitation centre.

3.5

healthcare staff

qualified staff who provide clinical services to medical tourists (3.9)

EXAMPLE Nurse practitioner, physician's assistant, emergency medical technician, radiography staff, dietician, dietician, marma therapist, panchakarma technician etc.

Clause 4: General requirements

4. General requirements:

Requirements of ISO 22525 apply for the facilitator.

Requirements meant for the healthcare providers shall be met through the provision of clause 6.1.

Clause 5: Requirements for facilitators

5. Requirements for facilitators:

Requirements of ISO 22525 apply.

Clause 6: Requirements for healthcare providers

6. Requirements for healthcare providers:

Requirements of ISO 22525 apply except where these are replaced by specific requirements and given in this document.

6.1 General

The facilitator shall ensure that the healthcare provider to be contracted to provide medical services to medical tourist meets any one of the following criteria.

- A. Accreditation from an accreditation body accredited by the International Society for Quality in Health Care External Evaluation Association (ISQuaEEA) using ISQuaEEA accredited standards or equivalent, read with any additional requirements specified under this programme, for Ayush Hospitals / Day Care centres / Clinics

- B. Accreditation from an accreditation body accredited by the International Society for Quality in Health Care External Evaluation Association (ISQuaEEA) using WHO EMRO Standards for Patient Safety Friendly Hospital Standards or equivalent standard, read with any additional requirements specified under this programme, for healthcare accreditation for Ayush Hospitals / Day Care centres / Clinics.
- C. Accreditation from an accreditation body accredited by the International Society for Quality in Health Care External Evaluation Association (ISQuaEEA) using ISO 7101 or equivalent standard, read with any additional requirements specified under this programme, for healthcare accreditation for Ayush Hospitals / Day Care centres / Clinics.
- D. Certification to ISO 7101, read with any additional requirements specified under this programme for Ayush Hospitals / Day Care centres / Clinics, by a certification body accredited by an accreditation body which is signatory to the Multilateral Recognition Arrangement (MLA) of the International Accreditation Forum (IAF)* for ISO 17021-1 until MLA for ISO 7101 is established.
- E. Certification to ISO 9001, read with any additional requirements specified under this programme for Ayush Hospitals / Day Care centres / Clinics, as applicable, by a certification body accredited by an accreditation body which is signatory to the Multilateral Recognition Arrangement (MLA) of the International Accreditation Forum (IAF)* for ISO 17021-1/ISO 9001. All clauses of ISO 9001 shall be applicable without any exclusion

*or its successor Global Accreditation Cooperation Incorporated (Global ACI)

6.2 Information: Requirements of ISO 22525 apply. In addition, requirements of this clause will be met through the provision of clause 6.1.

6.3 General service provision: Requirements of ISO 22525 apply. In addition, requirements of this clause will be met through the provision of clause 6.1.

6.4 Staff: Requirements of this clause will be met through the provision of clause 6.1.

6.5 Medical service provision: Requirements of this clause will be met through the provision of clause 6.1.

6.6 Nutrition: Requirements of this clause will be met through the provision of clause 6.1.

6.7 Safety and security: Requirements of this clause will be met through the provision of clause 6.1.

6.8 Cleaning, disinfection, sterilization and maintenance: Requirements of this clause will be met through the provision of clause 6.1.

Annex A (Informative)

Annex A: As per ISO 22525

Annex B (Normative)

Annex B: As per ISO 22525



Quality and Accreditation Institute
Centre for Accreditation of Health & Social Care
www.qai.org.in