

Medical travel

Medical tourism aftercare: the records that must travel home

India and international patient trust

For India's aesthetic medical tourism services, the departure process is part of the promise made before booking.

Medical tourism aftercare: the records that must
travel home

Medical tourism aftercare records should leave the patient with an accessible account of their care, a clinically approved follow-up plan and a clear way to obtain clarification after returning home.

Agree the receiving need before preparing the pack

I would begin by asking the clinical lead what information must be available for this patient's follow-up. Operations should organise the answer, without deciding which clinical details are dispensable.

Give every document an owner and a version

I would use a document register showing the required item, its clinical author or approver, the current version and its delivery status. The register belongs to the operational process.

Apply the ready, received, reachable checklist

My proposed handover checklist has three parts. Ready means the required material has been approved and unresolved items are visible. Received means the intended recipient can actually obtain and open it.

Resolve gaps without letting the itinerary decide care

A departure date can make an incomplete handover feel like an administrative inconvenience. I would give the team an explicit escalation route for that situation.

Keep ownership after the patient leaves

The handover record should remain open for the actions that the service has agreed to complete after departure.

The full method

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