



# Temos International

Quality solutions.

Thriving organizations.

# Introducing Temos International

- Founded in 2010 with Headquarters in Germany
- First company to offer accreditation for clinical & non-clinical services for providers serving international patients



Temos International HQ near Cologne, Germany

Temos stands for:  
Trust  
Effective Medicine  
Optimized Services

# Temos Mission

To achieve excellence in international patient management for Temos certified partners through good governance, transparency, and continuous quality improvement, resulting in the best possible patient care and experience.

- **Our corporate values:**

- Quality
- Teamwork
- Respect and courtesy
- Empowerment and improvement
- Integrity, fairness and honesty
- Accountability and objectivity
- Responsiveness



Quality in  
International  
Patient Care



Excellence in  
Medical  
Tourism



Quality in  
International  
Dental Care

# Temos accreditation programs



Quality in  
International  
Reproductive  
Care



Quality in  
International  
Rehabilitation  
Care



Quality in  
International  
Eye Care



Quality in  
International  
Medical  
Travel  
Coordination





# Why Temos accreditation?

# Key aspects

Temos quality programs focus on the demands and requirements of international patients

- **Improve quality**
- **Reduce costs**
- **Increase revenue**
- **Generate loyalty**
- **Boost referrals**
- **Be more competitive**

„Since our first Temos certification we have been able to change many processes in our dental clinic. Temos has helped us enormously in achieving higher quality dentistry!“

Dr Minos Kouvelas, Quality Control Manager Eurodentica Specialized Dental Care, Greece

# Quality outcomes for your organization

- Streamline operations to increase efficiencies
- Align departments and functions to coordinate and harmonize systems
- Increase staff competencies and satisfaction
- Benefit from larger market share
- Improve outcomes
- Reduce risk & liability

„Excellent team work and  
acknowledgement of our health services.“

Mr Panagiotis Charkiolakis, Administration Manager, Creta Interclinic S.A., Greece

# Business benefits for your organization

- Differentiation from competitors
- Better brand visibility
  - Temos' promotion of your organization via its website, social media, etc.
- Increased marketing potential
  - Leverage your certification in marketing your services
  - Build trust and loyalty – demonstrated commitment to quality



# Quality improvement for your patients

- Better clinical and non-clinical outcomes
- Improve overall patient experience
- Receive treatment in a safe, secure, trustworthy and third party accredited environment
- Assure continuum of care from first contact to follow up

„Very professional certification for high-quality medical standards“

Ms Sherry, Head Nurse Global Doctor Guangzhou Medical Center, China

# Top 10 reasons for quality improvement\*

• Hygiene and cleaning	35
• Maintenance of equipment	33
• Infection prevention and control	28
• Multilingual sign posting	24
• Staff training (different areas)	22
• Security and evacuation system	21
• Medication handling incl. narcotics, HAM, LASA	17
• Fire and smoke detection	16
• Emergency exit signs	15
• Defibrillators	14

\* Data from 38 Temos onsite visits/reports

# Hazardous waste: challenge



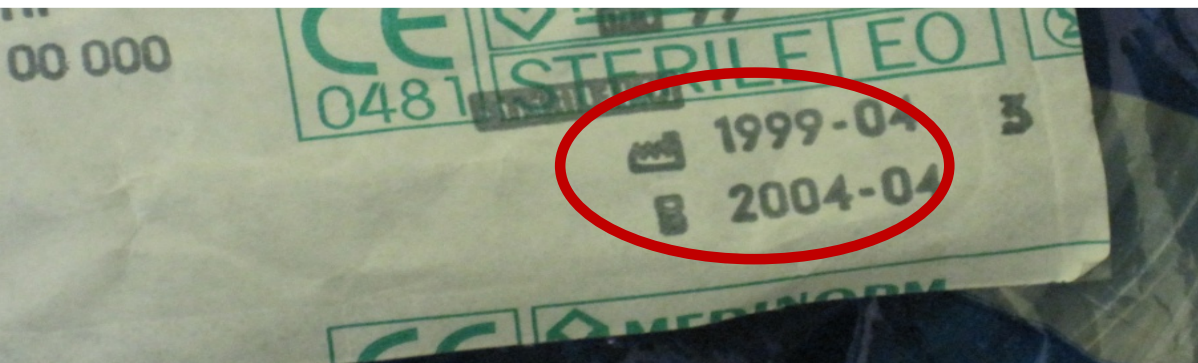
Hazardous waste management:  
appreciated



**Kitchen:**  
appreciated, left  
challenge, right







**Emergency trolley (“before and after”):  
Same hospital in 2013 and 2016**



# Exclusive benefits for Temos providers

- Preferred partners of assistance and insurance companies
- Exclusive partners of and access to Diplomatic Council
- Referral of patients by Temos certified facilitators
- Reimbursement of 50 % by Turkish Ministry of Economy for Turkish organizations
- Benchmark with other providers
- Access to Temos Academy
- Access to Temos Conferences



# Temos International record of success

Quality measures that go beyond the basic requirements used by competitors to the comprehensive

Successful track record including:

- 75 certified providers and counting
- 8 years in business
- 15 regional offices worldwide
- 25 assessors with experience from > 100 countries

# Testimonial

Please find further testimonials on [www.temos-international.com](http://www.temos-international.com)

“In the middle of 2015, IASO Maternity hospital and especially the IVF Unit of IASO “Institute of Life” IoLife, decided to be certified according to the “Quality in International Reproductive Care” TEMOS standard for the IVF Units, because we believe it is a strong management and marketing tool.

We knew that we had to put a lot of effort but we were certain that at the end of the day we would have a sustainable management tool for the IVF Unit “IoLife”. After 4 months of hard work, “IoLife” was certified by TEMOS at the end of 2015. This certification inspires “trust” to internal and external interested parties. There is a strong control through the TEMOS very strict specifications and requirements and a demand for high level competence for the personnel and the doctors. At the end of the day we also enjoyed a lot, this new journey to quality. The detailed TEMOS standard in “Quality in International Reproductive Care” and the examination process was proven to be successful along with the nice discussions during the audit and the first annual surveillance, after 1,5 years of implementation.

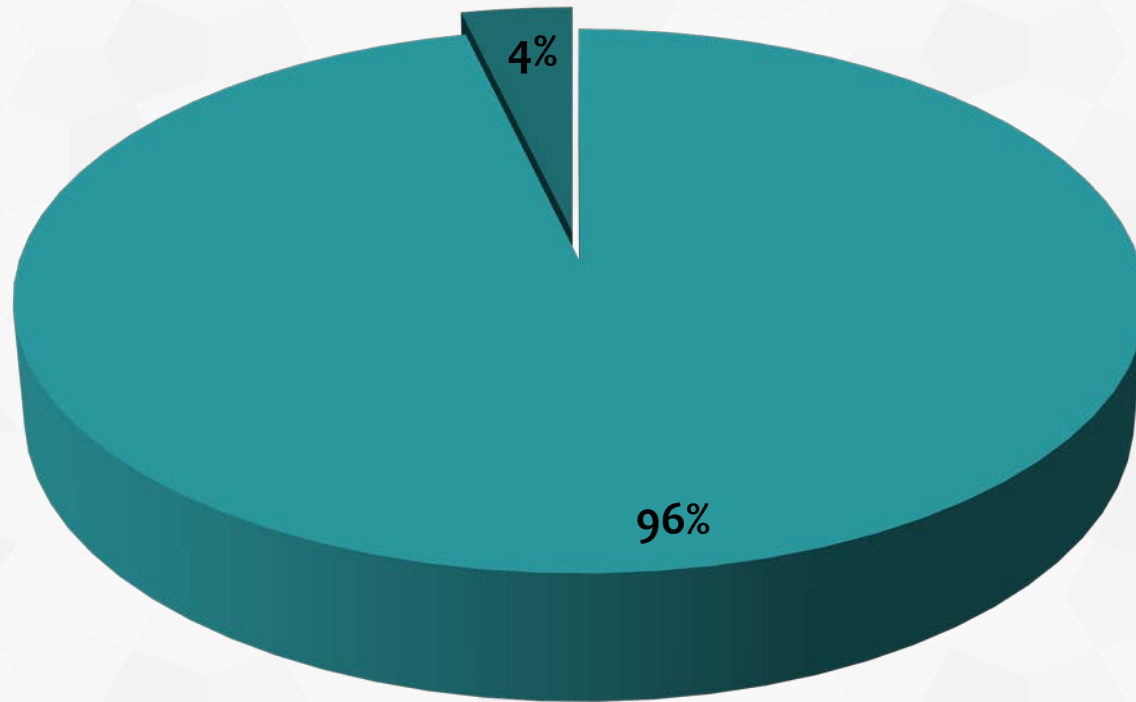
The Temos assessors were always very polite, supportive, strict, informative and explanatory and were giving answers to all of our questions. In this way we had a constructive feedback on our infrastructure and personnel SOPs and practices, improving communication between all the interested parties, not only for the requirements of the improvement of the already established Quality Management System but also for the provision of even higher quality level of the daily work.”

Themis Mantzavinos, Medical Director IASO Institute of Life, Greece  
Nikolaos Vamvakaris, Quality Assurance Manage of IASO Group, Greece



# Customer feedback 2017

# Overall satisfaction

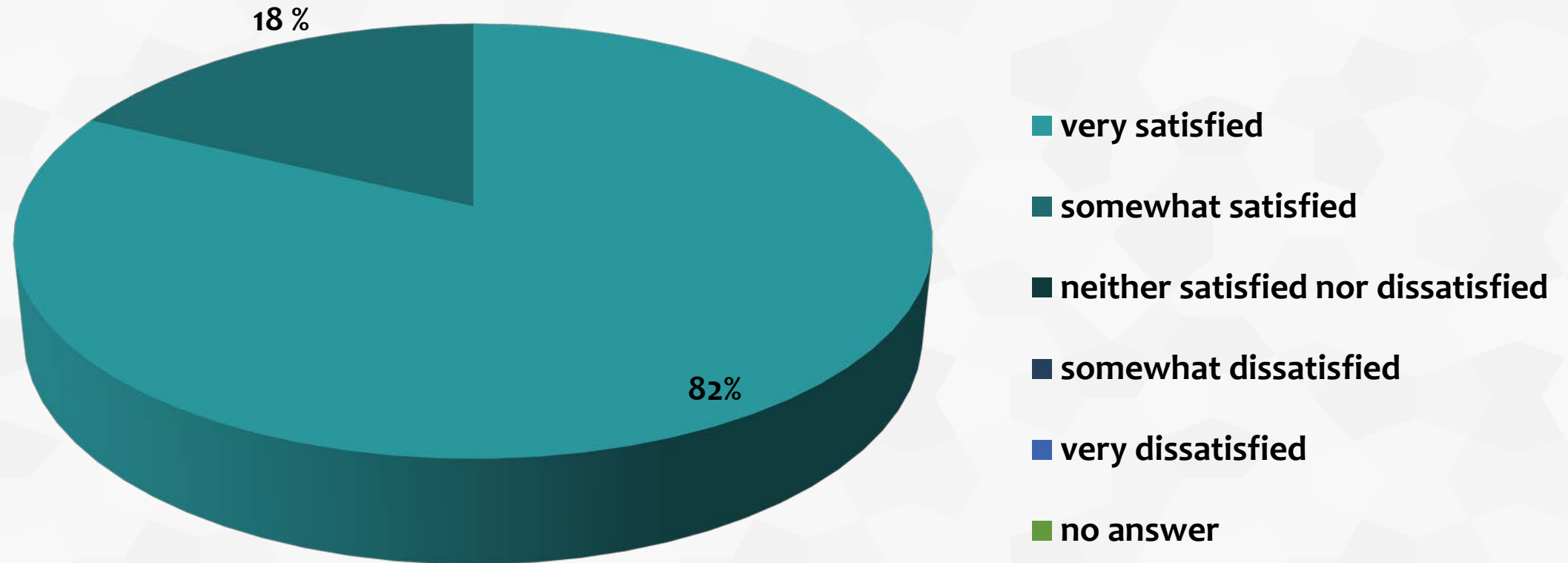


- very satisfied
- somewhat satisfied
- neither satisfied nor dissatisfied
- somewhat dissatisfied
- very dissatisfied
- no answer

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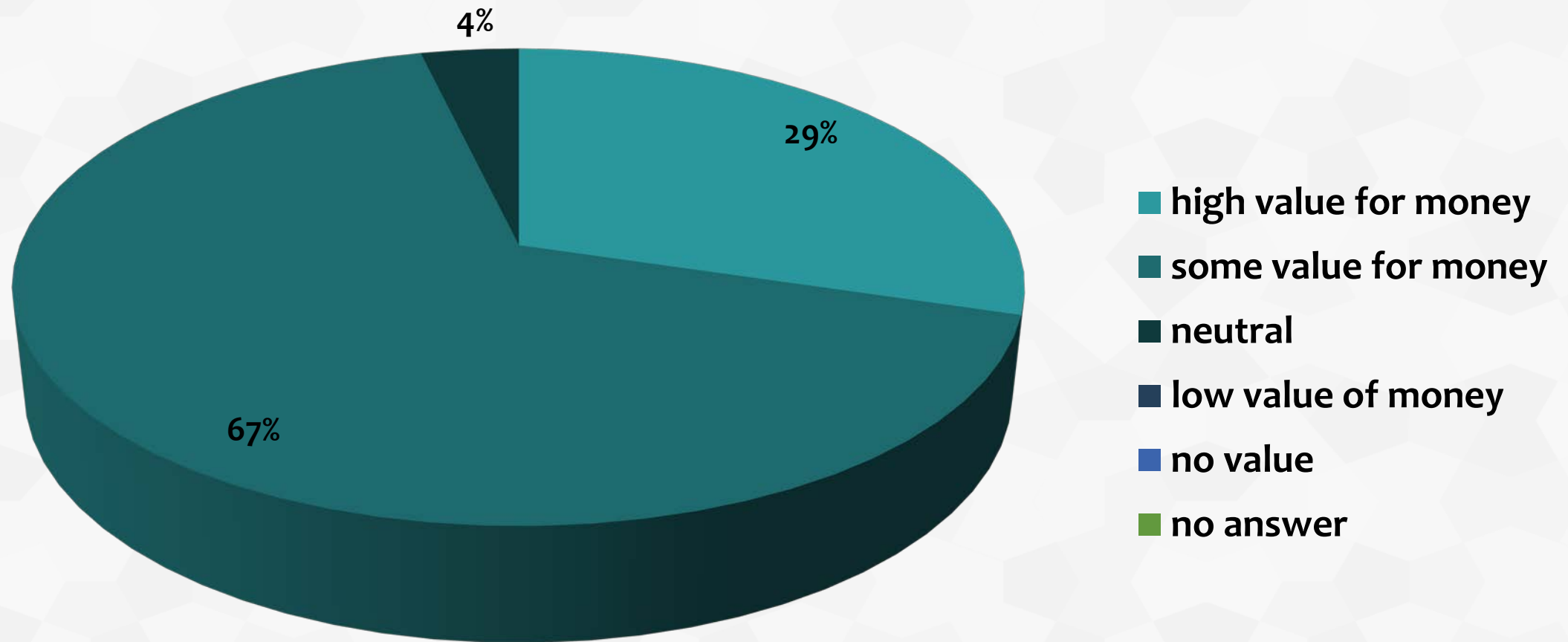


# Objectivity of certification process



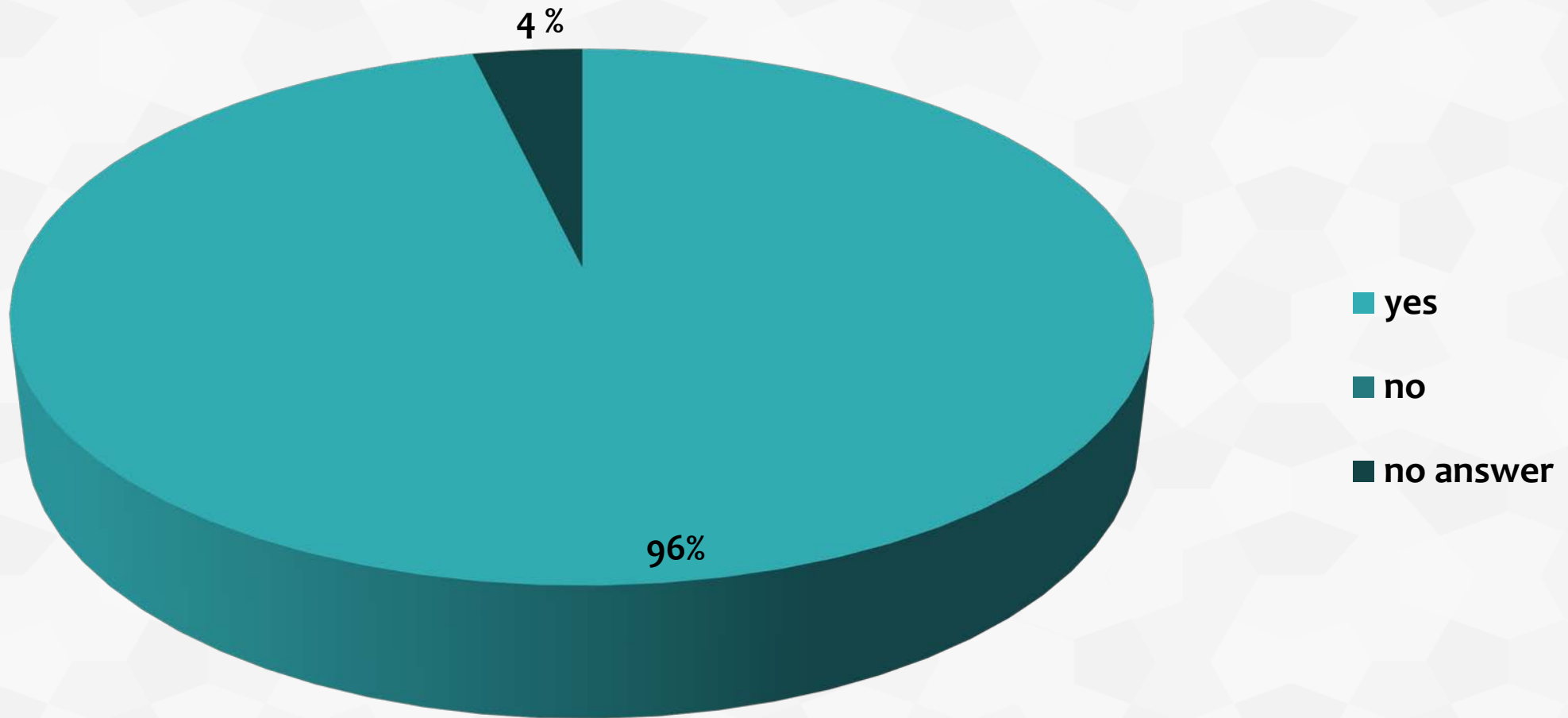
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# Quality improvement and business



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# Recommendation to others?

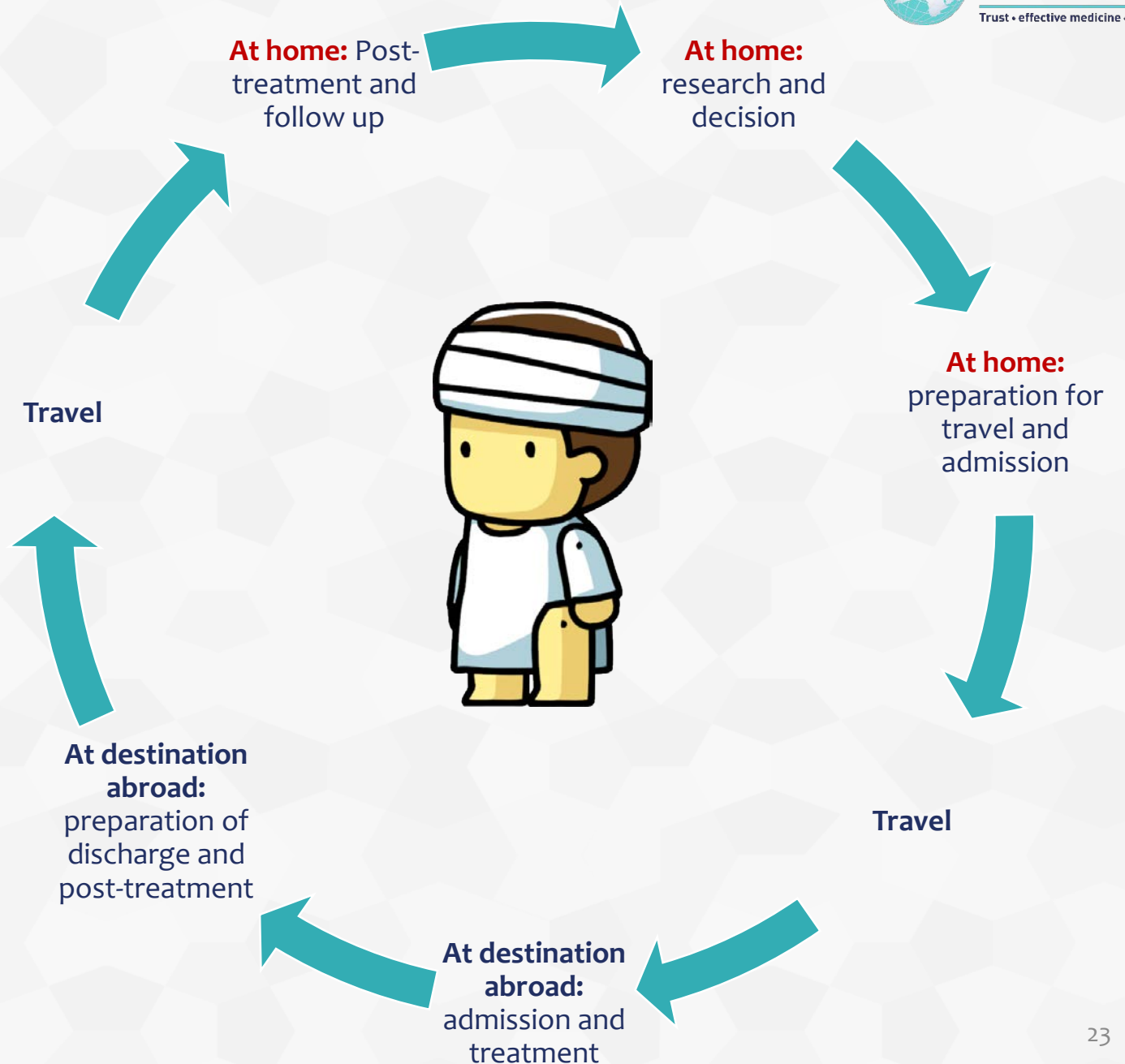


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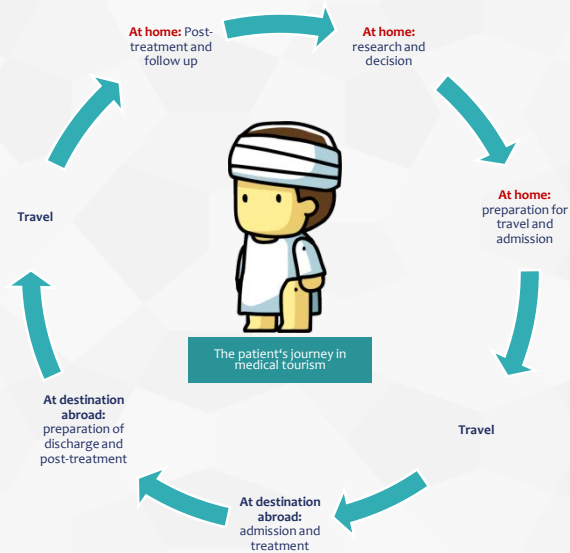
# Uniqueness of Temos accreditation

# The patient's journey in medical tourism





# What needs to be considered in medical travel?

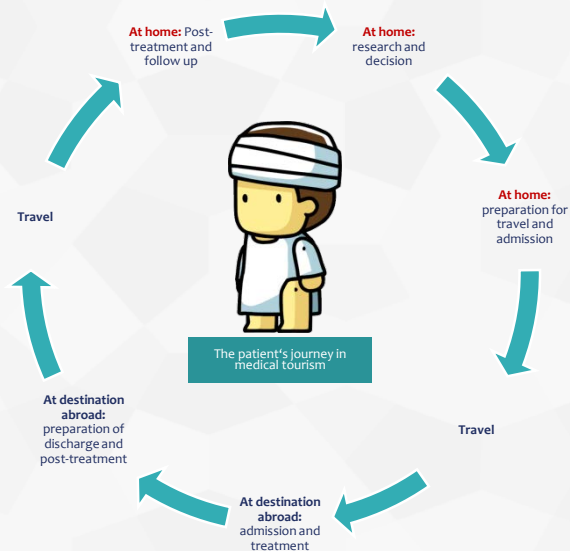


- 360° quality approach:
  - Complete Patient Experience from initial contact to post-discharge follow up
- Patient's & staff expectations based on:
  - Cultural background, social status, former experience, word of mouth, social media  
→ Cultural sensitivity!
- Involvement of different stakeholders:
  - Insurance, assistance, employee, embassy

# The Temos difference: Pre- and post treatment!

- Services integral to the Patient Experience while the international patient is still at home and after he/she returned home are NOT PART of general accreditation systems like JCI, QHA, Accreditation Canada, ISO9001, DIN EN 15224, etc.

→ **Covered by Temos Accreditation**





# Temos International

Quality solutions.

Thriving organizations.

# Temos regional offices & contact points

- **Europe**

- Croatia, Slovenia: Zagreb
- Germany (HQ): Cologne
- Greece, Cyprus: Athens
- Malta: Mosta
- Romania: Bucharest
- Russia: Moscow
- Spain, Portugal: Madrid

- **Africa**

- Egypt: Hurghada

- **Middle East**

- Jordan, KSA: Amman
- UAE, Oman, Qatar: Dubai

- **Asia**

- Iran: Tehran
- Malaysia: Kuala Lumpur
- Philippines: Manila

- **North and South America**

- USA, LATAM: Rhode Island
- Colombia: Medellin



Contact us today!

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