

International Patient Post-Departure Care and Referral Plan

I. Post-Departure Care Process

To ensure that international patients receive comprehensive follow-up care after leaving Taiwan, medical institutions should establish a clear operational process, including the following steps:

1. Pre-Departure Preparation and Needs Assessment

1. The attending physician and the international medical team should assess the patient's health condition to determine whether they are fit for departure.
2. A personalized post-departure care plan should be developed based on the patient's needs.
3. If the patient requires special care (such as oxygen equipment or medical escorts), necessary resources should be arranged accordingly.

2. Formulation and Guidance on Post-Departure Care Plan

1. A written post-departure care plan should be provided, including:
 - (1) Disease-related care instructions (such as medication schedules, dietary recommendations, and activity restrictions).
 - (2) Medical arrangements upon returning to their home country (such as referrals to local medical institutions and follow-up mechanisms).
 - (3) Emergency response measures (including the contact information of medical institutions and response procedures in case of health deterioration).
2. The plan should be clearly explained to the patient and their family to ensure understanding and proper implementation.

3. Post-Departure Follow-Up and Referral Mechanism

1. **Regular Contact and Health Monitoring:** The international medical team should assign dedicated personnel to regularly follow up with the patient via phone, email, or video consultations to assess any changes in their condition.
2. **Provision of Telemedicine Services:** If necessary, virtual consultations should be arranged to provide medical advice and coordinate with the patient's local medical team.
3. **Referral to Local Medical Institutions:** If further treatment is required after returning home, assistance should be provided in contacting local healthcare providers and sharing the necessary medical records and referral documents.

4. Arrangements for Returning to Taiwan for Further Treatment in Case of Health Deterioration:

- (1) Assess whether the patient is suitable for returning to Taiwan for treatment.
- (2) Provide assistance with obtaining a medical visa, medical appointments, hospitalization arrangements, transportation, and accommodation recommendations.

II. Post-Departure Care Plan

The post-departure care plan should at least include the following aspects and be provided in written form to the patient and their family:

1. Needs Assessment and Disease-Related Instructions

1. Patient's health assessment report at the time of departure.
2. Summary of major diagnoses and treatments.
3. Medication instructions and precautions.
4. Dietary and lifestyle recommendations.
5. Possible complications and corresponding response measures.

2. Follow-Up Care and Monitoring Mechanism

1. Remote health consultations and video medical services (e.g., via Line, WhatsApp, WeChat, Zoom).
2. Regular health status tracking and documentation (such as blood pressure, blood sugar levels, body temperature).
3. List of local medical institutions for referral and their contact information.
4. Emergency contact points, including Taiwan-based medical institutions providing 24/7 support services.

3. Referral and Arrangements for Returning to Taiwan for Treatment

1. If the patient requires referral to a local medical institution, the following should be provided:
 - (1) A medical referral letter, including a summary of the patient's medical history, diagnosis, and treatment plan.
 - (2) A list of recommended local medical institutions and physicians.
2. If the patient needs to return to Taiwan for treatment, the medical institution should provide:

- (1) Assistance with medical visa applications (such as issuing a medical invitation letter).
- (2) Appointments for hospitalization or outpatient services.
- (3) Recommendations for transportation and accommodation.
- (4) Arrangements for medical escorts or air ambulance services if necessary.

III. Assistance for International Patients in Post-Departure Follow-Up and Returning to Taiwan

1. Designation of Personnel for Post-Departure Patient Tracking

1. Establish an international patient database to ensure complete patient contact information.
2. Set up a dedicated service desk for international patients, providing 24/7 emergency support.
3. Assign personnel to contact and follow up with patients in multiple languages (such as English, Chinese, Japanese) based on their needs.

2. Regular Health Monitoring of Patients

1. Regular follow-ups at **one week, one month, three months, and six months** after departure to ensure the patient's health condition remains stable.
2. If the patient's condition changes, assess whether further medical intervention or referral to a local medical institution is required.

3. Arrangements for Patients Returning to Taiwan for Treatment

1. If the patient wishes to return to Taiwan for treatment, assistance should be provided for:
 - (1) Booking appointments with the attending physician and necessary medical examinations.
 - (2) Arranging transportation and accommodation recommendations.
 - (3) Supporting medical visa applications.
 - (4) Arranging international medical transport or air ambulance services if the patient's condition is severe.

IV. Conclusion

This plan aims to ensure that international patients continue to receive comprehensive medical support and follow-up services after leaving Taiwan, thereby enhancing medical safety and satisfaction while strengthening the international competitiveness of Taiwan's healthcare institutions. Through thorough needs assessments, telemedicine follow-ups, local referral mechanisms, and

arrangements for returning to Taiwan for treatment, international patients can receive continuous medical care and establish long-term doctor-patient relationships.