

MEDICAY GLOBAL

Vetting & Onboarding Standards

ACCOMMODATION VETTING STANDARDS

How we assess and select accommodation for our patients

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About Our Accommodation Vetting Standards Vetting Process

The accommodation we arrange for our patients is not selected on price or convenience alone. Every property — whether a serviced residence, a city hotel, or a retreat stay — is assessed against a defined set of standards covering legal compliance, location, room suitability for medical patients, security, and financial transparency. Only properties that meet our requirements across all areas are included in our network. The criteria below outline what we assess.

Legal & Compliance

Business Registration & Licensing

We verify that every accommodation provider holds valid business registration, trade licences, and GST certification in accordance with Indian law.

Fire Safety & Health Certifications

We confirm that properties hold current Fire Safety NOC and relevant health and sanitation certifications.

Insurance

We require properties to hold appropriate public liability insurance, protecting our patients throughout their stay.

Formal Agreement with Medica Global

Every accommodation partner signs a formal agreement or MOU with Medica Global, establishing the standards and obligations they are required to uphold.

Location & Accessibility

Proximity to Affiliated Hospitals

We assess the distance and travel time from the property to the hospitals in our network — prioritising convenience and accessibility for patients during treatment.

Safe Neighbourhood

We evaluate the safety and security profile of the surrounding area.

Proximity to Essential Services

We verify access to pharmacies, grocery stores, ATMs, and dining options within a reasonable distance.

Airport Access

We confirm ease of access to the nearest airport for arrival and departure logistics.

Room Standards & Patient Suitability

Cleanliness & Housekeeping

We assess documented housekeeping protocols and conduct or review physical inspections to confirm standards of cleanliness.

Medical Patient Amenities

We verify the availability of key amenities including air conditioning, high-speed Wi-Fi, comfortable bedding, medical refrigeration, quiet rooms, and room service.

Accessibility

We assess wheelchair accessibility, lift availability, and accessible bathroom facilities including grab bars — critical for post-operative patients.

Attendant Accommodation

We confirm the availability of extra beds for accompanying family members or attendants.

Flexible Check-In and Check-Out

We require accommodation partners to offer flexibility in check-in and check-out times to accommodate patient travel and discharge schedules.

Security & Safety

24/7 Security

We confirm round-the-clock security presence and CCTV coverage throughout the property.

Secure Access

We assess access control measures to ensure patient safety and privacy.

Emergency Procedures

We verify that documented emergency evacuation plans are in place and communicated to guests.

Female Traveller Safety

We confirm that specific safety measures for female travellers and solo patients are in place.

Billing & Financial Transparency

Clear Cancellation Policy

We require all accommodation partners to provide a transparent cancellation and refund policy that is communicated to patients in advance.

Corporate Billing Facility

We assess the availability of corporate billing arrangements to support coordinated payment processes.

Medicay Global arranges accommodation as part of its coordination and facilitation services. Accommodation partners are assessed by our Local Operations Partner in accordance with the standards set by Medicay Global. All accommodation is selected to support the comfort and safety of our patients during their medical journey. Final accommodation is confirmed in advance and communicated clearly to every patient.