

MEDICAY GLOBAL

Vetting & Onboarding Standards

HOSPITAL VETTING STANDARDS

How we assess and select hospitals in our network

© 2026 Medicay Global Inc.

Registered in Ontario, Canada | Corporation No. 1005498123

www.medicayglobal.com | info@medicayglobal.com

About Our Hospital Vetting Standards Vetting Process

At Medicay Global, every hospital in our network is evaluated against a defined set of standards before we recommend them to any patient — and continues to be reviewed on an ongoing basis. Our vetting is not a one-time formality. It is a living process that ensures the hospitals we work with consistently meet the benchmarks of safety, quality, and international patient readiness that our patients deserve. The criteria below represent the key areas we assess. Final treatment eligibility and clinical decisions always rest with the treating hospital and physician following their own independent medical assessment.

Accreditation & Legal Standing

International & National Accreditation

We verify that every hospital holds recognised accreditation — such as JCI (Joint Commission International) or NABH (National Accreditation Board for Hospitals) — confirming they meet internationally benchmarked standards for patient safety and clinical quality.

Regulatory Compliance

All hospitals are confirmed to be in good standing with Indian healthcare regulators and hold all required operating licences and approvals.

Speciality Certification

Where applicable, we verify department-level accreditations and certifications relevant to the procedures we coordinate.

Clinical Quality & Outcomes

Case Volume

We assess the volume of procedures performed annually. High surgical volume is one of the strongest indicators of clinical proficiency and refined processes.

Clinical Outcome Data

Where available, we review infection rates, complication rates, readmission data, and patient outcome records to assess the quality of clinical delivery.

Technology & Infrastructure

We evaluate the hospital's medical technology, ICU capabilities, diagnostic equipment, and infrastructure to confirm they are equipped to support the procedures being coordinated.

International Patient Readiness

Dedicated International Patient Services

We confirm that a dedicated international patient cell is in place — with staff trained to manage the unique requirements of overseas patients, including documentation, communication, and coordination with overseas representatives.

Language Support

We verify the availability of English-speaking clinical and administrative staff, and where required, multilingual support services.

Visa & Documentation Assistance

We assess whether the hospital is equipped to issue invitation letters, medical summaries, and documentation required for medical visa applications.

Transparent Billing

We require hospitals to provide itemised, transparent billing practices with no undisclosed charges — protecting our patients from billing surprises.

Patient Safety & Experience

Infection Control Protocols

We verify documented infection prevention and control procedures across all departments relevant to patient care.

Emergency Response Capability

We assess the hospital's emergency response protocols, ICU capacity, and ability to manage post-operative complications.

Patient Rights & Grievance Processes

We confirm that patient rights frameworks and formal grievance resolution mechanisms are in place and accessible.

Patient Feedback & Reputation

We review verified patient feedback, independent ratings, and where appropriate, conduct direct assessments before formalising any partnership.

Important Notice: Medicay Global is a coordination and facilitation company. We are not a medical provider, hospital, or licensed clinical institution. The vetting criteria described in this document are applied to assess the suitability of our hospital network partners. They do not constitute a medical endorsement or guarantee of clinical outcomes. All treatment decisions are made solely by licensed hospitals and physicians.