

Bukti Corespondent Author dengan Reviewer IJHM

The screenshot shows a Gmail interface with the following details:

- Search:** ijhm
- Subject:** (International Journal of Healthcare Management) Your submission has been accepted
- Sender:** Paulo Moreira <em@editorialmanager.com>
- Recipient:** Ririn Tri Ratnasari <ririnasari@feb.unair.ac.id>
- Date:** 26 Des 2020 00.24
- Subject:** (International Journal of Healthcare Management) Your submission has been accepted
- Content:**

Dear Ririn,

Thank you for submitting your work to International Journal of Healthcare Management. It was accepted on 25 Dec 2020

Please contact us immediately if you wish to make any changes to the final submitted version of your paper. We will contact you again only if problems arise with the text or figure files. Otherwise the paper will be passed to the Production Department and you will receive PDF proofs by email in the near future. If you require further information on the progress of your paper, please contact the Production Editors Gill and Bruce Haddock at b.haddock1@btinternet.com

Thank you for submitting your work to International Journal of Healthcare Management.

With kind regards

Paulo Moreira, Ph.D
Editor
International Journal of Healthcare Management

(24) WhatsApp | (International Journal of Health... | Inbox (2,475) - ri.ratnasari@gm... | +

<https://mail.google.com/mail/u/0/#search/ijhm/FMfcgwxKHXMCBqgkwSmRHrSZtSjQGSF>

Gmail | ijh | Aktif | un-tr

16 dari 45

Inggris > Indonesia | Terjemahkan pesan | Nonaktifkan untuk: Inggris

CC: "Sri Gunawan" <s.gunawan@feb.unair.ac.id>, "Anwar Allah Pitcay" <anwarap@usm.my>, "Marhanum Che Mohd Salleh" <marhanum@ium.edu.my>

Ref: IHM1005R3
 SUSTAINABLE MEDICAL TOURISM : INVESTIGATING HEALTH-CARE TRAVEL IN INDONESIA AND MALAYSIA
 International Journal of Healthcare Management

Dear Ririn

Thank you for submitting a revised version of the above submission and your response to the comments made by the reviewers. I am pleased to confirm that the paper is accepted for publication in International Journal of Healthcare Management . It was accepted on 25 Dec 2020

Please contact us immediately if you wish to make any changes to the final submitted version of your paper. We will contact you again only if problems arise with the text or figure files. Otherwise the paper will be passed to the Production Department and you will receive PDF proofs by email in the near future. If you require further information on the progress of your paper, please contact the Production Editors Gill and Bruce Haddock at b.haddock@tlnitemet.com

Thank you for submitting your work to International Journal of Healthcare Management .

With kind regards

Paulo Moreira, Ph.D
 Editor
 International Journal of Healthcare Management

In compliance with data protection regulations, you may request that we remove your personal registration details at any time. ([Remove my information/details](#)). Please contact the publication office if you have any questions.

(24) WhatsApp | Revision of IHM1005R1 - ririnsari | Inbox (2,475) - ri.ratnasari@gm... | +

<https://mail.google.com/mail/u/0/#search/ijhm/FMfcgwxHNVvMhQRmGCPHxsbCJxxFVJ>

Gmail | ijh | Aktif | un-tr

34 dari 45

Rab, 20 Mei 2020 12:40 | Nonaktifkan untuk: Inggris

Editorial Office, International Journal of Healthcare Management <em@editorialmanager.com>

kepada saya

dari: Editorial Office, International Journal of Healthcare Management <em@editorialmanager.com>
 balas ke: "Editorial Office, International Journal of Healthcare Management" <editorijhm@gmail.com>
 kepada: Ririn Tri Ratnasari <ririnsari@feb.unair.ac.id>
 tanggal: 20 Mei 2020 12:40
 subjek: Revision of IHM1005R1
 dikirim oleh: editorialmanager.com
 ditandatangani oleh: editorialmanager.com

Dear Ririn

We hoped to

If this will no

our revision is ready, then please go to <https://www.editorialmanager.com>

Your username is: ririnsari@feb.unair.ac.id
<https://www.editorialmanager.com/ijhm1.asp?i=79698&l=TOQMK3ES>

Kind regards

International Journal of Healthcare Management

In compliance with data protection regulations, you may request that we remove your personal registration details at any time. (Use the following URL: <https://www.editorialmanager.com/ijhm1/loqin.asp?a=1>). Please contact the publication office if you have any questions.

Gmail interface showing an email from Editorial Office, International Journal of Healthcare Management. The email subject is "Revisi IJHM1005R1 - riinsari". The content of the email includes:

Ref: IJHM1005R1
 SUSTAINABLE MEDICAL TOURISM : INVESTIGATING
 HEALTH-CARE TRAVEL IN INDONESIA AND MALAYSIA
 International Journal of Healthcare Management

Dear Rinin

We hoped to receive the revision of IJHM1005R1 by 03 Jun 2020.

If this will not be possible and you require more time, please contact the journal office by replying to this email. If your revision is ready, then please go to <https://www.editorialmanager.com/ijhm> and log in as an author to resubmit the paper.

Your username is: riinsari@feb.unair.ac.id
<https://www.editorialmanager.com/ijhm/asp?i=79698&l=TOQMK3ES>

Kind regards

International Journal of Healthcare Management

In compliance with data protection regulations, you may request that we remove your personal registration details at any time. (Use the following URL: <https://www.editorialmanager.com/ijhm/login.asp?a=r>). Please contact the publication office if you have any questions.

Editorial Manager interface showing the user's role as "Author" and the journal name "International Journal of Healthcare Management". The user's name is "riinsari@feb.unair.ac.id".

Author Main Menu

Please consult the [Author Services](#) site before submitting your paper.

Please Note: The Journal is currently closed for submissions. Content published from 1 January 2021 has been reviewed and accepted by the Previous Editor.

- New Submissions**
 - Submissions Sent Back to Author (0)
 - Incomplete Submissions (0)
 - Submissions Waiting for Author's Approval (0)
 - Submissions Being Processed (0)
- Revisions**
 - Submissions Needing Revision (0)
 - Revisions Sent Back to Author (0)
 - Incomplete Submissions Being Revised (0)
 - Revisions Waiting for Author's Approval (0)
 - Revisions Being Processed (0)
 - Declined Revisions (0)
- Completed**
 - Submissions with a Decision (1)

Windows taskbar showing the system tray with the date and time: 13:07, 29/04/2021.

Submissions with an Editorial Office Decision for Author Ririn Tri Ratnasari, Dr.

Page: 1 of 1 (1 total completed submissions)

Display 10 results per page.

Action	Manuscript Number	Title	Initial Date Submitted	Current Status	Date Final Disposition Set	Final Disposition
Action Links	IHM1005	SUSTAINABLE MEDICAL TOURISM : INVESTIGATING HEALTH-CARE TRAVEL IN INDONESIA AND MALAYSIA	15 Dec 2019	Completed Accept	28 Dec 2020	Accept

Page: 1 of 1 (1 total completed submissions)

Display 10 results per page.

<< Author Main Menu

You should use the free Adobe Reader 10 or later for best PDF Viewing results.



View Letter

Close

Date: 25 Dec 2020
To: "Ririn Tri Ratnasari" ririnrari@feb.unair.ac.id
From: "Paulo Moreira" editorijhm@gmail.com
Subject: (International Journal of Healthcare Management) Your submission has been accepted

Ref.: IHM1005R3
 SUSTAINABLE MEDICAL TOURISM : INVESTIGATING HEALTH-CARE TRAVEL IN INDONESIA AND MALAYSIA
 International Journal of Healthcare Management

Dear Ririn

Thank you for submitting a revised version of the above submission and your response to the comments made by the reviewers. I am pleased to confirm that the paper is accepted for publication in International Journal of Healthcare Management . It was accepted on 25 Dec 2020

Please contact us immediately if you wish to make any changes to the final submitted version of your paper. We will contact you again only if problems arise with the text or figure files. Otherwise the paper will be passed to the Production Department and you will receive PDF proofs by email in the near future. If you require further information on the progress of your paper, please contact the Production Editors Gill and Bruce Haddock at b.haddock1@btinternet.com

Thank you for submitting your work to International Journal of Healthcare Management .

With kind regards

Paulo Moreira, Ph.D
 Editor
 International Journal of Healthcare Management

In compliance with data protection regulations, you may request that we remove your personal registration details at any time. (Remove my information/details). Please contact the publication office if you have any questions.

Close

(26) WhatsApp Revision of IHM1005R1 - rin... Editorial Manager® Inbox (2,475) - ri.ratnasari@gm...

<https://www.editorialmanager.com/ihm/default.aspx>

Taylor & Francis International Journal of Healthcare Management **Editorial Manager**

HOME • LOGOUT • HELP • REGISTER • UPDATE MY INFORMATION • JOURNAL OVERVIEW
 MAIN MENU • CONTACT US • SUBMIT A MANUSCRIPT • INSTRUCTIONS FOR AUTHORS • PRIVACY

Role: Author Username: rinnsari@feb.unair.ac.id

Attachments for Manuscript Number IHM1005 R3
"SUSTAINABLE MEDICAL TOURISM : INVESTIGATING HEALTH-CARE TRAVEL IN INDONESIA AND MALAYSIA"

Action	Uploaded By	Description	File Name	File Size
Revision 1				
Download	Reviewer 1		IHM1005_R1_reviewer.pdf	903 KB

[Main Menu](#)

https://www.editorialmanager.com/ihm/Author_ViewRevAttach.asp?DocID=2397&rev=3&ms_num=IHM1005

(26) WhatsApp (International Journal of Healthi... Editorial Manager® Inbox (2,475) - ri.ratnasari@gm...

<https://mail.google.com/mail/u/0/#search/ijhm/FMfcgwwHNCzcdJMNnSzkCwcMDSHMmsPB>

Gmail Aktif

37 dari 45

(International Journal of Healthcare Management) A revise decision has been made on your submission

Editorial Office, International Journal of Healthcare Management <em@editorialmanager.com>
 kepada saya

Sel, 5 Mei 2020 01.37

Inggris > Indonesia [Terjemahkan pesan](#) [Nonaktifkan untuk: Inggris](#)

Ref: IHM1005R1
 SUSTAINABLE MEDICAL TOURISM : INVESTIGATING HEALTH-CARE TRAVEL IN INDONESIA AND MALAYSIA
 International Journal of Healthcare Management

Dear Associate Professor Ratnasari

We now have referees' comments on the above paper. These are positive, but do recommend some relatively major improvements, to make the paper acceptable for publication in International Journal of Healthcare Management. The reasons are detailed in the comments below.

You will see that a number of general and specific points are mentioned which necessitate extensive rewriting of the paper. Please consider how you wish to proceed. If, as I hope, you are able to revise the paper extensively, to deal in full with all the points mentioned, I shall be delighted to receive the revised version and would hope to be able to accept it.

If you do decide to submit a revised version of the paper, go to <https://www.editorialmanager.com/ihm/> and log in as an Author.
 Your username is: rinnsari@feb.unair.ac.id
<https://www.editorialmanager.com/ihm/f.asp?i=78349&l=5EC0Z3LO>

You will see a menu item entitled 'Submission Needing Revision'. Your submission record may be viewed there.

When resubmitting, please indicate clearly your response to the reviewers' comments. These should appear in a document uploaded separately with the revised manuscript. Ideally, your response to reviewers comments document would include a copy of your original manuscript with track changes displaying the changes you have made.

(26) WhatsApp | (International Journal of Health) | Editorial Manager® | Inbox (2,475) - ri.ratnasari@gm | +

https://mail.google.com/mail/u/0/#search/ijhm/FMfcgwxwHNCzcDjMNnSzkCwcMDSHMmsPB

Gmail | ijh | Aktif | un-tr

37 dari 45

<https://www.editorialmanager.com/ijhm/asp?i=78349&l=5EC0Z3LQ>

You will see a menu item entitled 'Submission Needing Revision'. Your submission record may be viewed there.

When resubmitting, please indicate clearly your response to the reviewers' comments. These should appear in a document uploaded separately with the revised manuscript. Ideally, your response to reviewers comments document would include a copy of your original manuscript with track changes displaying the changes you have made.

Thank you once again for kindly submitting your work to our Journal.

With best wishes,

International Journal of Healthcare Management

Comments from the Editors and Reviewers:

Reviewer #1
My comment is located in manuscript original file, please see attachment file.
The study is more like an official report than an article, so it does not have the structure of an article. Therefore should be rejected.
Best regards

Reviewer #2: Recommendations for Changes:
The abstract gives an overview of the article, description of the method and design of the study and the findings. The Abstract is detailed and a bit too long. If this abstract could be shortened from 370 words to no more than 250, it would be a better presentation.
The introduction has many good quotes on Medical Tourism, however, using quote after quote does not make sense. The author should be adding narrative that ties these quotes together and relates them to the topic of this article.
The article is very long and is written in a dissertation format. To make the article interesting and publishable, the article should be written with the design on points to be made with the topic. Headings could reflect the points being made that relate to the research of Indonesia and Malaysia. Recommend removing the heading of Literature Review and removing the headings and sections called, Health Services, and Medical Tourism. The article would be more interesting going into the sections called Medical Tourism in Malaysia and Medical Tourism in Indonesia following a shortened introduction section. The introduction heading could be changed to the Title of the Article.

Type here to search

(26) WhatsApp | (International Journal of Health) | Editorial Manager® | Inbox (2,475) - ri.ratnasari@gm | +

https://mail.google.com/mail/u/0/#search/ijhm/FMfcgwxwHNCzcDjMNnSzkCwcMDSHMmsPB

Gmail | ijh | Aktif | un-tr

37 dari 45

Best regards

Reviewer #2: Recommendations for Changes:
The abstract gives an overview of the article, description of the method and design of the study and the findings. The Abstract is detailed and a bit too long. If this abstract could be shortened from 370 words to no more than 250, it would be a better presentation.
The introduction has many good quotes on Medical Tourism, however, using quote after quote does not make sense. The author should be adding narrative that ties these quotes together and relates them to the topic of this article.
The article is very long and is written in a dissertation format. To make the article interesting and publishable, the article should be written with the design on points to be made with the topic. Headings could reflect the points being made that relate to the research of Indonesia and Malaysia. Recommend removing the heading of Literature Review and removing the headings and sections called, Health Services, and Medical Tourism. The article would be more interesting going into the sections called Medical Tourism in Malaysia and Medical Tourism in Indonesia following a shortened introduction section. The introduction heading could be changed to the Title of the Article.
The heading of "Method" could be changed to be more interesting - such as: Healthcare Travel Study
The Results and Discussion are too detailed for a publishable article (perhaps a more interesting heading) - the results could be condensed to the highlights of the findings without all the descriptive details and the participants' perceptions could be summarized into themes without all the descriptive quotes from the participants. Perhaps the results could be shown in graphic or figure representations, with a few meaningful quotes from participants.
"Identified obstacles" could also be less descriptive and condensed into identified categories that could also be graphically presented. The figure that is presented within the article could be eliminated and replaced with one that relates to the findings of the study and topic of the article.
The section on "Implications for Health Services Management Practices" and could be removed and replaced with the summary of the study such as "Implications of Medical Tourism in Malaysia vs. Indonesia. Discuss here the findings and how they differ in the two places. Then add the Conclusion.
A few Articles published in **IJHM** since 2018 are relevant for the topic and should be added to the list of references

(26) WhatsApp | (International Journal of Health... | Editorial Manager® | Inbox (2,475) - ri.ratnasari@gm... | +

https://mail.google.com/mail/u/0/#search/ijhm/FMfcgwxwHNCzcdJMNnSzkCwcMDSHMmsPB 90%

Gmail | ijh | un-tr

Tulis

Email

Kotak Masuk 4,637

Berbintang

Ditunda

Penting

Chat

Tidak ada percakapan
Mulai chat

Ruang

Tidak ada ruang
Buat atau cari ruang

Rapat

The section on "Implications for Health Services Management Practices" and could be removed and replace with the summary of the study such as "Implications of Medical Tourism in Malaysia vs. Indonesia. Discuss here the findings and how they differ in the two places. Then add the Conclusion.

A few Articles published in **IJHM** since 2018 are relevant for the is topic and should be added to the list of references

In compliance with data protection regulations, you may request that we remove your personal registration details at any time. (Use the following URL: <https://www.editorialmanager.com/ijhm/login.asp?2a=1>). Please contact the publication office if you have any questions.

IHM1005_R1_revie...

Ririn Tri Ratnasari <ririnsari@feb.unair.ac.id>
kepada International

Sel, 5 Mei 2020 11:30

Dear Editor
International Journal of Healthcare Management

I will revise as Editor dan Reviewers suggestions. I hope that my manuscript can be accepted.
Thank you very much for the email.
Be Safe and Be Healthy..

Best Regards,
Associate Professor Ririn Tri Ratnasari
Lecturer

Type here to search

(26) WhatsApp | (International Journal of Health... | Editorial Manager® | Inbox (2,475) - ri.ratnasari@gm... | +

https://mail.google.com/mail/u/0/#search/ijhm/FMfcgwxwHNCzcdJMNnSzkCwcMDSHMmsPB 90%

Gmail | ijh | un-tr

Tulis

Email

Kotak Masuk 4,637

Berbintang

Ditunda

Penting

Chat

Tidak ada percakapan
Mulai chat

Ruang

Tidak ada ruang
Buat atau cari ruang

Rapat

The section on "Implications for Health Services Management Practices" and could be removed and replace with the summary of the study such as "Implications of Medical Tourism in Malaysia vs. Indonesia. Discuss here the findings and how they differ in the two places. Then add the Conclusion.

A few Articles published in **IJHM** since 2018 are relevant for the is topic and should be added to the list of references

In compliance with data protection regulations, you may request that we remove your personal registration details at any time. (Use the following URL: <https://www.editorialmanager.com/ijhm/login.asp?2a=1>). Please contact the publication office if you have any questions.

IHM1005_R1_revie...

Ririn Tri Ratnasari <ririnsari@feb.unair.ac.id>
kepada International

Sel, 5 Mei 2020 11:30

Dear Editor
International Journal of Healthcare Management

I will revise as Editor dan Reviewers suggestions. I hope that my manuscript can be accepted.
Thank you very much for the email.
Be Safe and Be Healthy..

Best Regards,
Associate Professor Ririn Tri Ratnasari
Lecturer

Type here to search

(26) WhatsApp x (International Journal of Healthi x Editorial Manager® x Inbox (2,475) - ri.ratnasari@gm x +

https://mail.google.com/mail/u/0/#search/ijhm/FMfcgwGCHFwhhZx8dLwmVDicXBmtLrR 90%

Gmail iijhm

Tulis

Email

Kotak Masuk 4,637

Berbintang

Ditunda

Penting

Chat

Tidak ada percakapan
Mulai chat

Ruang

Tidak ada ruang
Buat atau cari ruang

Rapat

(International Journal of Healthcare Management) A revise decision has been made on your submission

Kotak Masuk x

Editorial Office, International Journal of Healthcare Management <em@editorialmanager.com>
kepada saya

Min, 15 Des 2019 18.55

Inggris > Indonesia Terjemahkan pesan Nonaktifkan untuk: Inggris x

Ref: IHM1005
HEALTH-CARE SERVICES DEVELOPMENT BASED ON MEDICAL TOURISM :
EVIDENCES ON INDONESIA AND MALAYSIA
International Journal of Healthcare Management

Dear Associate Professor Ratnasari

We have now received reviewers' comments on the above submission. I am pleased to tell you that the reviews were positive and I would hope to be able to accept it for publication in International Journal of Healthcare Management, once you have dealt with the points raised by the referee(s). These points are detailed in the comments below.

We look forward to receiving a revised version of your paper, prepared in the light of these comments, by 13 Feb 2020.

To submit a revision, go to <https://www.editorialmanager.com/ijhm/> and log in as an Author.
Your username is: ri.ratnasari@feb.unair.ac.id
<https://www.editorialmanager.com/ijhm/asp?i=58170&l=XSH8CN6H>

You will see a menu item entitled 'Submission Needing Revision'. Your submission record may be viewed there.

When resubmitting, please indicate clearly your response to the reviewers' comments. These should appear in a document uploaded separately with the revised manuscript. Ideally, your response to reviewers comments document would include a copy of your original manuscript with track changes displaying the changes you have made.

Type here to search

(26) WhatsApp x (International Journal of Healthi x Editorial Manager® x Inbox (2,475) - ri.ratnasari@gm x +

https://mail.google.com/mail/u/0/#search/ijhm/FMfcgwGCHFwhhZx8dLwmVDicXBmtLrR 90%

Gmail iijhm

Tulis

Email

Kotak Masuk 4,637

Berbintang

Ditunda

Penting

Chat

Tidak ada percakapan
Mulai chat

Ruang

Tidak ada ruang
Buat atau cari ruang

Rapat

You will see a menu item entitled 'Submission Needing Revision'. Your submission record may be viewed there.

When resubmitting, please indicate clearly your response to the reviewers' comments. These should appear in a document uploaded separately with the revised manuscript. Ideally, your response to reviewers comments document would include a copy of your original manuscript with track changes displaying the changes you have made.

Thank you once again for kindly submitting your work to our Journal.

With best wishes,

Paulo Moreira, Ph.D
Editor
International Journal of Healthcare Management

Comments from the Editors and Reviewers:

The article is of interest to **IJHM**. However, authors should:

- Authors should add to the list of references a few articles published in **IJHM** from 2017 which are relevant for the introduction/discussion, namely on Medical and health tourism
- a more appealing title for international audiences would be important (i.e., "...")
- please review keywords as to enhance the potential of the article to appear in future searches
- please review the format of the article as to make sure it is correctly formatted to the style and the size of **IJHM** as outlined at <http://andfonline.com/action/authorSubmission>
- a final section on "implications for healthcare management practice" would improve its usefulness for international audiences
- a final review of the English language by a native speaker level reviewer, would improve even further this article

Please note that these are the initial revisions as required by the Editor. Once we receive the revised manuscript, the article will go through further blind peer-reviews.

We also ask you to kindly accept being one of our expert reviewers (if you didn't register yet as reviewer, please do so at your earliest convenience). We have a large number of submissions and not enough expert reviewers, which imposes, in some articles, long delays in the peer review process and in the full publishing period from submission to approval.

In compliance with data protection regulations, you may request that we remove your personal registration details at any time. (Use the following URL: <https://www.editorialmanager.com/ijhm/login.asp?a=r>). Please contact the publication office if you have any questions.

Type here to search

Editor
International Journal of Healthcare Management

Comments from the Editors and Reviewers:

The article is of interest to **IJHM**. However, authors should:

- a) Authors should add to the list of references a few articles published in **IJHM** from 2017 which are relevant for the introduction/discussion, namely on Medical and health tourism
- b) a more appealing title for international audiences would be important (i.e.: "...")
- c) please review keywords as to enhance the potential of the article to appear in future searches
- d) please review the format of the article as to make sure it is correctly formatted to the style and the size of **IJHM** as outlined at <http://tanfonline.com/action/authorSubmission>
- e) a final section on "implications for healthcare management practice" would improve its usefulness for international audiences
- f) a final review of the English language by a native speaker level reviewer, would improve even further this article

Please note that these are the initial revisions as required by the Editor. Once we receive the revised manuscript, the article will go through further blind peer-reviews. We also ask you to kindly accept being one of our expert reviewers (if you didn't register yet as reviewer, please do so at your earliest convenience). We have a large number of submissions and not enough expert reviewers, which imposes, in some articles, long delays in the peer review process and in the full publishing period from submission to approval.

In compliance with data protection regulations, you may request that we remove your personal registration details at any time. (Use the following URL: <https://www.editorialmanager.com/ijhm/login.asp?asr>). Please contact the publication office if you have any questions.

Dear Mr. Moreira, PhD

Ok, I'll do revise on my manuscript, thank you for your information.

Best Regards,

INTERNATIONAL JOURNAL OF HEALTHCARE MANAGEMENT
<https://doi.org/10.1080/20479700.2020.1870365>

Taylor & Francis
Taylor & Francis Group

Sustainable medical tourism: Investigating health-care travel in Indonesia and Malaysia

Ririn Tri Ratnasari ^a, Sri Gunawan ^a, Anwar Allah Pitchay ^b and Marhanum Che Mohd Salleh ^c

^aFaculty of Economics and Business, Universitas Airlangga, Surabaya, Indonesia; ^bSchool of Management, Universiti Sains Malaysia, Penang, Malaysia; ^cInternational of Islamic University of Malaysia, Kuala Lumpur, Malaysia

ABSTRACT
Medical tourism has developed rapidly and international health care has become a global industry. Indonesia has a great opportunity in the field of medical tourism, but Malaysia still ranks more highly in credibility by domestic and foreign residents in checking their health. The purpose of this study is to identify potential development of medical services with the concept of medical tourism in Indonesia by comparing with Malaysia. This study uses combination of quantitative and qualitative approaches. In the initial stage, an explorative quantitative study was conducted and processed using factor analysis. Respondents consisted of 200 patients both from Indonesia and Malaysia who had studied medical tourism. To identify obstacles and solutions in implementing medical tourism-based medical services, researchers used descriptive qualitative research. In-depth interviews are conducted to obtain more detailed information, involving 11 informants from both the medical providers (general practitioners, specialist doctors, nurses, Indonesian Doctors Association Management, Health Services) and patients. The results showed that the perception of patients using health services regarding medical tourism services based on medical tourism in Indonesia and Malaysia demonstrates: trust, communication interactions, excellent service, affordable medical costs, modern medical technology, holistic service, increased patient expectations, short distances, and an interesting Tourism object.

ARTICLE HISTORY
Received 15 December 2019
Accepted 25 December 2020

KEYWORDS
Tourism; sustainable; medical tourism; health care travel; health services

Introduction
There is an old saying that states: 'Travel is the best medicine', which is very fitting given the advances in the medical industry and travel opportunities to various needs of tourists. Often during the tour, visitors need adequate infrastructure and health / medical facilities, but not many hospitals are popular tourist destinations in Indonesia that are ready for it. Thus

service, affordable medical costs, modern medical technology, holistic service, increased patient expectations, short distances, and an interesting Tourism object.

Introduction

There is an old saying that states: "Travel is the best medicine", which is very fitting given the advances in the medical industry and travel opportunities to various countries to receive medical treatment [1]. The growth of medical tourism increasing rapidly and international health care has become a global industry [2]. This is happening because of the various motives of the patients, that connect tourist and medical factors; the projected growth rate of the medical tourism industry in year-over-year for the next 10 years is up to 25%, around 3–4% of the world's population is estimated to travel abroad for healthcare [3, 4]. Medical tourism is the tourists' act to seek medical services internationally with the intention of healing and relaxation [5]. Nowadays, there is a competition to see which countries will take the benefit from the global industry that keeps growing [6]. Asia is one of the competitors in the global medical tourism market in affordable and high-quality care [7].

Tourism is one of the industrial sectors which is currently growing very rapidly throughout the world [8]. In Indonesia, the development of the tourism industry has an impact on the complexity of the

needs of tourists. Often during the tour, visitors need adequate infrastructure and health / medical facilities, but not many hospitals are popular tourist destinations in Indonesia that are ready for it. Thus health tourism is an extraordinary potential which should be taken seriously. Tourism services are not only about natural beauty [9], culinary delights and shopping, but also health [10]. The netizens of the developed countries are now traveling to another country for medical services since they can provide high-quality services at a low price, especially Asian countries such as Thailand, Singapore, Malaysia, India [11]. Some Asian countries, with a high quality of medical services and low prices compared to other medical tourism destinations, have attained a remarkable position in the medical tourism market [12]. It is estimated that the Asian region receives more than 1.3 million medical tourists each year [13], examining more closely, the delivered health care in the future may change, patients now have global access to low cost and high quality healthcare, hence medical tourism is important [14].

Patients, as customers of health service, are the controllers of health performance produced by a health

CONTACT Ririn Tri Ratnasari ririntri@feb.unair.ac.id Faculty of Economics and Business, Universitas Airlangga, Jl. Airlangga 4, Surabaya, East Java 60286, Indonesia
© 2021 Informa UK Limited, trading as Taylor & Francis Group

8] In Indonesia, the development of the tourism industry has an impact on the complexity of the

Patients, as customers of health service, are the controllers of health performance produced by a health

CONTACT Ririn Tri Ratnasari ririntri@feb.unair.ac.id Faculty of Economics and Business, Universitas Airlangga, Jl. Airlangga 4, Surabaya, East Java 60286, Indonesia
© 2021 Informa UK Limited, trading as Taylor & Francis Group

2 R. T. RATNASARI ET AL.

service, as the patients also bring their family and friends to the health service [15]. Patients who are unable to obtain quick access to services because of limited insurance policies, long waiting times, and treatment options that are unavailable are encouraged to travel abroad to obtain the desired treatment [16]. The number of specialist doctors from Indonesia who have become medical experts in hospitals abroad, and the various natural beauties in Indonesia will be able to position Indonesia as one of the countries in Asia having the opportunity to garner a large market. But so far Malaysia has been more successful than Indonesia [17]. Thus, it is important to conduct this research to compare the model of developing medical tourism-based medical services, hence the hospitals and related institutions in Indonesia can develop more successfully and become targets for domestic and foreign residents in checking their health; and for the government which is a must to make efforts to reduce the tendency of Indonesian citizens to seek

characteristics, high volumes but low per-patient expenditures, but also medical tourists who are willing to tolerate higher costs [22]. In addition to the less stringent national regulations on medical advertising to facilitate marketing by many private sector organizations working both online and inside and outside Malaysia, initiated by the government, the Malaysian Corporation Healthcare Travel Council (MCHTC) [23], which replaced the National Committee for Promotion of Medical Tourism and Health in 2009, promoted Malaysian hospitals and clinics tourism through a special website [24] that provided doctors and supported medical services. This specially designed facility is dominated by a large multinational hospital network, which is mostly located in Kuala Lumpur (Selangor), Johor, Malacca, and Penang. However, before the national government recognized the economic potential of medical tourism, individual hospitals and hospital networks were already actively promoting themselves as medical tourism desti-