

PlacidWay Launches Industry's Breakthrough Online Platform That Unlocks Medical Tourism Value Chain

PlacidWay introduces the first ever direct online communication tools to optimize medical tourism industry's value chain. Medical service providers and consumers can now seamlessly communicate via multiple communication channels from a single platform.



Denver, Mar 6, 2019 (Issuewire.com) - PlacidWay, the medical tourism industry leader, has recently launched a breakthrough online platform integrating the key element of communication across the medical tourism value chain.

The industry's **first platform that allows international patients to directly communicate with medical providers via online chat, SMS messaging, email as well as phone calls.** The patients now have the flexibility to ask questions, confirm treatment details, share medical history, and book appointments directly with medical experts.

Adoption of the platform continues to grow among patients and providers every day as it further **brings required transparency in the business.** The ability for patients to discuss the best suitable treatment options for a particular health condition with providers has resulted in increased engagement throughout the value chain. International patients can verify doctors and clinics' credentials, inquire about treatment cost details in real-time. This saves patients' time and helps them to make decisions quickly.

"Current medical tourism processes must be challenged and further streamlined across the value chain. Multi-channel communication sparks customer engagement. The integration of online chat, phone, SMS/texting, as well as email and video into a platform brings transparency and ethics required in the medical tourism business," says **Mr. Pramod Goel, PlacidWay CEO.**

The multi-channel communication platform integrates commonly used tools and skills required to operate such tools are part of our daily lives. This helps in training and adoption of these tools among patient coordinators, doctors, and other resources involved in the value chain. **The direct interaction allows having a better understanding of the customer's emotions, circumstances, and needs.**

[PlacidWay](#)'s multi-channel communication revolutionizes the way medical tourism providers and patients interact with each other. As communication takes place real time, it drastically reduces the

possibilities of miscommunication, which makes way towards **building trust and transparency**.

About PlacidWay

PlacidWay is a U.S.-based global medical tourism company with 1000s of renowned medical and wellness centers from over 40 countries and over 250 cities worldwide. [PlacidWay](#)'s global presence includes patient access from all continents including the Americas, Europe, the Middle East, CIS, Africa, and Asia. Visit www.placidway.com for more information.

Media Contact

PlacidWay

info@placidway.com

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