

## TRAINING PROGRAM

### DAY 1

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JUNE 18

11:00am - 2:00pm

#### INTERNATIONAL LAW

International Laws, Contracts, Risk Management (Protocols, Contingency plan, waivers)

Objective: Identify Medico-legal issues (quality of care, redress, liability, litigation) In the event of an adverse outcome arising from failings in clinical and professional practice, how do patient and doctor fare in seeking redress given there is no international regulation of medical tourism.

Trainer: Diana Cuevas, Esq.

### DAY 2

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JUNE 19

12:00-2:00pm

#### GOVERNANCE AND LAW

Insurance, Ethics, Compliance, Medical Malpractice.

Objective: To provide analysis a on how to handle Governance, Terms and Conditions of authority and International Law. To explore the relationship between law and governance in general, and the governance dimensions of the law in particular. Mindy Morton, Esq.

### DAY 2

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JUNE 19

3:00-5:00pm

#### DISPUTE RESOLUTION

Arbitration, Mediation, Civil and Criminal Responsibility

Objective: Understanding that most medical disputes are better resolved through alternative dispute resolution mechanisms contributing to improving patient safety and autonomy. ADR promotes conciliation, facilitate creative settlements and enable the parties to present explanatory rather than defensive narratives.

Trainer: Lic. Guillermo Aldana

### DAY 3

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JUNE 20

9:00am-2:00pm

#### CERTIFICATIONS

ISO vs ISQua, Regulations, International Certifications, International Marketing

OBJECTIVE: To identify systematic differences in quality management between hospitals that were accredited, or certificated, or neither. Hospital accreditations like ISQua and International Standardisation Organisation (ISO) certification offers alternative mechanisms for improving safety and quality, or as a mark of achievement.

Trainer: Claudia Mika and.....