Dear valued patients and guests,

This letter is in response to the Ministry of Public Health announcement about the new strain of coronavirus that originated in Wuhan, China.

Bumrungrad International Hospital has implemented immediately stringent measures to screen at-risk patients entering the hospital for treatment to prevent the spread of the coronavirus.

These measures are designed to further enhance the safety of patients, guests, and hospital personnel. Advanced safety measures that have been put in place include:

1. Thermal imaging cameras to screen for above-normal body temperatures
2. Negative pressure rooms available for patients, and medical equipment that meets international safety standards, all for patients who are suspected to be at-risk of infection or are required to be under quarantine
3. Rigorous cleaning protocols for both equipment and facilities put in place, utilizing proper cleaning and sanitizing solutions
4. Management team who will continue to monitor the situation closely as well as consult with experts as conditions require
5. Providing information to patients, guests, and staff on how to prevent infection

We strictly follow Ministry of Public Health protocols on disease prevention and work closely with the Thailand DDC and other public health organizations to protect the safety of patients, staff, and the wider community.

At normal time, we continuously review and update our own surveillance standards and control measures. We draw on the expertise and experience of our personnel in managing and containing the spread of infectious agents, and will ensure that Bumrungrad International continues to implement the most stringent safety measures.

Lastly, we are confident that we will deliver seamless services with the highest safety standards for our patients and the greater community.

Thank you for your trust and confidence in Bumrungrad International Hospital.