

## Case study

# Overseas Private Patients – Saudi Scheme Review

**Building relationships with the Saudi Embassy to negotiate non-subsidised prices and ensure that treatments are paid for in a timely manner.**

## Creating a robust operational structure to maximise efficiency and profitability

**Prior to the government enforcing mandatory NHS contributions for Saudi Arabian nationals residing in the UK (2015), most of the medical treatment (excluding trauma and obstetrics) received by Saudi nationals in the UK was from Private Healthcare organisations.**

This was funded by the Saudi Healthcare Scheme (run by the Saudi Embassy and underwritten by Allianz).

Private Healthcare for Saudi Arabian nationals residing in the UK is now in the form of private patients and payment is received direct from the patient.

## Case Study

We worked with an organisation wishing to become a recognised provider of healthcare services for the Saudi Scheme.

This accolade was achieved by taking the following steps:

- Recruiting General Practitioners (GPs) who had worked in Arab states, understood the Saudi healthcare culture, and spoke Arabic.
- Introducing package charges for GP visits (invoked on first attendance) to reduce administrative burden on all sides. This was validated with regular activity reviews and audits.
- Ensuring that there was a full and comprehensive price list for all primary care treatments and medications with a financial approval level set.
- Negotiating pricing on the scheme's behalf for hospital treatment in secondary care.
- Administrating and coordinating patients' secondary care pathways with patient and treating hospitals.

## Outcome and Benefits

Ultimately, this organisation became the scheme's recognised provider for primary care services in Manchester and was approached by the scheme administrators to become a Northern hub for the scheme.

This was due to recognition of the following:

- Robust financial and operational pathways had been mapped out and implemented.
- Scheme administration had been streamlined with a significant reduction in time spent.
- Increased Management Information reporting of activity and audit trail.
- Introduction of Key Performance Indicators in the form of a Quality Dashboard.
- Transparent and consistent pricing.

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