



Medical Service Evaluation

January - June 2002

Introduction

The Integrated-Clinic Company is a new and unique company working since 01.01.2001. The aim of this company is to provide medical services for Hotels and Resorts all over the country.

The idea of constituting such a company is the fact that most of hotels and resorts are located in district areas, where sufficient medical services are hardly available.

Our experience in this field is dated since years, working with individual hotels in Egypt e.g Le Meridien Makadi Hotel, and Iberotel Makadi Resort hotels, which includes 5 hotels. As well we have other clinics in different cities like Sharm El Sheikh, Zaafarana, and Safaga. Just recently we started our service with Tropicana Company.

We succeeded to obtain a big highly motivated qualified team of doctors with different specialities, who have a good experience in the Emergency medicine and who are interested in dealing with patients from different nationalities.

More details about our company and our teamwork and their qualifications, and the preparation we have in our clinics, are published in our web page:

www.integrated-clinic.net

This evaluation is made during our medical work in the period between January and June 2002; the data is collected from the filing system of 5 clinics out of 9 clinics belonging to the Integrated Clinic Company.

It shows the number of sick guests and kind of most common diseases compared to the total number of guests in the hotels.

Method of the Evaluation

We obtained these data from counting our monthly patients in 5 of our clinics (Integrated Clinic Company) during the period from January till June 2002. These

patients are classified into patients with Gastroenteritis and Otitis Externa and total number of patients.

Gastroenteritis cases are frequently encountered among European tourists coming to Egypt, and are related on one hand to weather conditions as these cases increase in summer and decrease in winter, on the other hand related to the kitchen hygiene.

Whereas cases of Otitis Externa are related to swimming pool hygiene and degree of chlorination, time of contact with water and stagnation of water inside the external ear canal.

As well we got the nationality study and person night's statistics from January till June 2002 in these hotels, where we provide our medical services.

Through calculation we can exactly know the percentage of sick guests in comparison to the total amount of guests, and the ratio between the cases of gastroenteritis and Otitis Externa compared to the total number of cases.

We have to put in consideration that these figures, although very accurate, are below the normal range. On one hand this study is done short after the events of the 11th of September, where the flow of the tourists are markedly decreased. On the other hand the number of sick patients are generally more during the hot months namely June, July, August, and September.

Also it has to be considered that 30 – 40 % of sick guests do not visit doctors because of different reasons e.g. some of them believe that they can help themselves by their own medications.

Summary of figures

Total no. of guests	61705
Total no. of patients cases	3448
Total inpatients (hospitals)	31
Total no. of cases need special flight	2
Total no. of Gastroenteritis	1736
Total no. of Otitis Externa	70

Analysis of data

Data obtained from 5 hotel's clinic are described as Clinic A provide medical services to a 5 star hotel all inclusive 820 room, Clinic B provide medical services to a 5 star hotel half board 313 room, Clinic C provide medical services to a 4 star hotel all inclusive and 270 room, Clinic D provide medical services to a 4 star hotel all inclusive 520 room, and Clinic E provide medical services to two 4 star hotels all inclusive and half board together 415 rooms. All of them are located in Hurghada Red Sea.

Table 1

	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Total
Clinic A	82	101	191	263	291	306	1234
Clinic B	35	53	79	114	87	60	428
Clinic C	13	48	55	60	219	172	567
Clinic D	89	94	112	168	238	249	950
Clinic E	17	20	76	86	46	24	269
Total	236	316	513	691	881	811	3448

This table shows the total No. of our cases in 6 months

Table 2

	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Total
Clinic A	43	29	66	116	203	192	649
Clinic B	10	24	40	62	46	30	212
Clinic C	1	5	13	25	154	97	295
Clinic D	22	24	25	76	153	153	453
Clinic E	7	4	34	44	24	14	127
Total	83	86	178	323	580	486	1736

This table shows the total No. Cases of Gastroenteritis in 6 months

Table 3

	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Total
Clinic A	3	1	3	2	2	5	16
Clinic B	0	3	1	4	2	3	13
Clinic C	0	0	1	0	5	11	17
Clinic D	0	2	2	2	1	10	17
Clinic E	1	1	0	4	1	0	7
Total	4	7	7	12	11	29	70

This table show the total No. of Otitis Externa in 6 months

Table 4-a

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Clinic A			
Month	Total No. of cases	Total No. of hotel guests	%
Jan-02	82	2067	3.96
Feb-02	101	4254	2.37
Mar-02	191	5753	3.32
Apr-02	263	4755	5.53
May-02	291	4671	6.22
Jun-02	306	3637	8.41
Total	1234	25137	4.90

This table shows the percentage of all cases to the total No. of hotel guests in clinic A in 6 months

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Table 4-b

Month	GE	Total No. of hotel guests	%
Jan-02	43	2067	2.08
Feb-02	29	4254	0.68
Mar-02	66	5753	1.14
Apr-02	116	4755	2.43
May-02	203	4671	4.34
Jun-02	192	3637	5.27
Total	649	25137	2.58

This table shows the percentage of gastroenteritis cases to the total No. of hotel Guests in clinic A in 6 months

Table 5-a

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Clinic B

Month	Total No. of cases	Total No. of hotel guests	%
Jan-02	35	973	3.59
Feb-02	53	2021	2.62
Mar-02	79	1889	4.18
Apr-02	114	1462	7.79
May-02	87	1635	5.32
Jun-02	60	763	7.86
Total	428	8743	4.89

This table shows the percentage of No. of cases to the total Nr. of hotel guests in clinic B in 6 months

Table 5-b

Month	GE	Total No. of hotel guests	%
Jan-02	10	973	1.02
Feb-02	24	2021	1.18
Mar-02	40	1889	2.11
Apr-02	62	1462	4.24
May-02	46	1635	2.81
Jun-02	30	763	3.93
Total	212	8743	2.42

This table shows the percentage of Gastroenteritis cases to the total No. of hotel guests in clinic B in 6 months

Table 6-a**Clinic C**

Month	Total No. of cases	Total No. of hotel guests	%
Jan-02	13	732	1.77
Feb-02	48	1179	4.07
Mar-02	55	1393	3.94
Apr-02	60	1584	3.78
May-02	219	1453	15.07
Jun-02	172	1083	15.88
Total	567	7424	7.63

This table shows the percentage of No. of cases to the total No. of hotel guests in clinic C in 6 months

Table 6-b

Month	GE	Total No. of hotel guests	%
Jan-02	1	732	0.13
Feb-02	5	1179	0.42
Mar-02	13	1393	0.93
Apr-02	25	1584	1.57
May-02	154	1453	10.59
Jun-02	97	1083	8.95
Total	295	7424	3.97

This table shows the percentage of Gastroenteritis cases to the total No. of hotel guests in clinic C in 6 months

Table 7-a

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Clinic D

Month	Total No. of cases	Total No. of hotel guests	%
Jan-02	89	1521	5.85
Feb-02	94	2205	4.26
Mar-02	112	2197	5.09
Apr-02	168	2512	6.68
May-02	238	2301	10.34
Jun-02	249	1763	14.12
Total	950	12499	7.60

This table shows the percentage of No. of cases to the total No. of hotel guests in clinic D in 6 months

Table 7-b

Month	GE	Total No. of hotel guests	%
Jan-02	22	1521	1.44
Feb-02	24	2205	1.08
Mar-02	25	2197	1.13
Apr-02	76	2512	3.02
May-02	153	2301	6.64
Jun-02	153	1763	8.67
Total	453	12499	3.62

This table shows the percentage of Gastroenteritis cases to the total No. of hotel guests in clinic D in 6 months

Table 8-a

Clinic E			
Month	Total No. of cases	Total No. of hotel guests	%
Jan-02	17	751	2.26
Feb-02	20	1496	1.33
Mar-02	76	1851	4.10
Apr-02	86	1894	4.54
May-02	46	1392	3.30
Jun-02	24	518	4.63
Total	269	7902	3.40

This table shows the percentage of Nr. of cases to the total Nr. of hotel guests in clinic E in 6 months

Table 8-b

Month	GE	Total Nr. Of Hotel Guests	%
Jan-02	7	751	0.93
Feb-02	4	1496	0.26
Mar-02	34	1851	1.83
Apr-02	44	1894	2.32
May-02	24	1392	1.72
Jun-02	14	518	2.70
Total	127	7902	1.60

This table shows the percentage of Gastroenteritis cases to the total No. of hotel guests in clinic E in 6 months. To summarize, 5.6% of all guest visited these hotels have been sick and 2.8% of them were complaining of acute gastroenteritis. And 0.11 % are complaining of Otitis externa as shown in tables (9-a) , (9-b) and (9-c)

Table 9-a

Total No. Cases	Total No. of guests	%
3448	61705	5.58

Table 9-b

No. of GE cases	Persons	%
1736	61705	2.81

Table 9-c

No. of OE cases	Persons	%
70	61705	0.11

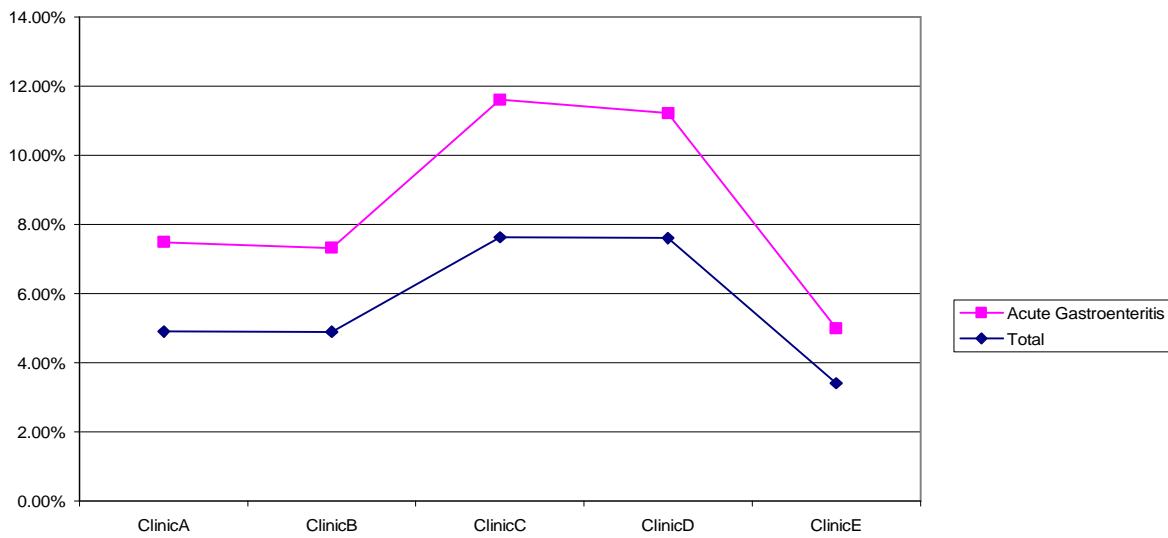
These figures are applicable for only outpatient's treatment in our clinic, the percentage of cases that need hospitalisation or special flight transportation are very minimal as demonstrated in the following table

Table 10

	No. of Cases
Cases need hospitalisation	31
Cases need Back flight	2
Outpatient's treatments	3415

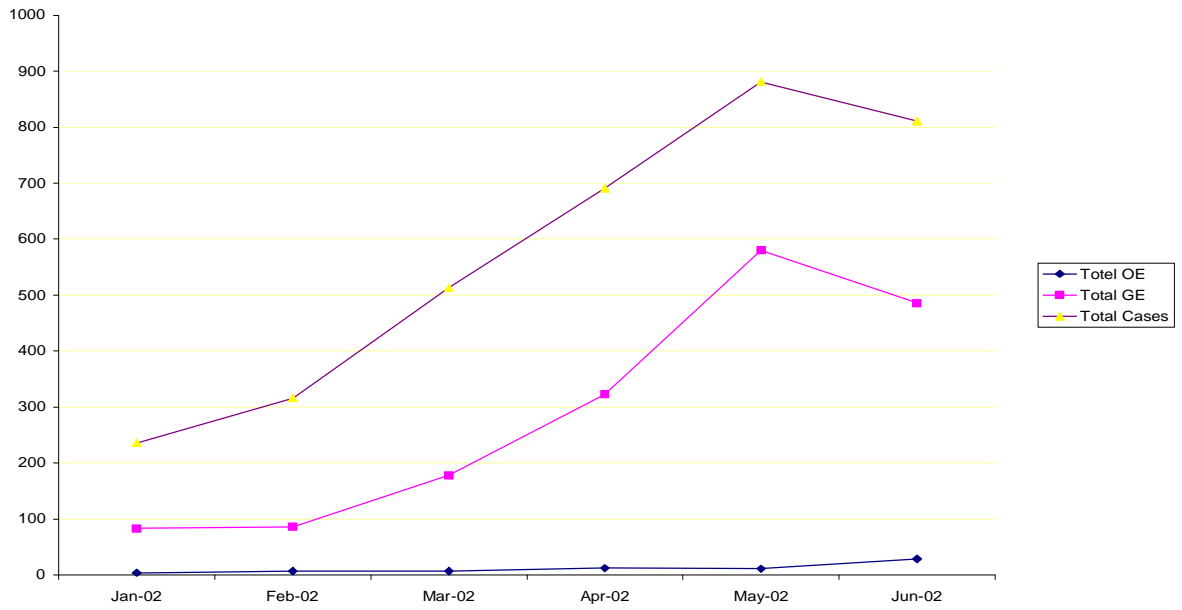
Charts

Chart 1:



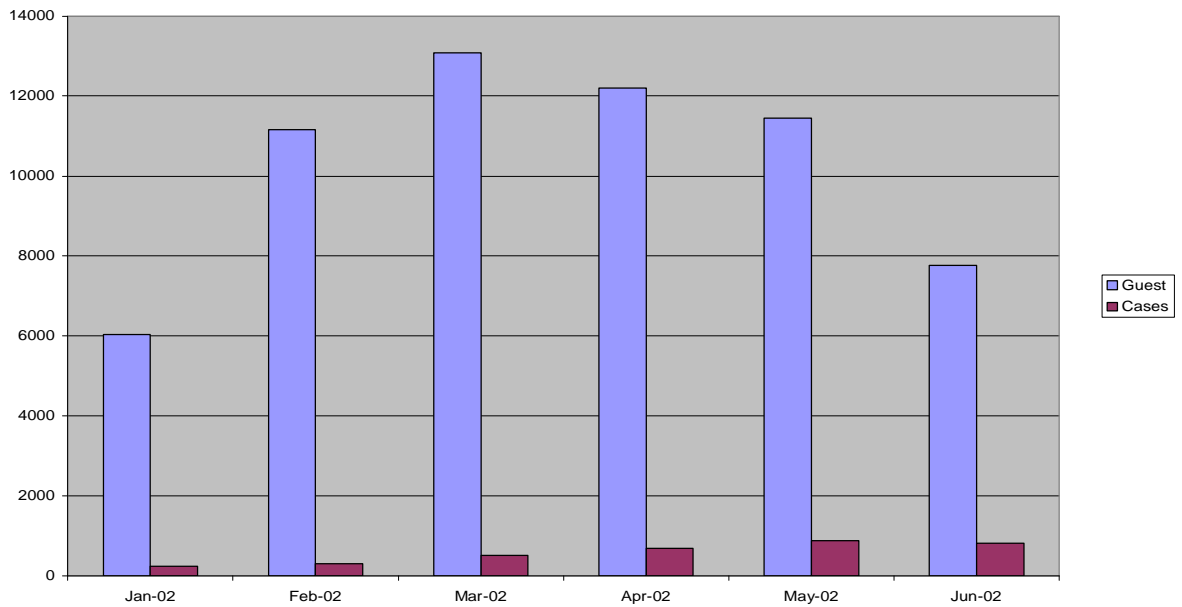
Comparison between the percentage of total and GE cases in all clinics

Chart 2:



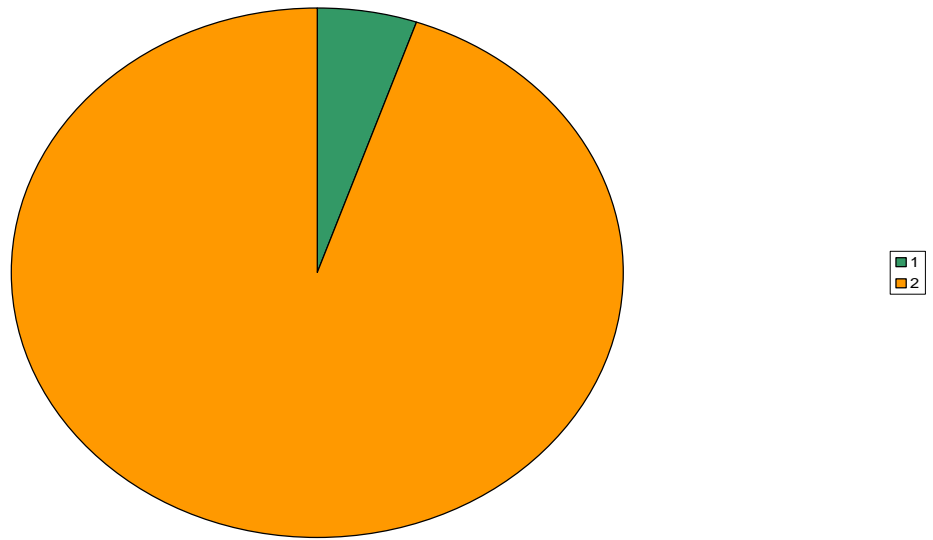
Comparison between OE,GE and total cases from Jan-June 2002

Chart 3:



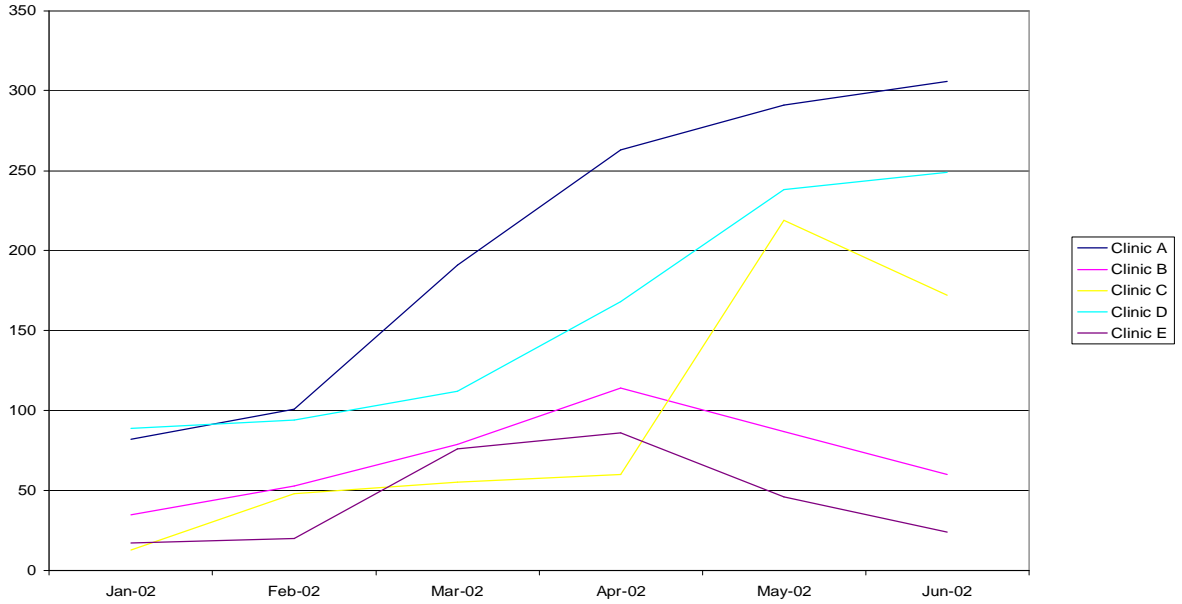
Comparison between the Nr. cases to Nr. of guests jan-june2002

Chart 4:



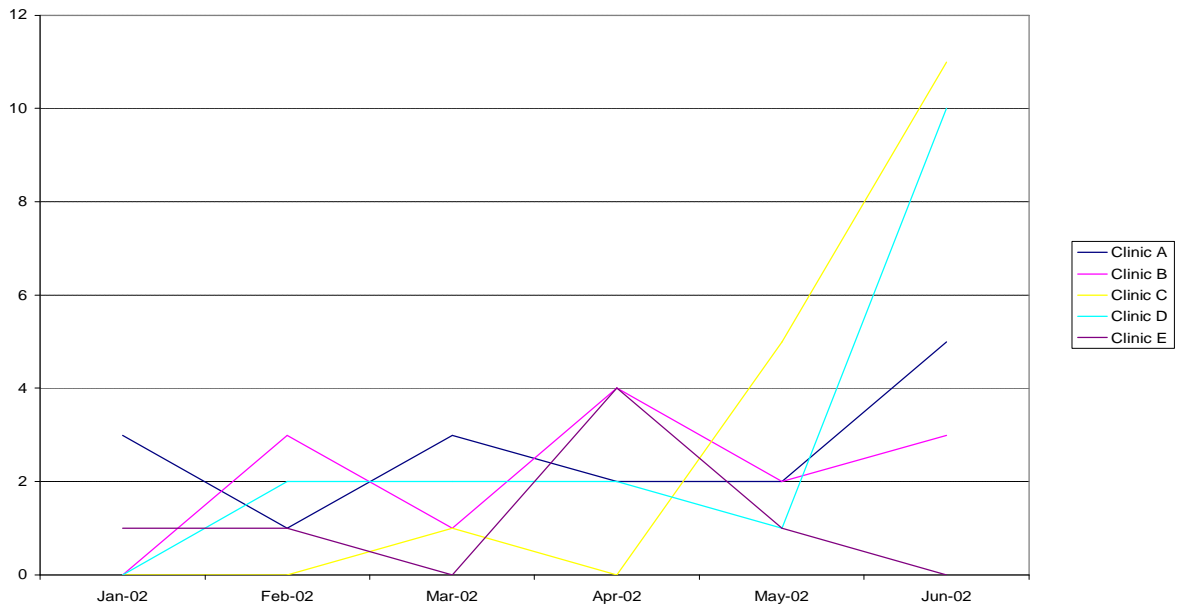
Percentage of cases to guests from Jan-June 2002

Chart 5:



Total Nr of cases in the selected clinics from Jan-June2002

Chart 6:



Total Nr. of OE cases in the selected clinics from Jan-June 2002

The Integrated Clinic Team

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