

# Our Experience and Best Practices with Payers for Overseas Patients

Dr. Víctor Castillo - President FCV - HIC



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# HOW did we open up to the world?

2005

Our Institutional Plan **2005-2010** included: Bilingualism, Human Resources, Accreditations, Patients Transportation.

Caribbean countries were looking for options: **Overseas patients. Intermediaries.**

2010

First step to work directly as a hospital. We created the international department.

2011

**Our first partner -> Aruba:** ¡Impossible to get there! We bought our own airplane

2012

Started with **cardio/critical care** from Aruba AZV. Other countries started too: **Panama, Curacao, Trinidad, Ecuador.**

2014

Partnership **UPMC: Cardiology and Cancer**

2016

We open **the new hospital:** Expanded our portfolio.

Different needs, different specialties. Example: **Neurology, Oncology, Pediatrics, Orthopedics, among others.**

2023

We receive **patients** from all the **continents.**

# WHAT ARE THE KEYS OF SUCCESS WITH INTERNATIONAL PARTNERS?



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# 1. Trust and Transparency



- ▶ There is **always** someone responding to any situation that can occur.
- ▶ Continuous communication.

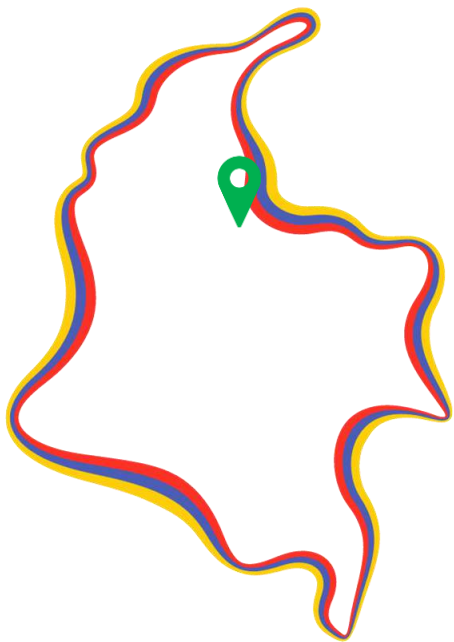
## 2. International Team

A team exclusively **dedicated** to ensuring the **best experience** for our **patients**.

- Bilingual team
- Preferential Attention
- Exclusive Comfortable Area
- Concierge Service
- Logistics and hotel services
- International Medical Boards
- Medical Updates
- Integration Activities
- Health Education
- VIP Spaces



# 3. Location



## Bucaramanga

The beautiful city of Colombia

- Northeast of Colombia.
- Temperature of 25°C.
- Altitude of 1.000 m above sea level.
- Medium size city: Everything is close!

### Affordable city

- A Lunch / Dinner = 5 USD
- A Taxi ride in Bucaramanga = 3 USD
- A Night in a 5 stars hotel = 80 – 100 USD

*Perfect location for the patient's recovery*



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# 4. Air Ambulance

## LearJet 31a

- Fluent communication during the transfer.
- FCV Medical Crew.
- Experts in Critical Patients.
- Timely and safe care of adult and pediatric patients.



**2.500**  
Flights



**70%** International  
1.750 Flights

Only hospital in **Colombia** with its own Air Ambulance



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# 5. Quality, Excellence, Results

**TOP 10**  
Best Hospitals  
LATIN AMERICA



Joint Commission International  
**ACCREDITED HOSPITAL**

1st Hospital accredited in Colombia by JCI.

**EMRAM** **7**

HIMSS SOLUTION

Digital Hospital

## CENTERS OF EXCELLENCE



- Artificial Heart / Ventricular Assistance
- Heart Failure
- Acute Myocardial Infarction
- Heart Transplant (Colombian citizens)
- Kidney Transplant
- Liver Transplant
- Coronary Artery Bypass Graft - CABG



- Stroke



- **ECMO: Extracorporeal Membrane Oxygenation**  
(Maximum Global Recognition)



**BUREAU  
VERITAS**

- Inflammatory Bowel Disease

## EXCELLENCE PROGRAMS

- Hip Joint Replacement
- Knee Replacement
- Shoulder Replacement
- Lumbar Decompression and Fixation
- Childhood Asthma

- Pulmonary Hypertension
- Burn Unit
- Breast Cancer
- Primary Headache
- Refractory Epilepsy

- Polytrauma
- Kidney Cancer
- Prostate Cancer
- Skin Cancer
- Urinary Lithiasis

- Benign Biliary Lesions
- Hand Surgery
- Pancreatic Fistulas
- Chronic Kidney Disease
- Chronic obstructive pulmonary disease



## 6. Humanization and Patient Safety

Person-Centered  
 Care



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# 7. All in one place: No need to go somewhere else.



## +60 Specialties

organized in our Institutes and Centers

### Institutes:

- Cardiovascular
- Neurology
- Cancer
- Women's Care
- Orthopedics and Trauma

### Diagnostic Support:

- Nuclear Medicine
- Specialized Labs
- Radiology

### Centers:

- Urology
- Nephrology
- Pediatrics
- Respiratory Health
- Digestive Health
- Ophthalmology
- Pain Relief and Palliative Care
- Welfare and Integrative Medicine
- Plastic and Reconstructive Surgery
- Burn Unit



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# 7. Comfort and Preferential Services



VIP waiting rooms



Individual Hospitalization Rooms



# 9. Innovation and Research

## Latest Technology



## Examples of International Collaborations



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# 10. Value:

## Price / Quality

- Price list: Payment per event
- Packages: Bundle prices
- Prospective Global Payment: Fix Budget



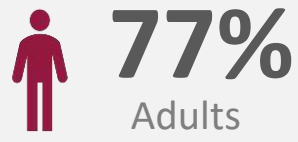
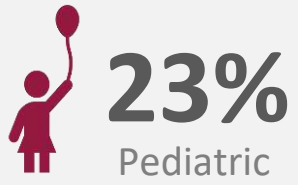


## Profile of Our Overseas Patients



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# Type of Patient



# Type of Payer



# Main Specialties:

- **Cardiology:** Cardiovascular surgery (adults and pediatric - congenital heart diseases), Interventional Cardiology (TAVI), ECMO, ICU.
- **Orthopedics:** Spine surgery, knee and hip replacement.
- **Neurosurgery:** Trauma, Tumors, Endovascular Surgery.
- **Cancer:** Radiotherapy, oncological surgery, pediatric oncology.
- **Pediatrics:** Congenital heart diseases, neuropediatrics – rare syndroms, urology, pediatric oncology.



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# Origin of Our International Patients



**+ 8.000** international patients treated.



# Lessons and Best Practices in Payments

- Create a close relationship between the hospital and the insurer.
- Regular financial meetings.
- Personal meetings at least once per year.
- Involve the medical part in proposals and clarifications.
- Annual update of contracts and tariffs.
- Implementation of new contact models: Use our extensive experience with national insurers as pioneers in the **prospective global payment model** (whole population). Good Practices.



**We want your patients to feel at home...**

# Contact Us



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