



# Medical Care for Business Travellers During Their Stay Abroad and the Approach to Manage a Medical Provider Network

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Family Medicine, Travel Medicine, Sports Medicine, Chirotherapy  
Public Health, Occupational Health

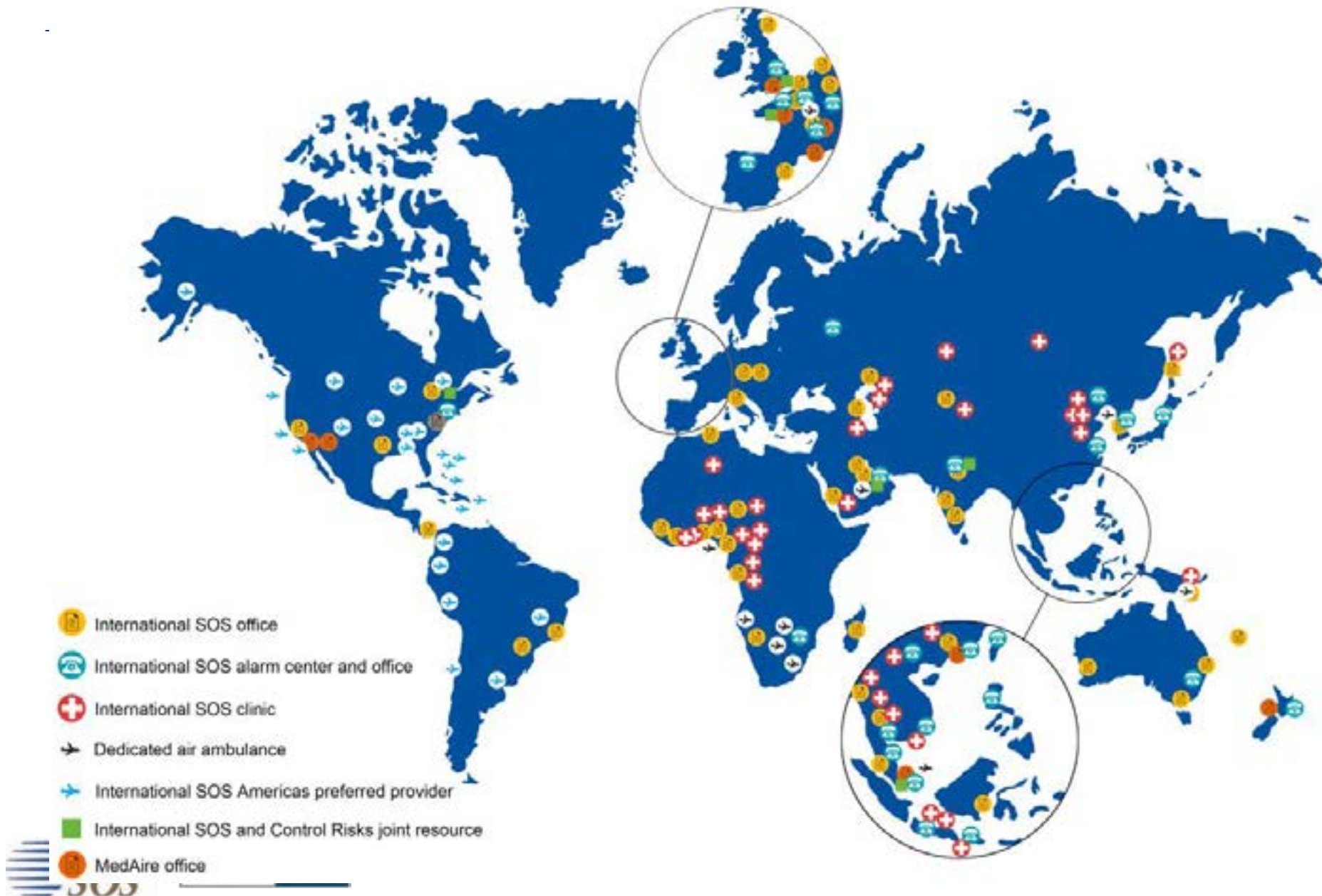
***Regional Medical Director Central Europe International SOS***  
***Managing Director German Society for Travel Medicine***

# About International SOS

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- 3 parts of activities:
  - Medical assistance
  - Local medical service in remote areas
  - Security service
- About 1 Million medical cases and ~ 20,000 attended medical repatriations in 2013
- 90 languages and dialects!

# Worldwide Presence

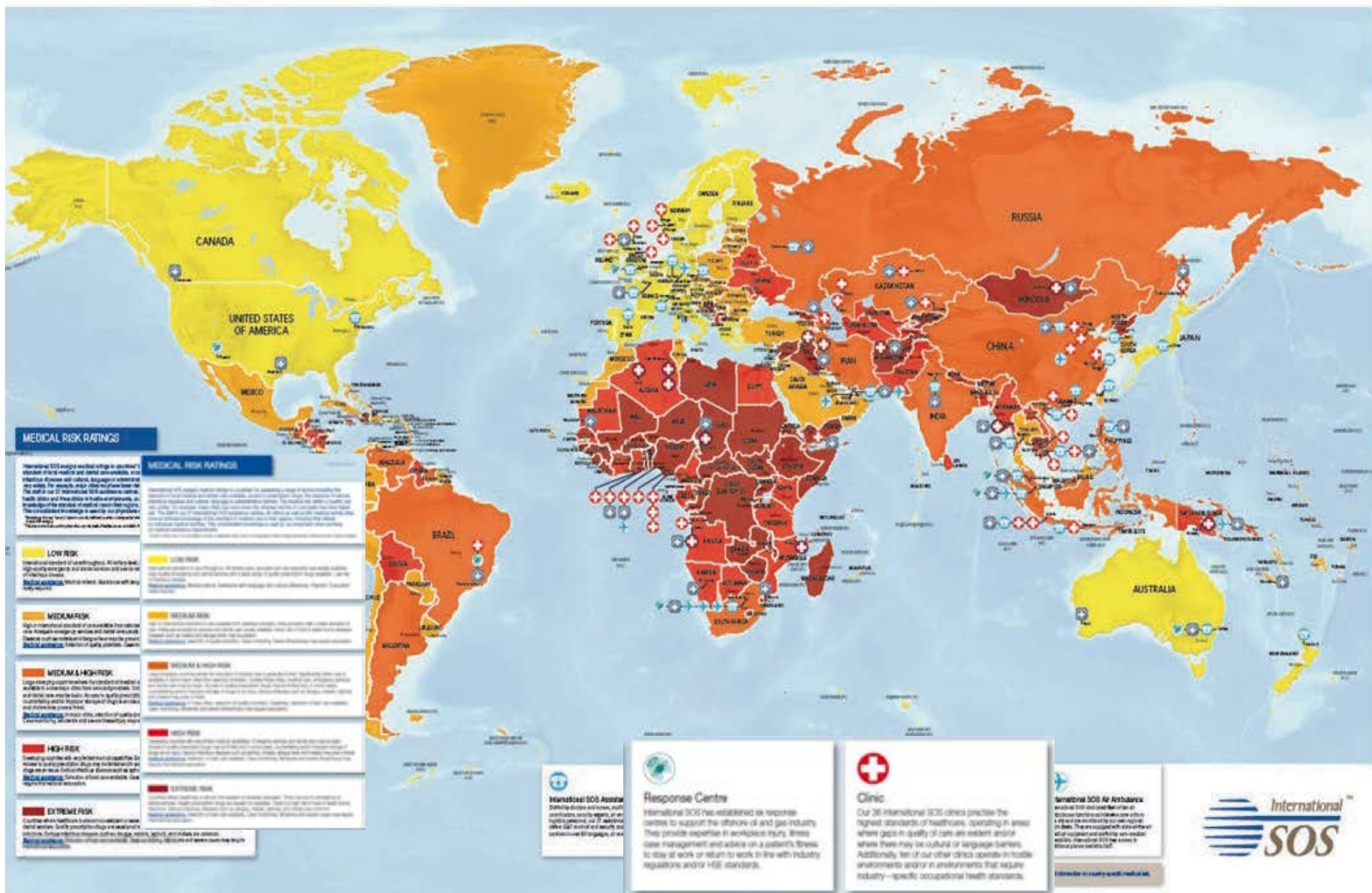




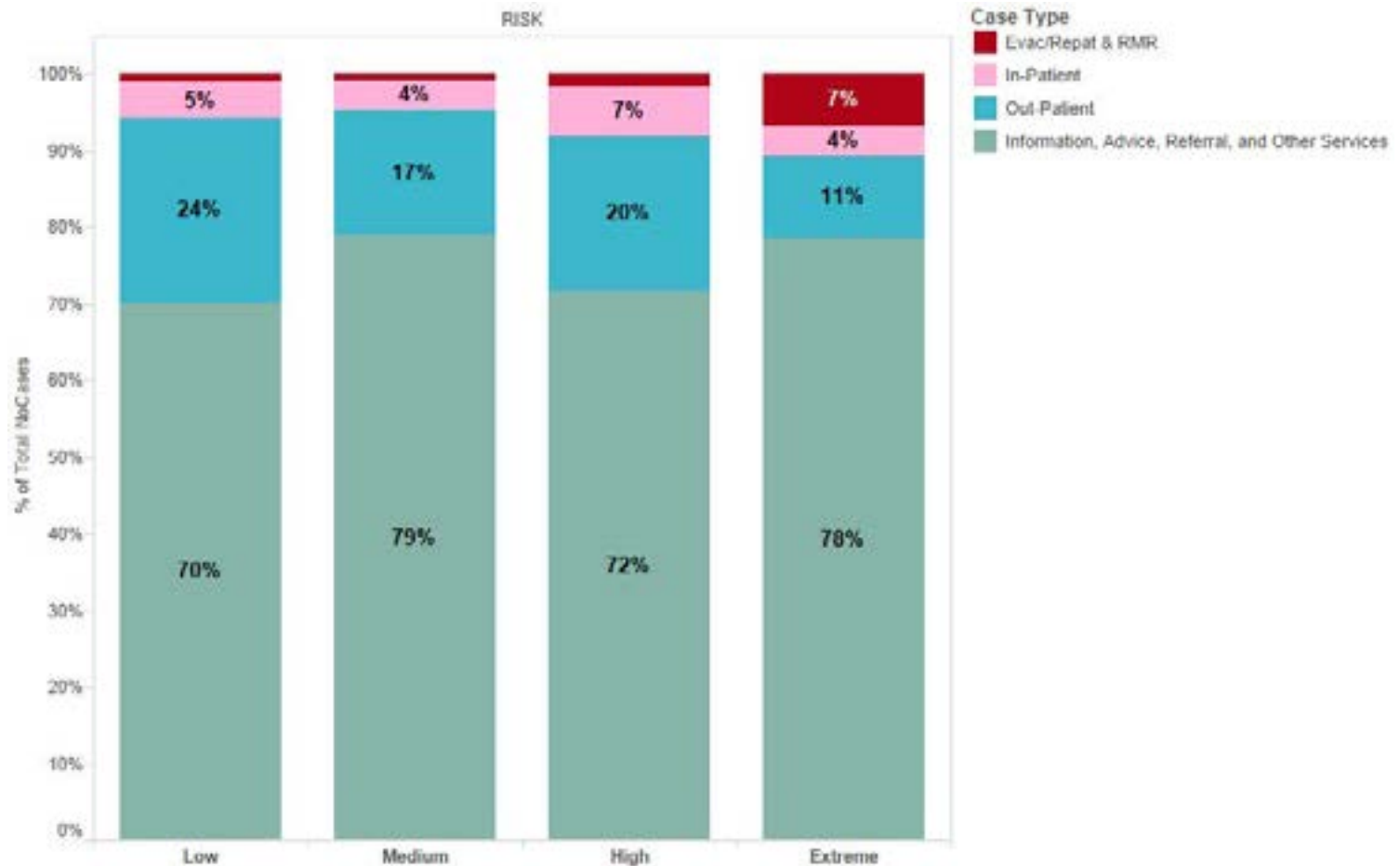






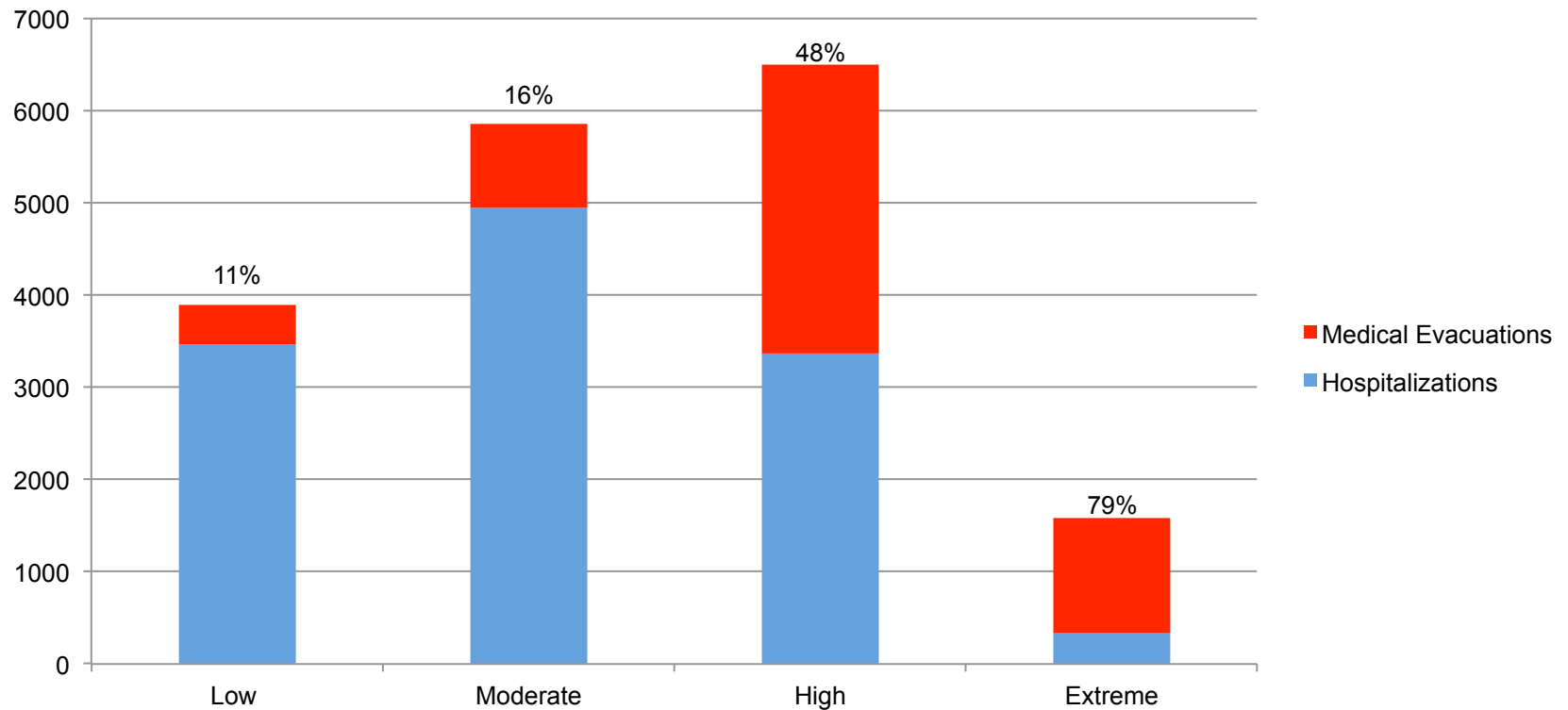


# Medical cases per risk category in 2013



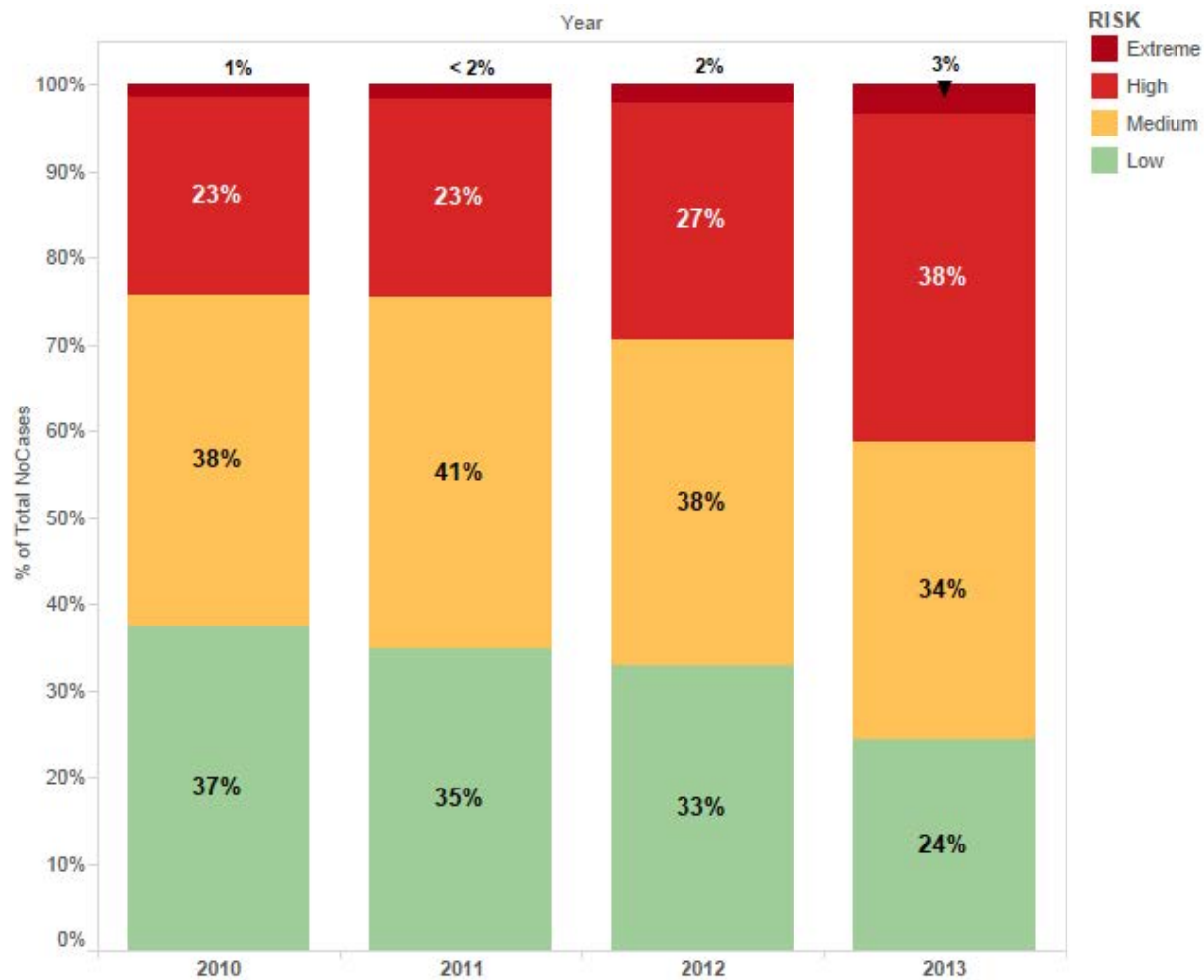


# Risk of medical evacuation is highest in countries with high and extreme medical risk

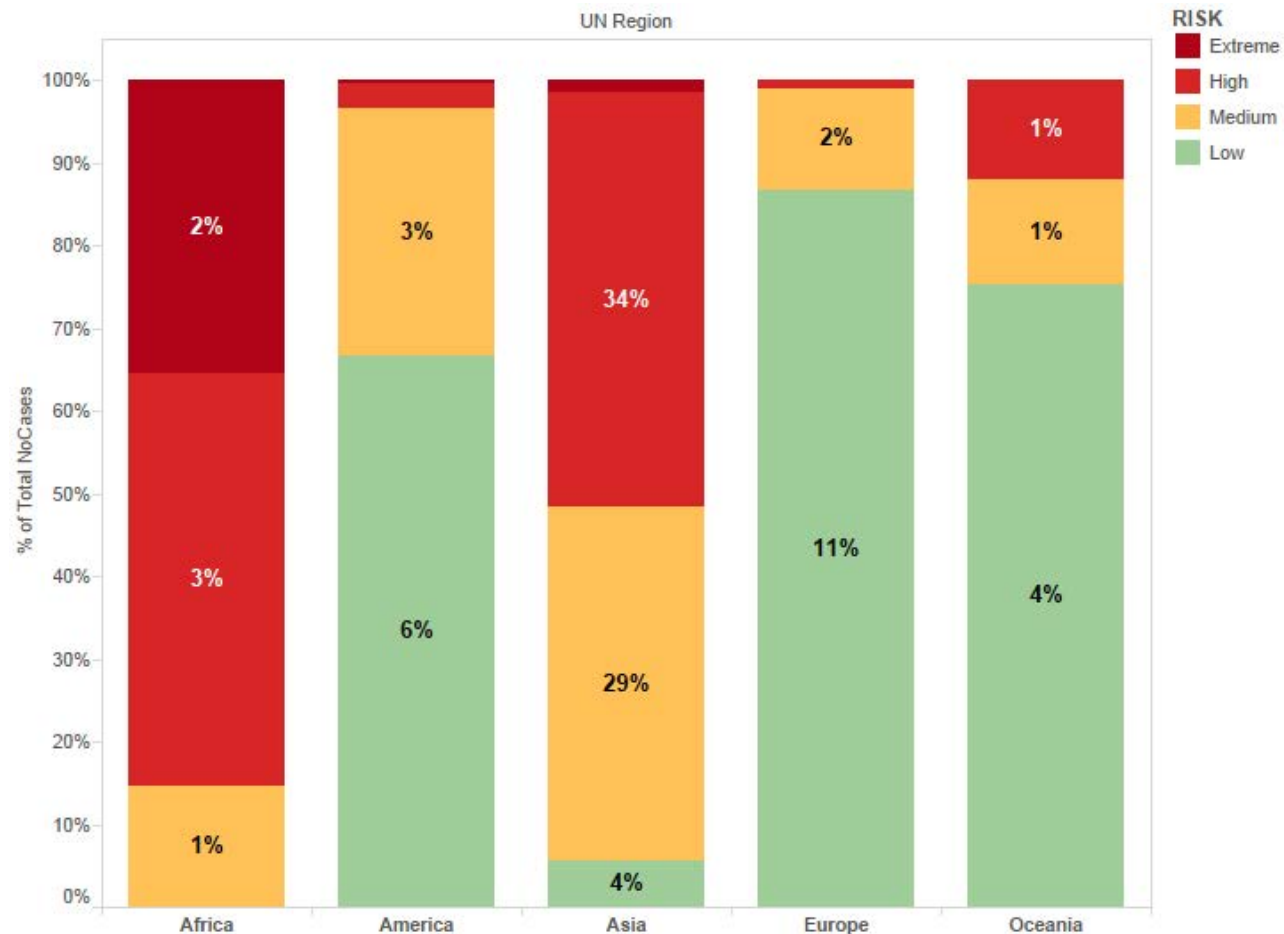


<sup>1</sup> International SOS Independent Research 2012, M. Druckman MD, R. Quigley MD DPhil, in collaboration with P. Harber AB BS MD MPH, E. Liu MD MS MA, S. Wu BA BS, UCLA

# Medical cases per risk category

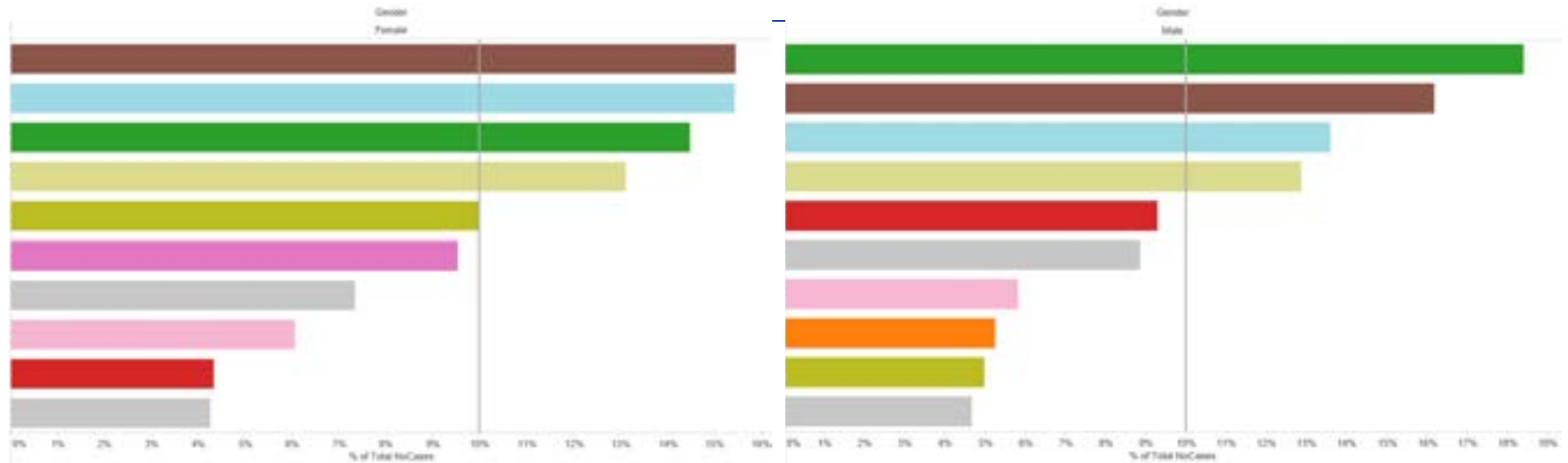


# Medical cases in 2013 per region and medical country risk category





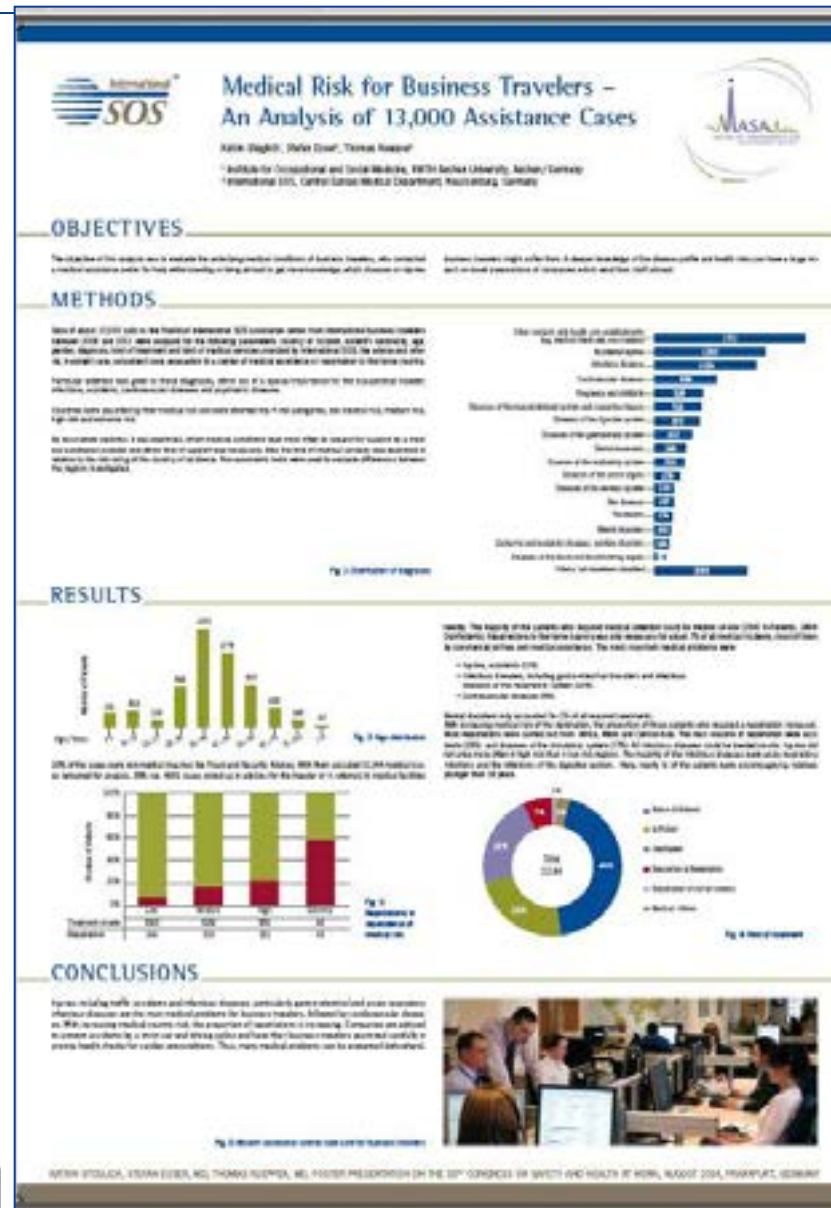
# 2013: die Top 10 med. Diagnosen (ICD 9)



## ICD Grouping

- Injuries and poisonings
- Digestive system conditions
- Respiratory system conditions
- Nervous system diseases including eyes, ears
- Heart Disease and other circulatory conditions
- Diseases of the bones, joints and muscles
- Occupational, Preventative & Screening examinations
- Genitourinary system conditions
- Malaria, Dengue and other Infectious Diseases
- Pregnancy & the Newborn
- Skin Conditions
- Cancers, tumours and blood disorders
- Diabetes and other Endocrine disorders
- Mental Health Conditions

# XXth Int. Congress on Safety and Health at Work, August 2014 Frankfurt



# Most common medical risks for business travellers

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- Accidents and injuries
  - Cardiovascular problems
  - Gastrintestinal problems
- 
- Business travels get elder, many > 60 years of age
  - Men : women 70 : 30



# Medical care of business travelers

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## Travel medical advice

- General practitioner
- Occupational health physician
- Other facilities
- *Employer*
- *(Occupational health insurance)*

## Assistance + Medical Services

- Alarm Centres
- Medical facility locally
- Provider network
- Ambulance services
- Air ambulances
- *Travel health insurance*
- *Employer*

## Clinical medicine for repatriates

- General practitioner
- Occupational health physician
- Tropical medicine institutes
- *Health insurance*

# Transport risks

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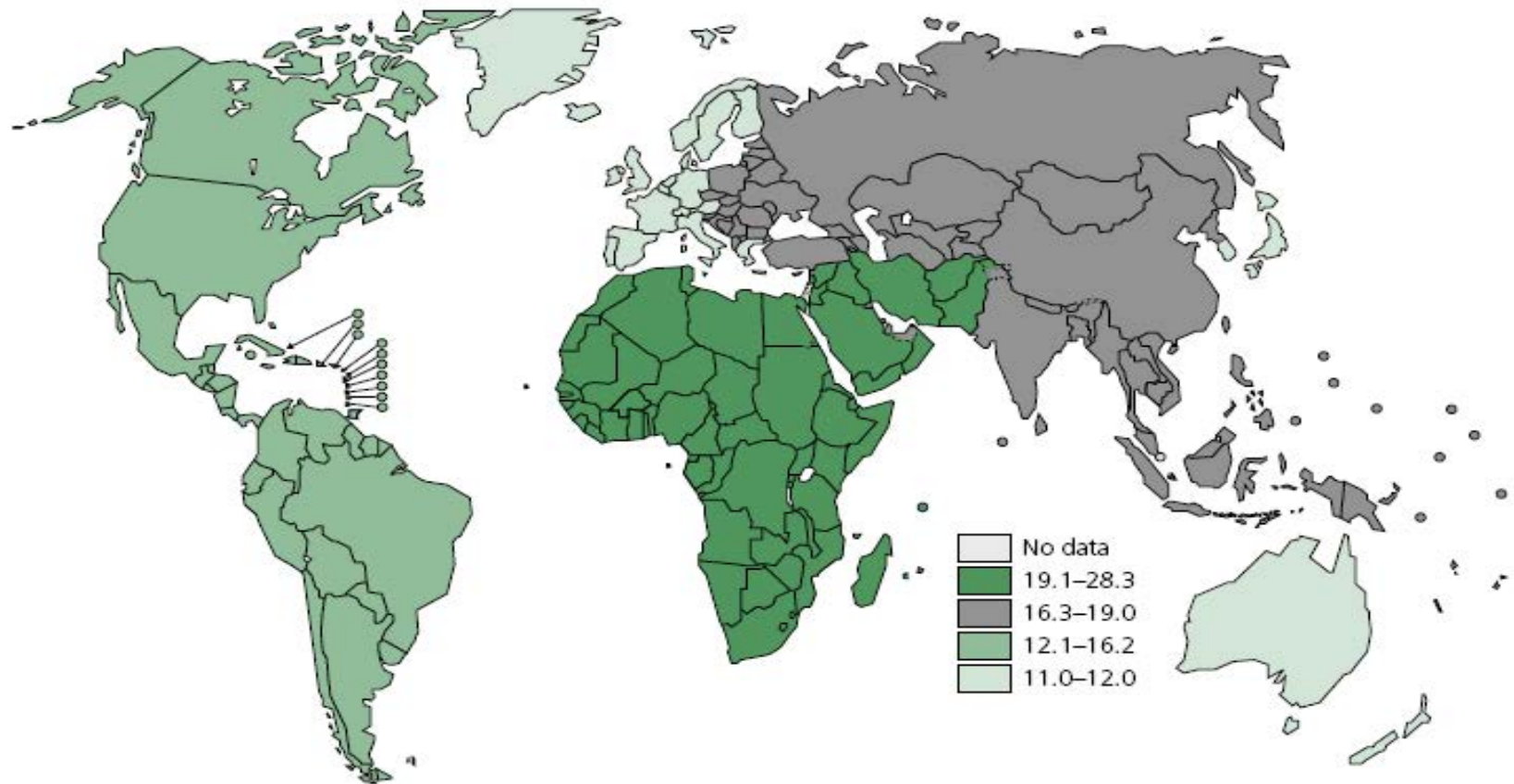
- High accident rates
- Bad streets and
- Low traffic safety
- Risk of bus trips
- Few assistance in rural areas



# Road traffic

FIGURE 2.2

Road traffic injury mortality rates (per 100 000 population) in WHO regions, 2002



Source: WHO Global Burden of Disease project, 2002, Version 1 (see Statistical Annex).





# Industrial accidents

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# Three-stage pyramid of medical location

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\*which may be all that is available

















الفحص بالأشعة تالبورجت  
Radiologie Scanner Talborjt

مركز الأشعة  
تالبورجت

مركز الأشعة  
تالبورجت









CLINQUES UNIVERSITAIRES  
DE  
KISANGANI

**ANESTHESIE ET REANIMATION**







# Health care system (e.g. Russia...)

- Public facilities often poorly funded
- Private facilities focus on big cities
- Specialists
- Selected services
- No focus on emergency care
- No “Family medicine” system with GP as gate keeper
- Mixture of “medicine” and “additional sales”



# Minimization of the health risks abroad

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- Consultations
- Immunizations
- Guidelines of employment protection

- Evaluation of medical service providers
- Contractual cooperation
- Own medical services

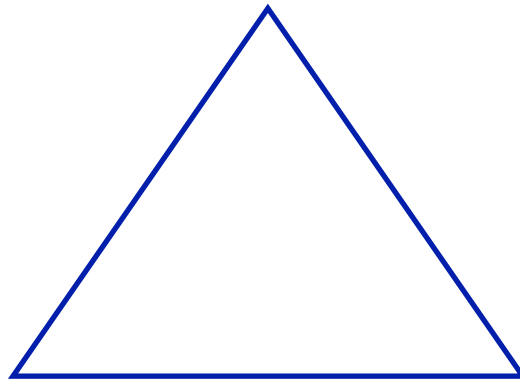
- Contractual cooperation
- Assistance-Centre
- 7 Days / 24 Hours call number



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**Travel health insurance**

- Traveler
- “Expats”
- Contract worker



**Company with activities abroad**

- Journeys
- Branch offices
- Production facility

**Medical provider**

- Assistance
- Health Care locally
- Network
- Information

# Provider Network

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## „GAN (Global Assistance Network)“:

- A worldwide network of more than 60,000 medical and non-medical service providers
- More than 20 years of relationships with International SOS' network
- Regular site audits, visits and phone calls to the key providers
- Constant quality control and updates





# Provider Network

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- 53 „GAN“ staffs in 29 Alarm Centers including 4 regional „GAN“ managers in Asia, Europe, Americas and Australia
- „GAN“ shall drive quality of service & clients' satisfaction
- The assessment and the ranking of providers result from regular Site Audits, formal credentialing and from an on-going monitoring of case managements feedbacks

## Advanced Search

Current Search Profile: Frankfurt

[Change Profile](#) ☒ Search All GAN Centers

[Return Home Page](#)
[Help](#)
[Everyday Medical Search](#) ?

Output: ☒ Preview ☐ List ☐ Map [Clear All Fields](#)
☐ Use Wildcard ?

Provider Name: 

Provider ID: 

Postal Code: 

Country: 

Provider Family: 

AC Zone / State: 

Provider Category: 

Int'l's Search City: 

Provider Type: 

City Section: 

Status: 

Rank: ☐  ☐  ☐ 

Language: 
☐  ☐ 

Agreement Type: 

Credentialed: ☐ Fully ☐ Fully (w/override)

Agreement Name: 
☐ Partially (w/Site Audit) ☐ Partially

☐ Not Credentialed

Customers: 

Programs: 
☒ Select

☐ Select

Published: 

Customer-assigned Provider ID: 

Preferred Pricing: ☐ \$ \_Disc ☐ \$ \_CbC ☐ \$ \_Crp

Others: ☐ Available 24 hours a day

☐ Accepts GOP

☐ Correspondent

☐ Accepts Credit Card

☐ Find Affiliated Providers



Category &gt; Select All

Type &gt; Select All

Country &gt; India

City &gt; Bangalore

City Section &gt; Select All

## Search Results

[Return to Home](#)  
[Back To Search](#)  
[Help](#)

1 - 10 of 65 Providers

[Next >](#) [Last >>](#)

	ID	Name
\$	58522	<a href="#">A.I. Mir Shuath Dr</a>
\$	59485	<a href="#">Alien Chiropractic and Wellness Clinic</a>
\$	5767	<a href="#">ANWAR, Qasim</a>
\$	56022	<a href="#">Apollo Hospitals</a>
\$	19406	<a href="#">Asha Children's Hospital</a>
\$	5464	<a href="#">Bangalore Baptist Hospital</a>
\$	64510	<a href="#">Bangalore Institute of Oncology Speciality Centre</a>
\$	19667	<a href="#">BHAGAVAN, N.K</a>
\$	58398	<a href="#">Bhagwan Mahaveer Jain Heart Centre</a>
\$	5758	<a href="#">BHAT, Jyoti</a>

[Next >](#) [Last >>](#)

1 - 10 of 65 Providers

## Summary

**Provider Name** Apollo Hospitals  
**Country/Zone/City/City-Section** India/All/Bangalore/  
**Category/Type** Medical Facilities/Hospital  
**Status** Active  
**Address** 154/11,  
 Opp. I.I.M.,  
 Bannerghatta Road,  
 Bangalore Karnataka IND  
**Telephone** 91 (0) 80 4030 4030 / 26304030 / 51  
 91 80 4161 3151  
 91 9900236801

**Specialties:**

- Emergency**
  - 24 hour Admission
  - 24 hour Emergency Department
  - Ambulance Service
- Imaging**
  - Fluoroscopy
  - Magnetic Resonance Imaging (MRI)
  - Ultrasound
  - X-ray
- Intensive Care Units**
  - Cardiac/Coronary Care
  - General ICU
  - Neonatal
- Laboratory**
  - Bacteriology / Microbiology
  - Biochemistry
  - Hematology
- Main Departments/Services**
  - Cardiology
  - Dental
  - Dermatology
  - Dialysis
  - ENT (Otolaryngology)
  - Family Medicine
  - Gastro-enterology
  - Internal Medicine
  - Laboratory
  - Obstetrics & Gynecology
  - Oncology
  - Outpatient department
  - Paramedical services
  - Pediatrics
  - Pharmacy
  - Surgery



Provider > Apollo Hospitals  
 Category > Medical Facilities  
 Type > Hospital  
 Last Updated > Apr 12, 2010  
 Rank > **\$ Disc**

GAN Alarm Center > New Delhi  
 Country > India  
 City > Bangalore

72% SA =

Provider ID > **36822**

Quality Data Score > 93.73%

Quality Credentialing Score > 93.07%

Overall Quality Index > 98.01%

## Provider Details

### Quick Guide

[Main Details](#)  
[Credentials](#)  
[Location](#)  
[Payment Info](#)  
[Contacts](#)  
[Specialties](#)  
[Specifcs](#)  
[Preferred Pricing](#)  
[Agreements](#)  
[Customer/Program](#)  
[Affiliates/Groups](#)  
[Provider Gallery](#)  
[Notes](#)  
[Task](#)  
[Attachments](#)  
[Data Check](#)  
[Pending](#)  
[Help](#)  
[Provider Portal](#)

## Quick Guide

**Provider Name** Apollo Hospitals   
**Provider ID** **36822**  
**Type** Hospital  
**Country** India  
**GAN Alarm Center** New Delhi  
**Int'l City** Bangalore  
**City Section**  
**Address** 154/11,  
Opp. I.I.M.,  
Bannerghatta Road,  
Bangalore Karnataka India 560083  
**Office Phone (Main)** + 91 (0) 80 4030 4050 / 26304050 / 51  
**Mobile Phone (Main)** + 91 9900236801  
**Home Phone (Main)** (empty)  
**Fax (Main)** + 91 80 4161 3151  
**Email** [customercare\\_bangalore@apollohospitals.com\(Work\)](mailto:customercare_bangalore@apollohospitals.com(Work))  
**Web Address** [www.apollohospitalbangalore.com](http://www.apollohospitalbangalore.com) [View](#)  
**Public/Private** Private  
**Specialty Groups**

**Group** Emergency  
**Specialty** 24 hour Admission  
 24 hour Emergency Department  
 Ambulance Service

**Group** Imaging  
**Specialty** Fluoroscopy  
 Magnetic Resonance Imaging (MRI)  
 Ultrasound  
 X-ray

**Group** Intensive Care Units  
**Specialty** Cardiac/Coronary Care  
 General ICU  
 Neonatal

**Group** Laboratory  
**Specialty** Bacteriology / Microbiology  
 Biochemistry  
 Hematology

**Group** Main Departments/Services  
**Specialty** Cardiology  
 Dental

# SPIN Provider Referral Report (Nov 11, 2009)

## Doctors Hospital and Medical Centre

**Address 1** Doctors Hospital and Medical Centre  
**Address 2** 152A G/1 Canal Bank  
**Address 3** Johar Town  
**City** Lahore  
**Postal Code** 54590  
**Country** Pakistan

### Public Information

This highly reputed hospital has only been opened since Year 2000. This 140 bed private hospital was started by a group of Pakistani-American doctors to provide a modern, well-equipped medical facility of international standard. DHCM is located along the Lahore canal on the outskirts of the city in the Johar Town area. 1) Small campus in a 4-story purpose built facility. 2) The ER is easily accessible and an adjacent parking lot is available for patient use. 3) Facility of choice for expatriates in Lahore until the Shaukat Khanum hospital began expanding its services beyond cancer treatment. 4) The interior well appointed and laid out in an unusual design with a large circular staircase overlooking each level. 5) The hospital appeared very busy but was clean and organized. 6) The dialysis unit had modern equipment and the technician was observed wearing appropriate protective equipment. 7) 17 bed 24 hour ER is well equipped and very experienced with trauma. The hospital is situated next to one of the busiest roads in Lahore and receives frequent motor vehicle accident victims. Laminar flow oxygen, suction and a modern ventilator was observed in the ER.

**Main Tel** + 92 42 5302701 to 14  
**Languages** English  
**Fax** + 92 42 5302224  
**Email** dochosp@wol.net.pk(Work)  
**Web Address** www.doctorshospital.com.pk [View](#)  
**24 Hours ?** No  
**Office Hours** 24 hrs Emergency Dpt. Outpatient Clinics Mon - Fri 0900hrs 1800hrs Sat 0900hrs - 1300hrs

International SOS

Control Risks







## GROUND AMBULANCE EVALUATION FORM

Date Performed			
Name of Ambulance Service		By Whom	
Persons met			

### A1. GENERAL OVERVIEW

Provider Type

Accessibility

Physical Address

- > Address L1
- > Address L2
- > City
- > State/Province
- > Postal Code
- > Country

- ☐ Public
- ☐ Private
- ☐ Other (specify):
- ☐ Open to All
- ☐ Restricted / Paying Patients
- ☐ Restricted/ Members Only

# What do we expect from medical partners

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## Medical

- Hygiene
- Professionalism
- Expertise
- Protocols
- Quality Management
- Clinical governance
- Responsability
- Main departments
  - Internal medicine
  - Surgery
  - Orthopedics
  - Cardiology
  - Imaging

## Organisational

- Access
- Impression
- Communication
- Reporting
- Patient satisfaction
  
- Payment procedure
- Guarantee of Payment acceptance
- (Discounting)



**Thanks for your attention!!!**

**Questions?**