



# GENEVA

28 OCT - 1 NOV 2018 | HOTEL PRESIDENT WILSON



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THE 26<sup>TH</sup> ANNUAL INTERNATIONAL TRAVEL & HEALTH INSURANCE CONFERENCE



# WELCOME

I would like to take this opportunity to thank you all for joining us here in Geneva for the 26th annual International Travel & Health Insurance Conference (ITIC).

2018 has been a busy year for the global travel and health insurance world, with technology playing a significant role in pushing forward innovation and partnerships between companies old and new. This, and many other topics, will be under discussion this week, with experts from all around the globe sharing their insights. No matter what sector of the industry you represent – air ambulance, assistance, insurance, cost containment – we've got a session devoted to furthering education and debate.

There is, as ever, plenty of opportunity for attendees to build relationships with peers and colleagues during ITIC Global. Our dedicated Networking Area is always available for people seeking somewhere to sit and meet with clients, and coffee breaks in between the sessions mean that you don't have to walk far to find a rejuvenating java!

On Thursday evening, myself and the editor of *ITIJ*, Sarah Watson, will play host to the ITIJ Awards, which recognise excellence and achievement in the global travel and health insurance sector. Congratulations to our finalists, and best of luck for Thursday evening!

I look forward to meeting you over the course of this week.

**IAN CAMERON**  
ITIC Chairman and Moderator

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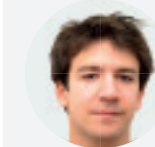
## MEET THE MODERATORS



**Ian Cameron**  
Conference Chairman  
ITIC



**Mandy Langfield**  
Features Editor  
ITIJ



**Stefan Mohamed**  
Deputy Editor  
ITIJ

## THANKS TO THE COMMITTEE

### Laura Hilton

Director of Provider Relations, GeoBlue

### Ronald Pritchard

Head of Network Management, Globality S.A

### Ted Jones

CEO, Northcott Global Solutions

### Richard Atkins

Legal Counsel, International Recoveries

### Rory O'Gara

Vice President Medical Provider Management,  
Allianz Global Assistance - USA | Canada | Caribbean | Mexico

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Head of Operations, AIG Travel/AIG Property Casualty

### Jair Marrugo

Managing Director, MAPFRE ASSISTANCE

### Mandy Langfield

Features Editor, ITIJ

### Andrew Lee

International Business Executive, ER24 Global Assist

### Dr Bettina Vadera

Chief Executive Officer and Medical Director, AMREF  
Flying Doctors

### Eva Kluge

Director of Sales and Business Development,  
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### Patrick Schomaker

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### David Ewing

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<p>UC San Diego Health</p> <p>proud sponsor of the <b>Air Ambulance Company of the Year Award</b></p>	<p>Penn Medicine</p> <p>proud sponsor of the <b>Conference Folders</b></p>	<p>BDMS Bangkok Dusit Medical Services Your Trusted Healthcare Network</p> <p>proud sponsor of the <b>Pre-Conference Coffee Breaks</b></p>
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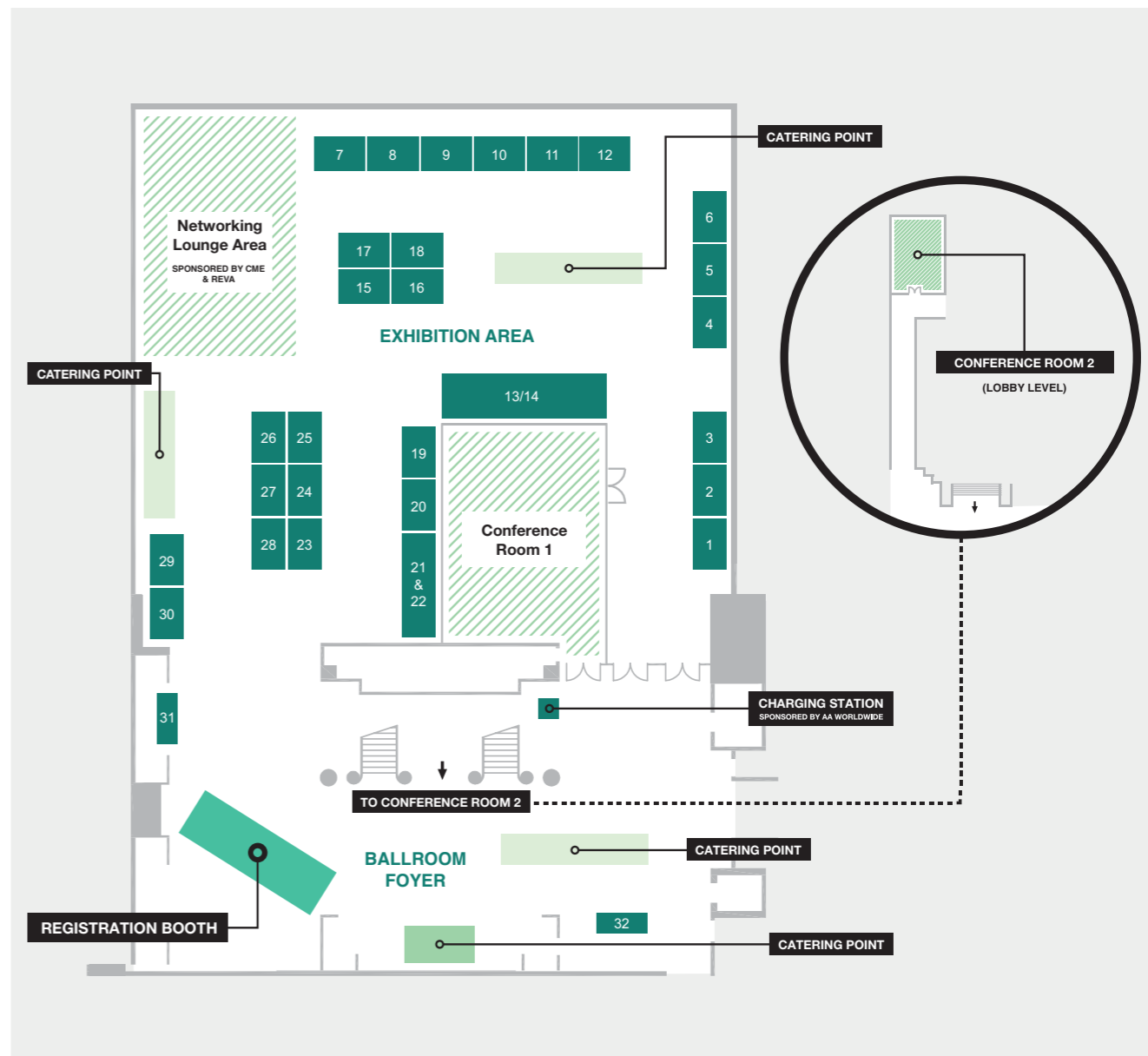
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EXHIBITION PLAN



**EXHIBITORS**

- |  |  |  |
|--|--|--|
| 1. Aquarium Software                   | 11. SA Medical Network                     | 23. Marm Assistance                      |
| 2. Helidosa Aviation Group             | 12. Nordic Insurance Software              | 24. Bongo International Funeral Services |
| 3. Air Alliance Medflight GmbH         | 13/14. AMA Repatriations                   | 25. LifeMed Worldwide                    |
| 4. Tyrol Air Ambulance GmbH            | 15. One Call Medical Transports            | 26. BDMS                                 |
| 5. Redstar Aviation                    | 16. Atrium Health                          | 27. Wing2Wing Alliance                   |
| 6. FAI Air Ambulance                   | 17. CrossBorderMedCare                     | 28. EURAMI                               |
| 7. Penn Medicine                       | 18. Alia Medflight                         | 29. Flying Home                          |
| 8. CAMTS                               | 19. Inchcape Medical & Assistance Services | 30. NAAMTA                               |
| 9. Retrieval Medics International      | 20. Medway Air Ambulance                   | 31. Aero-Plan                            |
| 10. Singapore Casket Company (PTE) Ltd | 21/22. UnitedHealthcare Global             | 32. ITIJ                                 |

# BRIEF AGENDA

## Sunday 28<sup>th</sup> October

14:00-16:00	Registration and Exhibition open
18:00-19:30	New Attendees Welcome Reception sponsored by AIG – <i>by invitation only</i>

## Monday 29<sup>th</sup> October

07:00-07:30	Running club sponsored by Life Flight International	
10:00-11:00	Networking coffee break	
	<b>Room 1</b>	<b>Room 2</b>
11:00-12:30	Educating the payers – cost and quality in medical transport services	11:00-12:30 Underwriting updates
12:30-13:30	Networking lunch	
13:30-15:00	Fraud – tools and methods being used to tackle industry fraud	13:30-15:00 The Air Ambulance & Medical Assistance Forum
15:00-15:30	Networking coffee break	
		15:30-17:00 The Air Ambulance & Medical Assistance Forum continued
18:00-20:00	The official ITIC Geneva Welcome Reception sponsored by New Frontier Group	

## Tuesday 30<sup>th</sup> October

07:00-07:30	Running club sponsored by Life Flight International	
08:00-09:00	Pre-conference coffee sponsored by BDMS	
	<b>Room 1</b>	<b>Room 2</b>
09:00-10:30	International students and their insurance and assistance needs	09:30-10:00 Cultural differences affecting assistance and repatriation
		10:00-10:30 Health risks affecting international travellers
10:30-11:00	Networking coffee break sponsored by SA Medical Network	
11:00-12:30	High-value claims management	11:00-12:30 Cyber-risk and data protection
12:30-13:30	Networking lunch	
13:30-15:00	Getting involved in a medical network	13:30-15:00 Air Ambulance industry trends
15:00-15:30	Networking coffee break	

A WARM  
WELCOME FROM



TO NEW ITIC ATTENDEES

JOIN US IN THE WINTER GARDEN, HOTEL PRESIDENT WILSON  
FOR CHAMPAGNE AND CANAPÉS

**18:00 - 19:30**  
**SUNDAY 28TH OCTOBER**

MEET WITH FELLOW FIRST-TIME ATTENDEES  
AND THE ITIC GLOBAL COMMITTEE

PLEASE BRING YOUR INVITATION AND ATTENDEE BADGE  
INVITATION WILL BE INCLUDED IN YOUR REGISTRATION PACK





# THE STAGE IS SET



NEW  
**FRONTIER**  
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INVITE YOU TO THE ITIC  
GENEVA WELCOME RECEPTION

HOSTED AT THE

## BÂTIMENT DES FORCES MOTRICES

THE FACTORY THAT BECAME A THEATRE

MONDAY 29TH OCTOBER 2018 | 18:00 – 20:00

TRANSFERS FROM THE HOTEL PRESIDENT WILSON DEPART AT 17:15

MAKE AN IMPRESSION. MAKE CONNECTIONS. **MAKE HISTORY.**

## BRIEF AGENDA



### Tuesday 30<sup>th</sup> October (continued)

ROOM 1	ROOM 2
15:30-17:00 International Provider Network (IPN) forum	15:30-17:00 EURAMI board meeting
16:00-17:00 Excursion to Geneva Airport hosted by REGA – <i>pre-registration necessary</i>	
21:30-23:00 Charity concert in the Winter Garden hosted by Rowland Brothers International	

### Wednesday 31<sup>st</sup> October

07:00-07:30 Running club sponsored by Life Flight International	
08:00-09:00 Pre-conference coffee sponsored by BDMS	
Room 1	Room 2
09:00-10:30 Cost containment issues in Mexico/Caribbean	09:30-10:00 Changing expat demographics
	10:00-10:30 The challenges of delivering prescription drugs to expatriates
10:30-11:00 Networking coffee break	
11:00-12:30 Travel insurance challenges around the world	11:00-12:30 Technology in travel and health insurance
12:30-13:30 Networking lunch	
	13:30-15:30 Medical Directors Forum

### Thursday 1<sup>st</sup> November

Room 2
09:00-11:30 Networking brunch
09:40-11:30 Case study 1: An urgent medical evacuation from a Middle Eastern warzone
10:00-10:20 Case study 2: Fraud detection at its best
10:20-10:40 Case study 3: Medevac of a seriously injured patient from remote African region
10:40-11:00 Case study 4: Transferring a patient with TB from New York
11:00-11:20 Case study 5: Problems with medical disclosure
11:20-11:40 Case study 6: Remote hospital care in Panama
12:00-15:00 EURAMI members meeting
14:00-15:00 Hospital tour of Clinique La Colline – <i>pre-registration necessary</i>
19:00-00:00 ITIC Geneva Finale Dinner featuring the ITIJ Awards 2018





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MONDAY 29TH OCTOBER



**Room 1**

**11:00-12:30**

**Educating the payers – cost and quality in medical transport services**



**Julie Remington**  
Managing Director  
| J.A.R Consultancy



**Andrew Lee**  
International  
Business Executive  
| ER24



**Dr Bettina Vadera**  
Chief Executive &  
Medical Director |  
AMREF

This panel session will cover topics such as the value of accreditation services, and their role in helping the insurance industry decide on their medical transport partners. It will also identify regional variations and limitations in medical transport services. Sometimes, the person making the decision on which air ambulance company to use when repatriating a client may not be the person who has the necessary experience and truly understands all the different aspects of the business – this session will change that.

**Room 2**

**11:00-12:30**

**Underwriting updates**



**Carl Carter**  
Managing  
Director | Voyager  
Insurance Services  
Ltd



**Brad Dance**  
Chief Customer  
Officer | TUGO  
Insurance

A session looking at various underwriting trends and changes in different jurisdictions around the world, with experts offering their insights into recent developments in their marketplace.

**12:30-13:30**

**Networking lunch**



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**BRINGING TOGETHER BUSINESS AND WELLNESS**





**Room 1**

**13:30-15:00**

**Fraud – tools and methods being used by and to tackle industry fraud**



**Manjit Rana**  
Founder & CEO |  
Ingenin



**Steve Knox**  
Lead Fraud  
Investigator and ISIU  
Manager | Aetna  
International



**Phil Peart**  
General Manager  
Travel Claim  
Investigations | MJM  
Corporate Risk  
Services

Fraud recovery is essential in the global travel and health insurance world, and yet the perpetrators of such acts continue to come up with new ways in which to defraud providers. In this session, we will consider the latest trends in fraud in certain areas of the world, such as the role of organised crime syndicates. There will also be presentations that showcase the latest tools and methods used by insurance and assistance companies around the world to detect fraudulent activity, in an effort to help spread information and best practice among the industry.

**15:00-15:30**

**Networking coffee break**

Take the opportunity in this short break between conference sessions to enjoy hot or cold refreshments. Drinks and light snacks available throughout the Exhibition Area and Networking Lounge.

**Room 2**

**13:30-15:00**

**The Air Ambulance & Medical Assistance Forum**



**Dr Bettina Vadera**  
Chief Executive &  
Medical Director |  
AMREF



**David Ewing**  
Executive Vice-  
President, Global  
Markets | Skyservice  
Air Ambulance



**Patrick Schomaker**  
Director of Sales  
& Marketing |  
European Air  
Ambulance



**Andrew Lee**  
International  
Business Executive  
| ER24



**Eva Kluge**  
Director of Sales &  
Business Development  
| Air Alliance Medflight  
GmbH

This session will be interactive, with speakers from the insurance, assistance and air ambulance sector coming together to create a better understanding of how the different businesses can work together more effectively to achieve the common goal of safe patient transports for reasonable costs. The need to build high-quality partnerships will be one of the issues under discussion, with the aim of informing, educating and building trust between the stakeholders.

**Room 2**

**15:30-17:00**

**The Air Ambulance & Medical Assistance Forum continued**

**18:00-20:00**

**The official ITIC Global Welcome Reception hosted by**



The ITIC Global Welcome Reception will take place at the historic Bâtiment des Forces Mortrices, hosted by sponsor New Frontier Group. Completed in 1892, the building was formerly a hydroelectric power station, delivering water from the Rhône and Lake Geneva to the city's fountains, households and factories. Now a theatre, the Bâtiment des Forces Mortrices still houses the original turbines and offers ITIC attendees the opportunity to experience the industrial history of Geneva in a spectacular setting.

Always an impressive event, the ITIC Global Welcome Reception brings together attendees in a social environment for an evening of networking over drinks and canapés.

**Coaches to the venue depart the hotel at 17:15, returning at 20:00.**



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**BDMS**

BDMS (Bangkok Dusit Medical Services) is a prestigious healthcare network boasting 17 JCI-accredited hospital programmes and 11 CCPC (clinical care program certification). A far-reaching network of specialised hospital centres, BDMS has grown from a single hospital started in 1969 into a vast network offering a wide variety of services, known worldwide for providing top-notch healthcare accredited by international organisations. BDMS has blazed a trail for healthcare in Thailand by setting up the country's first cardiology hospital, its first private oncology hospital, and its first private hospital group-operated children's hospital. Along the way, BDMS has garnered a number of accolades for its work, most notably eight Gold Seals of Approval from JCI, the highest award in global healthcare and the most of any hospital in the Asia Pacific region. As Thailand's largest medical group, BDMS currently comprises six major hospital brands: Bangkok Hospital, Samitivej Hospital, BNH Hospital, Phyathai Hospital, Paolo Hospital and the Royal Hospital, reaching throughout all of Thailand's major cities from Chiang Mai to Phuket — as well as two hospitals in Cambodia. This commitment to a high global standard of healthcare includes one of the largest and most advanced blood analysis centres in the region, as well as an internationally recognised biomolecule centre, which sends medical equipment to healthcare centres all over the world. Adding weight to its extensive network, BDMS also pursues intensive collaborations with world-class international universities and medical centres, further strengthening cutting-edge departments such as neurology and orthopaedics.



**REPRESENTATIVE**



**Mr Buranut Limjitti**  
 SVP – International Marketing, Advertising & PR

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TUESDAY 30TH OCTOBER



## Room 1

09:00-10:30

### International students and their insurance and assistance needs



**Manny Soar**  
Insurance Manager  
| International Association of Student Insurance Services



**Laurie Baydar**  
Vice President of Sales Administration  
| GBG Assist



**Elaine Del Rossi**  
Client Experience Officer | GeoBlue

The number of young adults studying abroad, on either short or long-term assignments, is steadily increasing, and this demographic has unique needs when it comes to international health insurance and assistance provision. The speakers in this session will detail the kinds of coverage that policies should include, and consider how companies should be prepared to assist their clients before, during and after their studies.

## Room 2

09:30-10:00

### Cultural differences affecting assistance and repatriation



**Irina Braun**  
Executive Partner | U-COACHING

The needs of customers from different regions and cultures may differ dramatically – from an Australian needing legal assistance in Bali after accidentally offending someone's belief system, to a Hajj pilgrim who suffers a fatal accident and needs repatriation. Awareness of cultural idiosyncrasies is essential in the global travel assistance business – during this session, the speaker will aim to educate the audience about important aspects of cultural identities that must be considered while providing assistance and repatriation services to travellers no matter where they are in the world.

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TUESDAY 30TH OCTOBER



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#### REPRESENTATIVES



**Alberto Carson**  
CEO



**Eric Romero**  
VP Marketing



TUESDAY 30TH OCTOBER  
10:30-11:00

**SA Medical hosts this morning's coffee break**

Join them at exhibition **stand 11** to sample a selection of sweet and savory Swiss delights





# Gala Concert

President Wilson Hotel, Geneva | Jardin d'hiver / Winter Garden

30TH OCTOBER AT 10PM

Rowland Brothers International is delighted to invite you to a charity Gala Concert in aid of The Royal Marsden Cancer Charity.

There will be a bar in the room open from 9pm

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TUESDAY 30TH OCTOBER



## Room 1

11:00-12:30

### High-value claims management



**James Walker**  
Head of  
International  
Network | CEGA,  
a Charles Taylor  
Company



**Dr Handan Umur**  
Medical Director |  
Marm Assistance



**Gitte Bach**  
President and CEO |  
New Frontier Group

The management of high-value medical claims takes a lot of skill, teamwork and the ability to work with many different parties involved in the case. Every insurer and assistance company will have a different idea of what they term a 'high-value' claim, but the skills needed – language, medical expertise, experience in local culture – all apply in these situations. In this session, the speakers will discuss the best practices that industry players should employ if they want to successfully contain costs when it comes to very high-value cases.

12:30-13:30

### Networking lunch

## Room 1

13:30-15:00

### Getting involved in a medical network



**Danny Quaeys**  
Head of International  
Insurance Department  
| Bangkok Hospital  
Pattaya – BDMS



**Rory O'Gara**  
Vice President, Medical  
Provider Management  
Americas | Allianz  
Global Assistance USA



**Florian Zagel**  
Managing Director |  
West African Rescue  
Association

International private medical insurers, assistance companies and travel health insurers all require medical networks spread across the world to help their insureds in times of need, but how do the requirements of these companies differ? This session will demonstrate to hospitals and clinics how to meet the needs of their partners, whether they are treating leisure travellers, high-net-worth corporate clients, or globally mobile employees.

## Room 2

10:00-10:30

### Health risks affecting international travellers



**Dr Mark Parrish MB ChB, MHA, FRACGP, MRCGP, FRACMA**  
Regional Medical Director of Northern  
Europe | International SOS

A look at the latest outbreaks and health risks that are affecting travellers.

## Room 2

11:00-12:30

### Cyber-risk and data protection



**Mickaël TOME**  
Attorney | Barreaux  
de Luxembourg &  
de Paris, CLAW



**Florian Thoma**  
Senior Director,  
Global Data Privacy  
| Accenture



**Jérôme PIN**  
Project & Business  
Development  
Manager & Data  
Protection Officer |  
LAR Group

The introduction of new data protection regulations in Europe have affected everyone in the global travel and health insurance industry, as a result of the networks and partnerships on which the industry is built. How the industry adapted to these new regulations, and how can adherence to the regulations be ensured?

## Room 2

13:30-15:00

### Air Ambulance industry trends



**Graham Williamson**  
CEO | LIFESUPPORT  
Air Medical Services,  
Inc.



**Volker Lemke**  
CSO |  
FAI Air Ambulance



**Gert Muurling**  
Medical Director  
| Air Alliance  
Medflight GmbH

This session will be informative for insurance and assistance companies seeking to boost their knowledge about trends that air ambulance operators are seeing around the world.






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-  Travel arrangements
-  Language services and other cultural comforts



Charlotte, North Carolina, USA  
[AtriumHealth.org/Global](http://AtriumHealth.org/Global)



TUESDAY 30TH OCTOBER



### Room 1

15:30-17:00

#### International Provider Network (IPN) forum



Laura Hilton  
 Head, Global Health  
 and Safety Resources  
 | GeoBlue

Continuing the 'Getting involved in medical networks' session above. This will be a more informal session, run by an experienced network manager, in which hospitals, clinics and insurance partners will be able to discuss issues in network management, identifying common themes with problems and solutions.

### Room 2

15:30-17:00

#### EURAMI board meeting

21:00-23:00

#### Charity concert in the Winter Garden Hosted by Rowland Brothers International In aid of The Royal Marsden Cancer Charity





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Intelligence Alerts

Incident Reports

24x7 Hotline

Access to Analysts

Global Assistance and Response

YEARLY STATISTICS

14M

Trips Monitored

8M+

Published Alerts

5.7M+

Travelers Protected

39K

Assets Monitored

460K

Intelligence Briefings

www.WorldAware.com

Operate Globally with Confidence



Room 1

09:00-10:30

Cost containment issues in Mexico/ Caribbean



Dr Anne Lepetit, MD  
Group Chief Medical Officer | Allianz Partners



Charles Sealy II, MSc. LLB  
Chief Executive Officer | Doctors Hospital (Bahamas) Ltd



Jorge Rodriguez  
Healthcare Risk Management Director, LATAM | Global Excel

This session will identify areas of the world in which the need for cost containment is greatest, and then seek to show which are the most effective strategies to employ in these regions. Furthermore, this session will take a look at the legality of operations and certain techniques that are being used to inflate bills to the detriment of the insurance industry.

10:30-11:00

Networking coffee break

Take the opportunity in this short break between conference sessions to enjoy hot or cold refreshments. Drinks and light snacks available throughout the Exhibition Area and Networking Lounge.

Room 1

11:00-12:30

Travel insurance challenges around the world



Robert E. Gallagher  
Senior Vice President & Chief Operating Officer | AIG Travel



Rafael Senén Garcia  
CEO | Coverontrip



Bernard O'Sullivan  
General Manager | World Nomads Group

From regulatory hurdles to innovation issues and startups shaking up the 'old' way of doing business, the insurance world is full of challenges right now. How companies overcome these issues, viewing them as opportunities to embrace change, is key to their future success.

12:30-13:30

Networking lunch

Room 2

09:30-10:00

Changing expat demographics



David Bowles  
Consultant | Finnacord

An insight into changing expatriate demographics, based on latest research.

Room 2

10:00-10:30

The challenges of delivering prescription drugs to expatriates



Dr Juliane Kaue BSc  
MBBS FRCP AKC  
Chief Medical Officer | ANVL Group

Varying regulations, cross-border difficulties and more. How can insurance companies and their pharmacy partners make sure that clients are receiving the medications they need?

Room 2

11:00-12:30

Technology in travel and health insurance



Ken Marke  
Chief Marketing Officer | B3i



Pawel Siczekiewicz  
CEO | Telemedi.co



Renaud Million  
CEO | SPIXII

From blockchain, to chatbots and Artificial Intelligence, the insurance world is playing catch up when it comes to the introduction of new technologies that could revolutionise the provision of policies and their support services. The speakers this morning will introduce the various new ways in which insurers and assistance companies can employ data to help them meet the demands of their customers in the 21st Century.





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Room 2

13:30-15:30

Medical Directors Forum



Dr Thomas Buchsein  
Medical Director |  
FAI rent-a-jet AG



Dr Terry Martin  
Consultant in  
Anaesthesia and  
Intensive Care Medicine  
Director | CCAT  
Aeromedical Training

Dr Thomas Buchsein and Dr Terry Martin will co-moderate this year's event once again, which promises, as always, to be a lively discussion of the challenges and pitfalls unique to the world of physicians and nurses who deliver care and perform administrative responsibilities in the international health insurance space. The session will discuss difficult air evacuations, bad outcomes with local providers, departures from evidence-based medicine, and especially cases that challenge our diagnostic and treatment skills.

## ITIC SCHEDULE 2019

[itic.co](http://itic.co)

**SANTO DOMINGO**  
24 - 26 FEB 2019 El Embajador, a Royal Hideaway Hotel

**SOUTHAMPTON**  
9 MAY 2019 Harbour Hotel

**HONG KONG**  
17 - 19 JUNE 2019 Kowloon Shangri-La

**MALTA**  
27 - 31 OCT 2019





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NOW IN VANCOUVER (YVR)

09:00-11:30

### Networking brunch

Taking place in the Ballroom Foyer this morning is an extended Networking brunch. Come and enjoy an array of refreshments and delicious light bites including smoked salmon bagels, cold cuts, frittata, pastries and fruit salad. Your one-stop fuel stop to see you through the final afternoon of conference sessions.

### Room 2

09:40-10:00

### Case study 1: An urgent medical evacuation from a Middle Eastern warzone



**Dr Yann Rouaud**  
Group Medical Director | Airlec Air Espace

### Room 2

10:00-10:20

### Case study 2: Fraud detection at its best



**Gary Sommerford MInstLM GCGI ACFS**  
Director | Larus Consulting Ltd

Lost in translation. Sometimes things are not quite as they seem. This case study is a good example of a multi-faceted investigation, which started out as a suspected fraud, but turned out to be something a little different. It highlights the importance of investigative fieldwork, the types of enquiries that can be expected of a professional enquiry agent and how evidence is vital in enabling informed decisions to be made.

### Room 2

10:20-10:40

### Case study 3: Medevac of a seriously injured patient from remote African region



**Lucien Niemann**  
Executive Director | Africa Safe-T

1 elephant, 1 man, 2 response cars, 2 ambulance and 2 hospitals – this was the outcome of a brutal elephant attack that occurred in February 2018. While on foot, a man was attacked by an elephant, causing severe injuries. The use of local knowledge and resources saved this man's life. Insurance and assistance providers tend to partner with national providers for simplicity but sadly this can affect the patient outcome negatively. In today's technological era, the use of local providers and knowledge is easily implementable and should be made a priority.



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**Room 2**

10:40-11:00

**Case study 4: Transferring a patient with TB from New York**



**Dr Cai Glushak MD**  
International Medical Director | AXA Assistance USA

Female from UK in NY. Presented with hemoptysis, diagnosed with active pulmonary TB. Otherwise feeling fine. Admitted to hospital and started triple therapy in forced isolation until five consecutive negative sputum. Costing a fortune but requiring little care and very anxious to be discharged.

Dilemma: Could go commercial, except for contagion concern. When is TB clear to travel commercial? Can it go by Air Ambulance earlier? What does Air Ambulance have to be able to do – isolation requirements? Does patient need to be readmitted if asymptomatic or go to home confinement? Do we have to coordinate with a UK public health authority?

**Room 2**

11:00-11:20

**Case study 5: Problems with medical disclosure**



**Dr Jay Banerjee**  
Medical Consultant | CanAssistance

Client access to their own medical information and disclosure of this information to third parties is a key component to any medical insurance assessment. Limitations in access to medical information raises questions concerning ability of insurers and assistance companies to appropriately manage and formulate plans to address client needs.

**Room 2**

11:20-11:40 **Room 2**

**Case study 6: Remote hospital care in Panama**



**Professor Robert L. Quigley, MD, D.Phil**  
Senior Vice President & Regional Medical Director | International SOS & MedAire

Many remote hospitals, in emerging markets, do not have adequate resources to support a patient in cardiogenic shock. In this case, we transported cardiovascular experts to implant a left ventricular assist device in a patient refractory to mechanical/ pharmacological support. The resultant on-site intervention qualified the patient to be 'fit to fly'. In the upgraded tertiary medical care facility, he recovered and was discharged for outpatient rehabilitation.

**Room 2**

12:00-15:00

**EURAMI members meeting**

13:45-15:00

**HOSPITAL TOUR OF CLINIQUE LA COLLINE**

ITIC and Hirslanden Hospital Group are delighted to offer ITIC Geneva attendees the opportunity to tour Clinique La Colline. Transport provided, departing from the Hotel President Wilson at **1.45pm** returning from Clinique La Colline at **3pm**.

Journey time is approx. 15 mins.

To sign up please email [info@itic.co](mailto:info@itic.co)





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**HOTEL PRESIDENT WILSON**  
**1ST NOVEMBER 2018**

19:00 DOORS OPEN  
19:15 DINNER IS SERVED  
22:00 ITIJ AWARDS CEREMONY

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Stuck for ideas? Pont du Mont-Blanc bridge and the Promenade du Lac alongside the lake's left bank are great selfie spots!

Not on Twitter? Email your picture to [info@itic.co](mailto:info@itic.co). The winner will be announced after ITIC Global 2018.