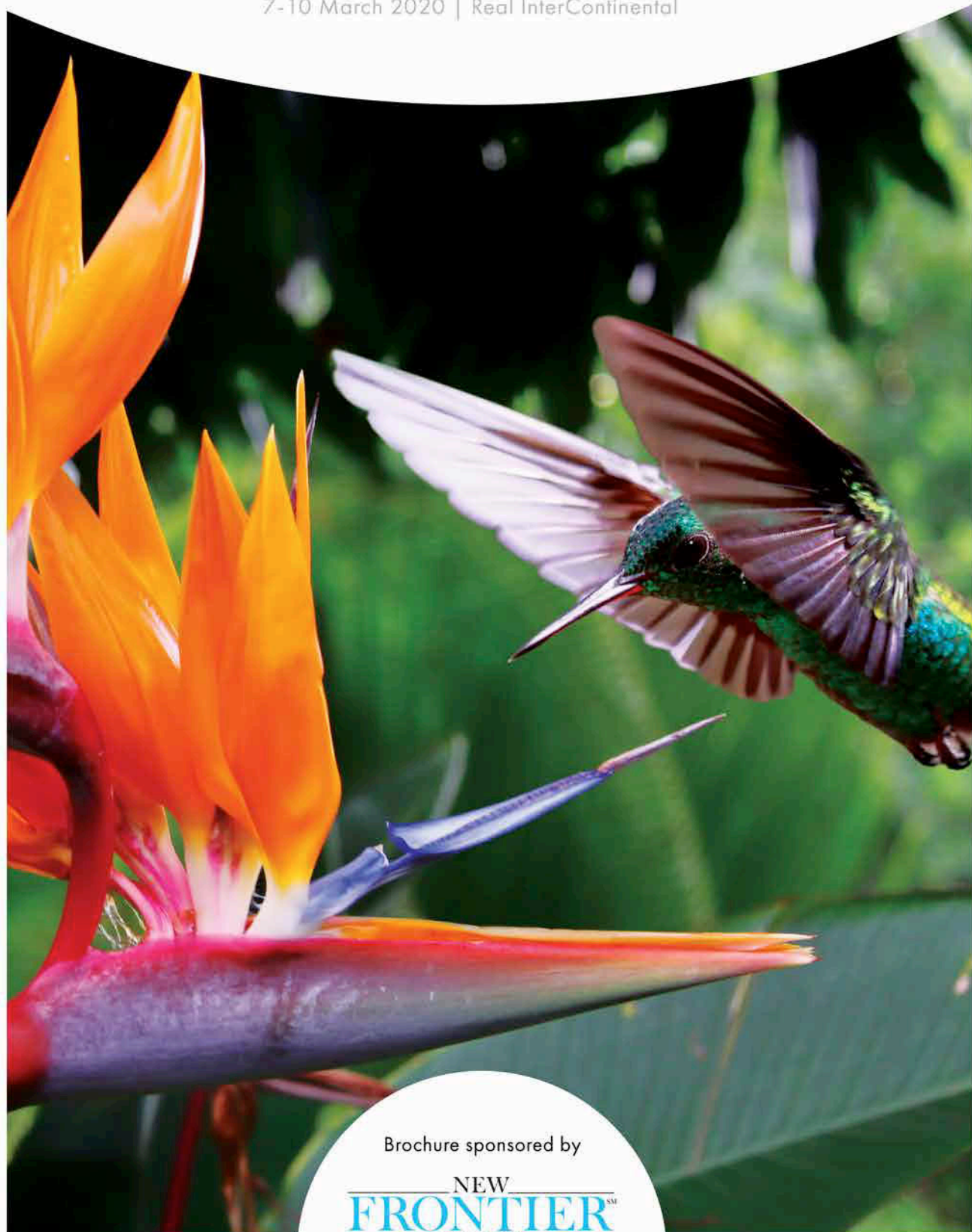


 **AMERICAS**

# COSTA RICA

7-10 March 2020 | Real InterContinental



Brochure sponsored by

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# ¡Hola!

# Welcome to San Jose, and the beautiful country of Costa Rica.



Ian Cameron  
Conference Chairman

Our agenda this year is stronger than ever, so thanks should go to our fantastic committee of industry experts, who assist the conference team with their task of developing the content and ensuring the right speakers for each subject. With topics as diverse as coronavirus, insights into the Latin American healthcare market, cost containment and traveller security, there is sure to be something on the agenda for you. Over the course of the next three days,

I hope you will take advantage of all the networking opportunities we have provided. The chance to visit local healthcare facilities to see where your clients may end up being treated is also a valuable one, and should not be missed.

In addition we're delighted to be officially welcoming you to ITIC Costa Rica at the stunning Cerro Coyote – famed for its sunset views and majestic hilltop location – for this

year's Welcome Reception, hosted by Angel MedFlight. I'm looking forward to meeting you all there and raising a glass with you at what promises to be a very special start to ITIC Americas 2020.

Here's wishing you an enjoyable and productive conference!

## Thanks to the ITIC Americas 2020 Committee

**David Ewing**  
Executive Vice-President, Global Markets  
SKYALTA

**Gigi Galen-Grobstein**  
President  
Star Healthcare Network

**Ignacio Marquez**  
COO  
MDabroad

**Jacquie Schwoerke**  
Director, Global Patient Services  
Sharp HealthCare

**Mandy Langfield**  
Editor  
AirMed&Rescue

**Massimo Manzi**  
Executive Director  
Costa Rica Health Chamber – PROMED

**Pamela Kwiatkowski**  
Senior Vice-President Distribution & Client Experience  
Ingle Group of Companies

**Sergio Abril**  
Chief Commercial Officer  
Helidosa Aviation Group





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# Brief Agenda

## Saturday

**08:00-16:00** Pre-conference networking tour of Hacienda Doka Estate & La Paz Waterfall Gardens

## Sunday

**10:00-11:30** Hospital Clínica Bíblica facility tour

**14:00-15:00** Registration opens

**17:30-19:00** ITIC Costa Rica Welcome Reception hosted by Angel MedFlight

## Monday

**08:30-09:00** Pre-conference coffee break hosted by Global Guardian in the exhibition area

**09:00-10:30** Coronavirus and travel health risks

**10:30-11:00** Coffee break & meet the exhibitors

**11:00-11:30** Healthcare infrastructure in Costa Rica

**11:30-12:00** Industry Insight: diving accident in Ecuador

**12:00-12:30** Latin American healthcare market insights

**12:30-13:30** Networking lunch – meet the exhibitors

**13:30-15:00** Regional cost containment

**15:00-15:30** Coffee break & meet the exhibitors

## Tuesday

**08:30-09:00** Pre-conference coffee break hosted by Global Guardian in the networking area

**09:00-10:30** Security/safety in the Caribbean and Latin American regions

**10:30-11:00** Coffee break & meet the exhibitors

**11:00-12:30** Technology in travel and health insurance

**12:30-13:30** Networking lunch in the exhibition area

**13:30-15:00** Industry Insights: medical evacuations in the LATAM region

**15:00-15:30** Networking coffee break in the exhibition area

**15:00-17:00** Hospital CIMA facility tour

**19:00-23:30** ITIC Costa Rica Farewell Party



Invites you to the **ITIC Costa Rica**

# Welcome Reception

Hosted at  
**Cerro Coyote**  
from **17:30 –  
19:00**

As the sun goes down, raise  
a glass to sparkling  
conversation and sweeping  
views from a magical Costa  
Rican hilltop

Transfers depart at **17:15** from the  
Real InterContinental

Return transfer at **19:00**

Your invitation will be included within your ITIC  
registration envelope. Please bring this with  
you.





# Sunday

8 March 2020

<b>10:00-11:30</b>	<b>Hospital Clínica Bíblica facility tour</b> ITIC and Clínica Bíblica Hospital are delighted to extend an invitation to all ITIC Costa Rica attendees to tour their facilities, and meet with the teams who provide medical care to international patients in the region. Transport will be provided to and from the Real InterContinental.
<b>14:00-15:00</b>	<b>Registration opens</b> Grab your registration pack and take the opportunity to visit your ITIC Americas 2020 exhibitors.
<b>17:30-19:00</b>	<b>ITIC Costa Rica Welcome Reception sponsored by Angel MedFlight</b> Discover 'pura vida' as the sun sets at the ITIC Costa Rica Welcome Reception, hosted by Angel MedFlight. For registered attendees only. Please find your invitation inside your registration envelope.  Transfers depart from the Real InterContinental lobby at 17:15.



**Sunday March 8th 2020**  
**10:00 to 11:30**

Transfers will depart from the hotel at 09:40 and will return from the hospital at 11:40.

Facility Tour Guide:  
**Verónica Chaverri,**  
Communication Coordinator



Explore the facilities at Hospital Clínica Bíblica as we are shown around the largest and most complete private hospital in Costa Rica. With a dedication to the health of each of its customers, Clínica Bíblica is always seeking to improve the quality of its services and infrastructure.



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855.916.9747 | 480.634.8017 International | [AngelMedFlight.com](https://www.AngelMedFlight.com)



# Monday

9 March 2020

08:30-  
09:00

## Pre-conference coffee break hosted by Global Guardian in the exhibition area

Start your conference day the right way with coffee and pastries, whilst networking with your industry peers.



**GLOBAL GUARDIAN**

Proud sponsors of your  
pre-conference coffee breaks at  
**ITIC Costa Rica 2020**

Join us in the exhibition area from **08:30 – 09:00**

09:00-  
10:30

## Coronavirus and travel health risks

The outbreak of Covid-19 has resulted in worldwide media attention, focused on controlling the spread of the virus, which started in Wuhan, China, in December last year. The ongoing situation is being monitored by the World Health Organization and other nationwide health authorities, with checks on travellers being implemented at airports around the world. Our speakers will discuss the spread of the disease, its risk to travellers and how the assistance and air ambulance industry has responded thus far.



### Dr Henry Wu

Assistant Professor of Medicine  
Division of Infectious Diseases, Emory University



### Dr Gabriela Ivankovich

Pediatric Immunologist  
Hospital Nacional de Niños



### Dr Cai Glushak

International Medical Director  
AXA Partners

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We offer full-service, round-the-clock access to our team – for international patients and our premiere partners.

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We treat thousands of patients every year from around the world because we offer unparalleled 24/7 access to expert medical care including:

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**Monday** 9 March 2020

10:30-11:00	<b>Coffee break &amp; meet the exhibitors</b>
11:00-11:30	<b>Healthcare infrastructure in Costa Rica</b> Insights into the structure of the healthcare system and common misconceptions surrounding it.   <b>Fernando Vicente Llorca Castro</b> Ambassador of Costa Rica to the United States of America Ministry of Foreign Relations and Worship
11:30-12:00	<b>Industry Insight</b> Dr Lawrence Friedman will share a case concerning a diving accident in Ecuador and the various challenges the team faced when carrying out this rescue.   <b>Dr Lawrence Friedman</b> Associate Dean of Clinical Affairs University of California, San Diego Health System



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- TRANSPORTATION DUE TO A MEDICAL EMERGENCY.
- REPATRIATION OF MORTAL REMAINS.
- BAIL MANAGEMENT DUE TO A CAR ACCIDENT.
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**Costa Rica 2020**  
March 7th-10th

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**Monday** 9 March 2020

12:00-12:30	<p><b>Latin American healthcare market insights</b></p> <p>Americas Market Intelligence will share the findings of their recent report, which looked into the strong potential for growth, possible obstacles and long-term hazards facing Latin American healthcare systems.</p> <div><p><b>Guillaume Corpart</b> Founder &amp; CEO Global Health Intelligence</p></div>
12:30-13:30	<p><b>Networking lunch – meet the exhibitors</b></p>
13:30-15:00	<p><b>Regional cost containment</b></p> <p>When it comes to achieving reasonable costs in Central / South American destinations that are popular with tourists, many challenges lie ahead. Considering that the quality of healthcare on offer is variable, is it worth paying the sometimes very high prices charged by private providers? How do currency variations affect healthcare prices? What challenges do local healthcare providers face that are resulting in high charges for international insurers? And how do insurers manage such situations – in-house, or by outsourcing to local experts? The panel will explore these many facets of regional cost containment.</p> <div><div><p><b>Patty Ziomek</b> Senior VP of Business Development Quality Health Management</p></div><div><p><b>Victor Navarro</b> President, Latin America Region Global Excel Management Inc.</p></div><div><p><b>Richard Loew</b> General Director Best Meridian Insurance (BMI)</p></div></div>
15:00-15:30	<p><b>Coffee break &amp; meet the exhibitors</b></p>

## ITIJ Booth 14

Our digital and print offerings provide a mixture of breaking news, analysis, thought leadership and in-depth articles on topical industry issues, as well as an indispensable platform on which to promote your products and services to our international readership of senior travel insurance industry decision-makers.

**"I SINCERELY LOOK FORWARD TO MEETING YOU ALL AT ITIC AMERICAS TO DISCUSS HOW WE CAN HELP PROMOTE YOUR BUSINESS TO THIS UNRIVALLED AUDIENCE."**

**ITIJ**  
International Travel & Health Insurance Journal

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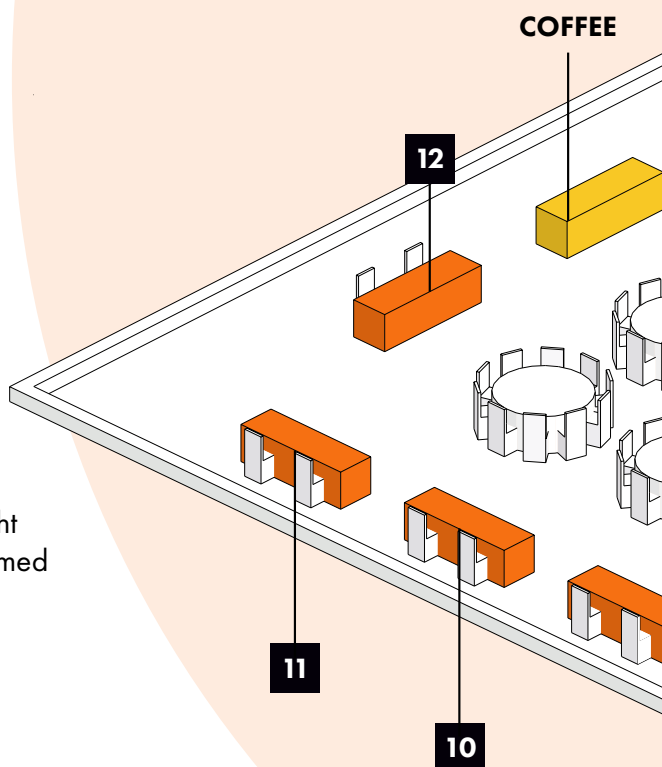


**James Miller**  
Head of Sales

# Meet the Exhibitors

## KEY

- |                                 |                      |
|---------------------------------|----------------------|
| 1. Holy Cross Hospital          | 8&9 Angel MedFlight  |
| 2. Alia MedFlight               | 10. Spectrum Aeromed |
| 3. Nicklaus Children's Hospital | 11. Atrium Health    |
| 4. Medi Red                     | 12. MedBrick         |
| 5. Globilling                   | 13. Peak Medevac     |
| 6. Medway Air Ambulance         | 14. ITIJ             |
| 7. CARE Medical Network         |                      |

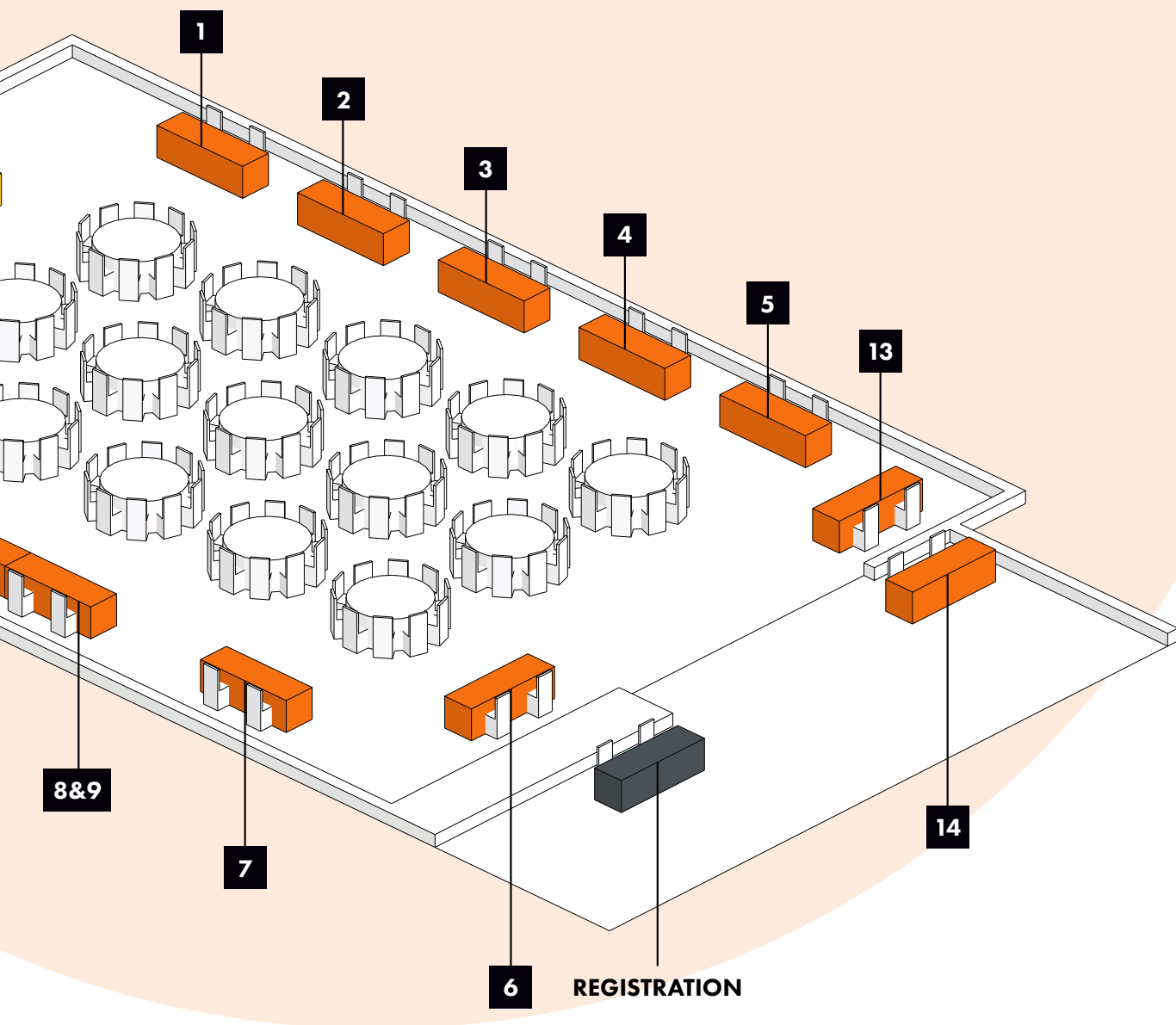


A banner for ITIC Costa Rica Conference WiFi. It features the ITIC logo at the top, followed by the text 'ITIC Costa Rica Conference WiFi' and 'Proudly sponsored by'. Below this is the Atrium Health logo and the name 'Atrium Health' in large white text. The background is dark teal with white circuit-like lines and dots.

Secure high-speed internet access for all ITIC attendees

- |                                      |                               |                                     |
|--------------------------------------|-------------------------------|-------------------------------------|
| 1 Connect to WiFi:<br>IHG connect    | 2 Follow the pop-up<br>window | 3 Use the password:<br>AtriumHealth |
| 4 Accept the terms<br>and conditions | 5 You are now<br>connected!   |                                     |





## Holy Cross Hospital Booth 1

Holy Cross has been serving the South Florida community since 1955. We combine innovations, highly personalized care, compassion and understanding to bring you exceptional healthcare. A Joint Commission Certify Primary Thrombectomy Capable Stroke Center and Advance Heart Failure Program. Recognized by U.S News & World Report as a high performing hospital and ranked among the Best Regional Hospital in South Florida.

Our 557-bed, acute care teaching hospital offers progressive services and programs to meet the world's evolving healthcare needs.

If you have any questions please do not hesitate to contact me on my cell (305) 951-1673.



### Represented by



**Manuel Mantecon**  
Director



**Noris M. Ellis**  
International Services Concierge

## Meet the Exhibitors

---

### Alia MedFlight Booth 2

Welcome to ITIC Americas 2020! We hope you enjoy the natural beauty of Costa Rica and that your visit here is both peaceful and productive!

While you are here, we invite you to take this opportunity to learn more about Alia MedFlight, and why we have quickly become the preferred air ambulance operator serving the America's and the entire Pacific region. Utilizing our dedicated fleet of three medically equipped, long range Gulfstream G100 aircraft, Alia delivers the ultimate in speed, range, comfort and safety.

Alia flights are staffed with the highest qualified medical practitioners in the industry, and our company-owned jets can fly up to 1,000 miles further than a typical air ambulance. These midsize cabin aircraft allow patients to travel with multiple companions over longer distances with fewer stops and offer a fully enclosed lavatory. To ensure the highest level of safety, our flight operations are managed by an ARGUS Platinum rated air carrier who oversees all pilot training and aircraft maintenance.

**“WELCOME TO ITIC AMERICAS 2020! PLEASE STOP BY TO COLLECT YOUR FREE GIFT AND ASK ABOUT THE BENEFITS AND VALUE OF ADDING ALIA MEDFLIGHT TO YOUR MEDEVAC PROVIDER NETWORK.”**

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#### Represented by



**Bill Carns**  
CEO



**Scott Everson**  
Vice-President

### Nicklaus Children's Hospital Booth 3

Founded in 1950 by Variety Clubs International, Nicklaus Children's Hospital is South Florida's only licensed specialty hospital exclusively for children, with nearly 800 attending physicians, including more than 475 pediatric subspecialists. The 309-bed hospital, known as Miami Children's Hospital from 1983 through 2014, is renowned for excellence in all aspects of pediatric medicine with many specialty programs routinely ranked among the best in the nation by U.S. News & World Report since 2008. The hospital is also home to the largest pediatric teaching program in the southeastern United States and has been designated an American Nurses Credentialing Center (ANCC) Magnet facility, the nursing profession's most prestigious institutional honor.

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1-305-662-8281  
[Nicklauschildrens.org/globalhealth](http://Nicklauschildrens.org/globalhealth)



#### Represented by



**Andrea Maggioni**  
Director



**Teresita Lopez**  
Manager Global Health



**Belinda Ruiz**  
Global Health Business  
Development Liaison



## Meet the Exhibitors

---

### Medi Red Booth 4

Our vision is to become the most comprehensive network of doctors in Costa Rica. The doctors who conform, teamwork and solidarity with each other, to meet the health needs of our customers.

As professionals in the healthcare industry we have a great responsibility and that is way we have always pursued the highest quality standards and cutting-edge medical equipment. This is one of our main goals, to provide the best healthcare to our patients.

Our company specializes in emergency care "on call 24/7", 365 days a year. We provide air and ground ambulance service with the latest technology. In addition, we have agreements to coordinate international ambulance transfers. We accept all international and travel insurances.

**"WE ARE A NETWORK OF DOCTORS, SPECIALISTS AND HEALTH CARE PROFESSIONALS THAT SERVE OUR PATIENTS IN A PRECISE, ACCURATE AND TIMELY MANNER. WE PROVIDE ALL THE SERVICES AND AMENITIES NECESSARY FOR RECOVERY."**



#### Represented by



**Hanzel Larios**  
Medical Director



**Kevin Gannon**  
Medical Director



**Leonardo Larios**  
General Manager

### Globilling Booth 5

Globilling was founded to be a total revenue cycle management for global facilities with foreign patient demographics. Our focus has always been to ensure great working relationships with all insurance companies globally that translates into getting your claims processed quicker with less lapses and freeing up more of your time to focus on patient care. Our unique approach, software and networking means, no matter what type of provider or your geo-location we can provide a solution to your AR requirements that is budget friendly.

**"REACH OUT TO DISCUSS YOUR NO OBLIGATION CONSULTATION AND SEE WHAT WE CAN DO FOR YOU."**



#### Represented by



**Amir Erez**  
Partner

## Meet the Exhibitors

---

### Medway Air Ambulance Booth 6

Medway Air Ambulance is a global leader in air medical transportation with over 15,000 patients transported worldwide since 1987. As a FAA Part 135 Air Carrier, Medway owns and operates a fleet of seven (7) Lear 35 jets and one (1) Lear 45 jet covering the globe. Our staff is comprised of all full-time employees allowing us to be ready and available when needed 24/7/365.

Utilizing state of the art medical equipment, and the most experienced medical personnel available, Medway is able to meet the increasing demand of transporting Critical Care patients. Medway's team of dedicated medical professionals transported over 1400 patients in 2018 with over 300 these being neonatal and pediatric patients. Each aircraft has full Critical Care capabilities when it departs for any transport.

Medway is dedicated to reliable quality, safe and cost-effective air medical transportation.

**"MEDWAY AIR AMBULANCE WOULD LIKE TO WELCOME EVERYONE TO THE 2020 ITIC AMERICAS CONFERENCE. WE LOOK FORWARD TO MEETING YOU AT OUR TABLE IN THE EXHIBITION AREA."**



#### Represented by



**Mark Chapman**  
Program Director

### CARE Medical Network Booth 7

CARE Medical Network has made the commitment to provide the best medical attention to patients through its institutions in Costa Rica: Paradise Medical Services and Beachside Clinic with over 15 years experience as well as our newest facility in La Fortuna. Along with its affiliates in Honduras: CEMESA Hospital and Ambuterra ground ambulance service, we are focused on providing the best patient care in the area by providing prompt and accurate solutions to simple and complex medical cases. Our professionalism, ethical values and expertise are what characterize our medical care.

**"WE ARE LOOKING FORWARD TO SEEING YOU AT ITIC COSTA RICA 2020 AND HAVING THE OPPORTUNITY TO ACQUAINT YOU WITH OUR INSTITUTIONS AND SERVICES."**



#### Represented by



**Dr Alejandro Gutierrez**  
Doctor, Founder & Managing Member



**Dr Andrea Messeguer**  
Doctor, Founder & Managing Member



## Meet the Exhibitors

---

### Angel MedFlight Booths 8&9

Angel MedFlight Worldwide Air Ambulance streamlines the air medical transport process to expedite adult and pediatric patient transfers. We know every moment counts. With a 24/7 flight coordination and dispatch center, Angel MedFlight delivers seamless service around the clock. Our mission-to-mission flight model allows aircraft to be strategically placed, minimizing relocation time and ensuring competitive pricing. Our critical care clinicians provide domestic and international patient transfers on a fleet of medically-configured jets with intensive care capability.

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#### Represented by



**Matthew Butler**  
Director of Flight Operations



**Tony Anderson**  
Associate VP of Operations



**Karen Derr**  
Business Development Manager



**Paul Green**  
Chief Development Officer



**Carlos Espinosa**  
Digital Media Manager

### Spectrum Aeromed Booth 10

Spectrum Aeromed is a leading global designer and manufacturer of custom air medical and air ambulance equipment for fixed and rotor wing aircraft. Spectrum Aeromed's modular and custom-built air medical equipment is used by all segments of the aviation industry, including charter services, private/VIP operators, royal families, emergency medical services (EMS) and search and rescue (SAR) operations, hospitals and corporations, as well as domestic and international military and government entities. The company is qualified to produce specialized life support solutions for air, ground and marine support applications. Spectrum Aeromed holds more than 90 Supplemental Type Certificates (STCs) covering more than 450 models of aircraft.



#### Represented by



**Matthew Christenson**  
VP Account Executive

## Meet the Exhibitors

---

### Atrium Health Booth 11

Atrium Health, formerly known as Carolinas HealthCare System, provides a full spectrum of clinical services that are consistently recognised by customers and industry experts alike as being among the nation's best.

We are committed to delivering outstanding patient outcomes and advancing the science of care globally, particularly through our state-of-the-art cancer institutes: Levine Cancer Institute; Levine Children's Hospital and Sanger Heart & Vascular Institute.

We provide telehealth and virtual medicine services that give patient populations greater access to primary care and follow-up visits, with proven reduction in morbidity and mortality.

Atrium Health's Global Healthcare Services Department is dedicated to working with international patients. Its goal is to provide patients with a seamless and stress-free experience while they receive the high-quality care they need.

Atrium Health's MedCenter Air has the largest fully comprehensive transport programme in the region. It values EMS in critical care transport as an essential component of the healthcare system.



#### Represented by



**Diane Lynn**  
Director Global Healthcare Services



**Jennie Van dongen**  
Fixed Wing Team Leader



**Abby Peterson**  
Director of Business Development

### MedBrick Booth 12

MedBrick is proudly celebrating its 10th anniversary this year and we look forward to servicing our clients for many more decades to come.

Who says you need to be a giant to become a leader?

With a dedicated team of service-oriented specialists, our organization stands out for its unique values, transparency and customer care. We provide specialized assistance and effective cost containment services in Latin America, The Caribbean, Canada and the United States.

MedBrick owns a direct network of contracted medical providers and partners that extends to over twenty countries in the American Continent. We manage cases and negotiate claims directly with most of our providers with whom we have built solid relations throughout the years.

We proudly service many of the largest insurers and assistance companies in Canada, The United States, Latin America and Europe. Trust MedBrick!



#### Represented by



**Laura Channell**  
Director of Business Development



**Pablo Castillo**  
Chief Executive Officer

**"WE WOULD BE DELIGHTED TO MEET YOU  
AT ITIC AMERICAS 2020. COME TO MEET  
US AT OUR BOOTH!"**



## Meet the Exhibitors

### Peak Medevac Booth 13

Peak Medevac International is a domestic and international air ambulance company headquartered in Denver, Colorado. Along with a base in Denver, Peak Medevac operates two more bases located in Phoenix, Arizona and Ft. Lauderdale, Florida. Being strategically located in three areas of the USA allows Peak Medevac to respond faster and more efficiently to and from anywhere in Canada, USA, Mexico as well as Central and South Americas. Peak Medevac owns, operates and maintains a fleet of medically configured jets that are solely dedicated to air ambulance operations. Peak Medevac provides adult and pediatric services and employs highly qualified medical staff that provide advanced critical care. Peak Medevac is a licensed and accredited company.



#### Represented by



**Eugene Haggan**  
President



**Robert Higginson**  
Program Director



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## We have a great story to share:

It is an exciting time for our global company, from our humble beginnings 30 years ago to over 31,000 patients transported, accident and incident free. During this period, Skyservice Air Ambulance International became synonymous with efficient and medically sound air medical transport, worldwide.

Over the past two years, we have grown further. In 2017, we acquired Parkview Airmedical to meet our clients' needs for commercial repatriation services. In 2018 we expanded to Western Canada, Establishing a base of operations in Vancouver. In 2019, we completed the acquisition of Starlink Aviation in Montreal, an aircraft operator and maintenance center.

With all the changes, it's time to keep a bit of the past and look to the future with our identity, and are now SKYALTA.

## Delivering Innovative Solutions:

SkyAlta and Parkview Airmedical deliver innovative case management solutions to our diverse client base. We continue to develop products our clients have come to expect from an industry leader in the provision of high acuity, critical air medical and commercial medical escort transport.

Choose the preferred choice of discerning travel health insurers, academic medical centers, embassies, governments and the entertainment industry for their mission critical air medical transport needs worldwide. We stand ready to serve you 24/7/365 from bases in Montreal, Toronto and Vancouver.

The art of critical air medicine is practiced each and every day by award winning medical staff, pilots, and case management personnel who deliver our patients and clients a superior air medical transport experience.

## Our Mission:

*To deliver the art of critical air medicine each and every day, whenever and wherever it's needed.*

# Tuesday

10 March 2020

08:30-  
09:00

## Pre-conference coffee break hosted by Global Guardian in the exhibition area

Start your conference day the right way with coffee and pastries, whilst networking with your industry peers.



### GLOBAL GUARDIAN

Proud sponsors of your pre-conference coffee breaks at ITIC Costa Rica 2020

Join us in the exhibition area from 08:30 – 09:00



09:00-  
10:30

## Security/safety in the Caribbean and Latin American regions

While media reports can promote awareness of certain risks in popular tourist destinations, are these concerns founded in concrete facts? What are the real risks for tourists, expats and business travellers who find themselves in Central and South American destinations, and how can they be mitigated? Our expert speakers will discuss facts and figures behind assistance cases, and consider where the risks lie between reality and perception.



**Smita Bhargava**  
Senior Vice-President  
Clements Worldwide



**Spencer Livingston**  
President, Air Ambulance  
Global Guardian



**Brian Mulligan**  
President & CEO  
Assist America



**Mike McGarrity**  
Vice-President, Global Risk Services  
Global Guardian

10:30-  
11:00




## Coffee break & meet the exhibitors



# World-class care within reach.

At Atrium Health, one of the leading healthcare systems in the United States, we give patients the world's best care – no matter where they call home.

## Exceptional Medicine

-  Leading-edge treatment for rare and complex cancers at Levine Cancer Institute
-  Award-winning children's care at Levine Children's Hospital
-  Heart transplant and minimally invasive bypass surgery at Sanger Heart & Vascular Institute

## Personalized Service

-  Dedicated patient navigator
-  Medical appointment coordination
-  Travel arrangements
-  Language services and other cultural comforts



## Tuesday 10 March 2020

11:00-  
12:30

### Technology in travel and health insurance

Three speakers share their insights into how technology is influencing the delivery of travel and health insurance services:

- Inefficiencies in data sharing systems often increase costs for hospitals and insurers; what can be done to improve current protocols?
- Keeping customers happy. How technology and training can smooth a customer's purchase and claim journey.
- Telemedicine and AI in healthcare diagnosis and treatment.



**Hans Ardon**

Founder  
Apololab



**Dr Frank Gillingham**

Chief Medical Officer  
Fairmount International



**Sandra Seminario Olivi**

International Patient Office Coordinator  
Clínica Universidad de Navarra

12:30-  
13:30

### Networking lunch in the exhibition area

13:30-  
15:00

### Industry Insights

**13:30-14:00**

This presentation will explore the case of a 51-year-old who sustained a brain injury while travelling in Mexico. It will highlight issues surrounding alcohol exclusions in travel insurance policies and how these can impact how treating facilities choose to handle certain cases.



**Ali Azeem**

Operations Manager  
MSH International Canada

**14:00-14:30**

An analysis of the coordination efforts in the aftermath of Hurricane Irma in 2017, looking at inter-country collaboration, patient evacuations and continuing primary care on the island.



**Parveen Boertje**

Chief Customer Officer  
Social & Health Insurances SZV Sint Maarten

**14:30-15:00**

A detailed look at the evacuation of a cruise ship passenger with a coronavirus to Chile. The patient required multiple transfusions, high doses of medications, and occasional proning and paralytics to allow for adequate ventilation.



**Dr Bobby Lewis**

Physician  
AirMed International

15:00-  
15:30

### Networking coffee break in the exhibition area



10TH ANNUAL

# AMERICAS

International Travel & Health Insurance Conference

## NETWORKING AT ITIC COSTA RICA STARTS NOW



### Download

Download the latest **attendee list** and receive updates from Team ITIC with things you need to know.



### Create

Create your own schedule of **sessions** and bookmark networking events you can't miss!



### Network

Follow, **contact** and send meeting requests to the key people you need to see.



### Share

**Share** your updates and activities with fellow attendees.

**UPMC** | **CHILDREN'S**  
HOSPITAL OF PITTSBURGH

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**Tuesday** 10 March 2020

**15:00-  
17:00**

### **Hospital CIMA facility tour**

ITIC and Hospital CIMA are delighted to extend an invitation to all ITIC Costa Rica attendees to tour their facilities and meet with the teams who provide medical care to international patients in the region. Transport will be provided to and from the Real InterContinental.

**19:00-  
23:30**

### **ITIC Costa Rica Farewell Party**

Hosted in the tropical gardens of the Real InterContinental, network for the last time with your fellow ITIC Costa Rica attendees whilst enjoying a delicious four-course meal, drinks and entertainment fit for the occasion!



We invite you to visit Hospital CIMA, a trusted source of medical care for international patients for 20 years.

**Tuesday March 10th 2020**

**15:15 to 17:00**

Transfers will depart from the hotel at 15:00 and will return from the hospital at 17:00

RSVP to Team ITIC - [info@itic.co](mailto:info@itic.co)



**Facility Tour Guide:**  
David Mair  
Senior Vice President

With international accreditations, a dedicated team of medical professionals and our unique Carelosophy™ approach, we deliver outstanding patient care across more than 35 medical specialties in combination with an unparalleled, positive patient experience. At Hospital CIMA, our vision is to be the most trusted and highest quality source of medical services for the patients in your care. We may not be your members' home, but we can feel like their home hospital.

YOU ARE INVITED TO THE ITIC COSTA RICA

# FAREWELL PARTY

HOSTED IN ARBOLEDAS, NESTLED IN  
THE TROPICAL GARDENS OF THE  
REAL INTERCONTINENTAL

SAMPLE THE TASTES AND SOUNDS OF COSTA  
RICA AS YOU ENJOY A FOUR-COURSE MENU  
AND THE BEST PARTY BAND IN SAN JOSE

**TUESDAY 10TH MARCH**  
**19:00 - LATE**

FOR REGISTERED ATTENDEES ONLY. YOUR CONFERENCE BADGE  
IS YOUR TICKET - PLEASE BRING THIS WITH YOU FOR ENTRY