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ASIA PACIFIC
 **Bangkok**

International Travel & Health Insurance Conference
17 - 19 June 2014 | Mandarin Oriental



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Dear delegate

Dear Delegate,

Welcome to the Mandarin Oriental Bangkok and the 6th ITIC Asia Pacific conference.

We're really pleased to be returning to Bangkok this year, as it was the venue of the very first ITIC APAC conference, and it's always a very popular destination for those in the travel and health insurance industry.

As always, this year's agenda covers the most topical issues in today's marketplace. From wellness programmes and medical evacuation case studies to the development of distribution channels in Australasia and the idiosyncrasies of the Chinese health and travel insurance market, the conference sessions reflect what is topmost in the minds of industry executives at the moment.

Then, of course, there's the social programme. ITIC would not be ITIC without its networking opportunities, and we trust you'll take full advantage of these.

I look forward to spending the next few days with you. Have great conference.

Best regards,

Ian Cameron
Conference Chairman

Sole media partner



@iticonline

Get the latest ITIC Bangkok event updates or start your own debate by following our Twitter feed



#iticlive

With thanks to the committee



Mark Rands
Managing Director
Specialty Group



Mary-Jo McDonald
CEO
First Assistance



Mario Babin
CEO
Global Assistance & Healthcare



Bob Lavers
Snr Consultant
EMEAA
Olympus Managed Healthcare



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Director of
Emergency Services
TY Solutions Ltd



Peter Morley
Medical Director
Bumrungrad International



Patrick Chong
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Craig Morrison
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TPA and cost containment company

Founded by a committed team of former International SOS executives, Platinum has raised the standard of assistance services in Indonesia. Transparent pricing and client responsiveness have earned the trust of international assistance and insurance clients.

To learn how Platinum can support your members in Indonesia, contact **Dieter Werwath** at this conference.

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✉ dieter.werwath@platinumhealth.com

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BRIEF AGENDA

ITIC Asia Pacific – Bangkok



Tuesday 17th June

| | |
|---------------|---|
| 09.30 - 12.00 | Bangkok General Hospital Facility Tour |
| 12.00 - 15.00 | Bumrungrad International Hospital Facility Tour |
| 14:00 - 16:00 | ITIC Bangkok registration opens |
| 17.30 | Coach transfer to Welcome Reception - departing from hotel lobby |
| 18:00 - 19:00 | ITIC Bangkok Welcome Reception - sponsored by Assist International Services |

Wednesday 18th June

| | |
|---------------|---|
| 08:30 - 09:30 | Morning registration and coffee – sponsored by Medicaire |
| 09:30 - 10:15 | Distribution channels in Australasia |
| 10:15 - 10:45 | Case study 1: A tourist bus crash in Indonesia |
| 10:45 - 11:15 | Networking coffee break – sponsored by Samitivej Hospital |
| 11:15 - 12:15 | Case study 2: Evacuations from Antarctica Case study 3: From accident to hospital to home: care co-ordination & cost containment examples |
| 12:15 - 14:00 | Networking lunch – sponsored by EMS ASSIST PNG |
| 14:00 - 15:15 | Panel session: The development of the Chinese travel market & healthcare infrastructure |
| 15:15 - 15:45 | Networking coffee break – sponsored by Wingaway |
| 15:45 - 16:15 | Wellness programmes – are they worth the investment? |

Thursday 19th June

| | |
|---------------|--|
| 09:00 - 09:30 | Networking coffee break – sponsored by Wingaway |
| 09:30 - 11:00 | Panel session: Improving assistance for international patients – meeting client expectations |
| 11:00 - 11:30 | Networking coffee break – sponsored by Samitivej Hospital |
| 11:30 - 12:00 | The growth of medical facilities in Vietnam |
| 12:00 - 14:00 | Networking lunch |
| 14:00 - 15:00 | Keeping the insured informed – security while travelling |
| 15.30 - 17.30 | Vejthani Hospital Facility Tour |
| 19:30 - 23:00 | ITIC 2014 Bangkok Farewell Dinner – hosted at Sala Rim Naam |



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ITIC Asia Pacific 2014

Welcomes Reception

Please join us in **The State Room**
at **Lebua** on the **67th Floor** of the
State Tower

18:00 – 19:00
Tuesday 17th June

**With stunning 360-degree panoramic
views of the city and the majestic river**

Including a full complimentary bar and exquisite canapés

**Please meet in the lobby of the Mandarin Oriental at 17:30 for
your private coach transfer
(return journey will also be provided)**

Agenda Day 1 | Tuesday 17th June 2014

14:00 - 16:00 **Registration opens!**

17:30

Coachtransfer to Welcome Function

Please meet in the lobby of the Mandarin Oriental Hotel for your coach transfer to the ITIC Bangkok Welcome Reception. Transfer time is approximately 10 minutes.

18:00 - 19:00

Official ITIC Bangkok Welcome Reception sponsored by Assist International Services

From 18:00 ITIC and Assist International Services invite you to join us for the official ITIC Bangkok Welcome Reception hosted in The State Room, Lebua. Return transfer will be provided.

Agenda Day 2 | Wednesday 18th June 2014

8:30 - 9:30 **Morning registration and coffee**

Welcome to ITIC Bangkok 2014! Collect your badge and conference materials from the registration desk in the Ballroom Foyer and take the opportunity to share a coffee and network with your fellow attendees before conference sessions begin at 9.30am.

This morning's coffee break is proudly sponsored by **Medicair**

Medicair

www.medicair.com.pg

Company Profile

Owned and operated by Tropicair Limited, this service commenced formal operations under the Medicair brand in April 2014. Although Tropicair have been operating an air ambulance service for many years (over 16) our CEO Tony Honey, decided to expand from an air ambulance provider to an aero-medical provider offering a complete medical/air ambulance service. This service is intended not only for the corporate sector, but to many of the local communities throughout Papua New Guinea who wouldn't normally have access to this type of service. We have a comprehensive fleet of King Air B200's and Cessna Caravans. Our latest acquisition a Cessna CJ3 will be on-line by the end of June.



Representing Medicair at ITIC Bangkok is:

Darren Stocks


Commercial Manager

Meet Darren between 8:30 and 9:30 at his table-top exhibition during the network break.


A message from Darren:

"I am so excited about attending for the first time ITIC Bangkok. I am looking forward to the opportunity to meet with those companies and people who are interested in aeromedical services across the network. You are all invited to come along to our morning coffee break on the 18th June and discuss what's happening in Papua New Guinea and what Medicair has to offer! Lukim yu pastaim olgeta..."

Better Case Management In Asia

| | | | |
|--------------------|------|----------------------|---|
| | 24/7 | | Billing Arrangement |
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| | | | | | |
|---|---------------|--------------------------------|------------------|------------|--------------------|
|  | Air Ambulance | Commercial Flight Repatriation | Ground Ambulance | House Call | Concierge Services |
|---|---------------|--------------------------------|------------------|------------|--------------------|

Day 2 | Wednesday 18th June 2014

09:30 - 10:15

Travel Insurance in the Asia-Pacific region
and global trends in distribution channel usage



Alan Leach
Director
Finaccord

Leading international market research and consulting organisation Finaccord presents the findings of the analysis it has undertaken evaluating the popularity of different travel health insurance policies in the Australasian region. The presentation will include findings based on customer profiles, buying habits and gross written premiums, as well as identifying the most popular distribution channels in the area.

10:15 - 10:45

Case study 1: A tourist bus crash in Indonesia



Dr Dorine Benner
Manager Medical
Team
SOS International



Corien Hiddink
International Network
Manager
SOS International



Madan M Vasandani
Medical Director
Global Assistance &
Healthcare

Some travellers, eager to discover Indonesia, use cheap and unsecure modes of transportation with tragic consequences. Our panellists will share their experience in managing a bus crash, which involved more than a dozen casualties. This case required full-fledged assistance with multiple evacuations along with a tight collaboration with our assistance client in Europe. From triage at the hospitals, to the importance of local know-how, to intensive communications with Europe, and collaboration with embassies, all aspects of this complicated case will be reviewed.

10:45 - 11:15

Networking coffee break

This morning's coffee break is proudly sponsored by Samitivej Hospital



Company Profile

Samitivej (Bangkok, Thailand) and Parami hospitals partnered to open an International Clinic, located on the 11th floor of Parami Hospital, Yangon, Myanmar. The main focus of the clinic is to provide primary care to the international community. Medical services offered range from general medicine, to obgyn, health checkups and vaccination. The clinic's medical equipment includes an MRI, X-ray and laboratory. In addition to general medicine, the International Clinic specializes in medical evacuation by air transportation. The clinic will benefit from Samitivej's unique expertise in Neonatal and Pediatric Critical Care transport. Samitivej Hospital provides a dedicated team and equipment for neonatal and pediatric patients such as Neonatologists, Paediatric cardiologists, Paediatric Pulmonologists, Paediatric Emergency Physician and NICU & PICU nurses for the aero-medical evacuation. Samitivej Hospital Group, comprised of Samitivej Sukhumvit, Samitivej Srinakarin, Samitivej Thonburi and Samitivej Sriracha, has been providing an extensive range of medical services supported by a team of highly qualified specialists and experienced caregivers for over 30 years. Proof of the success is the huge number of patients from across the world. Approximately 40 percent of Samitivej's patients are from Europe, U.S., Japan, Scandinavia and the Middle East. Samitivej is also renowned for its expertise in child care e.g. NICU, PICU and medical evacuation. Samitivej hospital received the Mother & Baby Friendly Hospital award by WHO and UNICEF. Further accreditations include HA from the Thai government and Joint Commission International (JCI), USA.



Representing Samitivej Hospital are:

Ms Poramaphorn Chunlaka
Acting Assist Division Manager



Dr Sommart Somsiri
Assistant Hospital Director (International Business Division)

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by employee satisfaction and a solid return



“ The staff was kind, compassionate, and...they did not put any added stress on me. Their calming ways were most welcome when I was scared about what was going on with my daughter...
ACM's services were outstanding. ”

- Mother of a 19 year old daughter who became ill while on a family vacation

Agenda Day 2 | Wednesday 18th June 2014

11:15 - 11:45

Case study 2: **Evacuations from Antarctica**



Dr Graham Denyer
Chief Medical Officer
First Assistance

Antarctica's wild mystique and the fact that it is one of the last great untouched wilderness areas on the planet has led to a rapid rise in tourism. Antarctica presents unique risks and challenges to assistance companies in an environment where logistic options are scarce and costs extremely high. Careful co-ordination, expertise and timing are all essential to manage an evacuation successfully, and novel solutions may be required. The presenter will discuss the challenges that Antarctic evacuations present, illustrated by case examples.

11:45 - 12:15

Case study 3: **From accident to hospital to home - care co-ordination & cost containment examples**



Dr Peter Morley
Medical Director
Bumrungrad
Hospital

Following the care pathway of an assistance case from end to end shows just how important it is to have local knowledge, quality partners and an understanding of different medical systems. This session will focus on how to balance care and cost containment.

12:15 - 14:00 **Networking lunch**

This networking lunch break is proudly sponsored by **EMS ASSIST PNG**

Company Profile

At EMS ASSIST PNG, we pride ourselves on delivering uncompromising high quality care to our patients. With a combined total industry experience of over 50 years, our highly qualified team of dedicated emergency Doctors and flight Nurses are well supported by a local medical facility, a stretcher ambulance service, the state of the art aeromedical equipment and working relationships with local and international airlines who provide Air Ambulance support to our Service. Unbeatable on price, efficiency and service quality, we have reshaped the area of Aeromedical Services in PNG as we continue to build constructive relationships with partners to deliver an efficient and high quality service to our patients.



EMS ASSIST
Helping you every step of the way



Representing EMS Assist are:

Dr Lautofa Pulotu McCarthy
Managing Director / Medical Director



Lydia McCarthy
Director Medivac Services

A message from Lydia McCarthy:

"We look forward to meeting with representatives from the Global Insurance community at our table-top exhibition at the ITIC Bangkok.

We have a whole lot of exciting service developments that will guarantee your insured clientele an efficient management of their aeromedical missions and most of all, peace of mind. Please come along and meet us in person and hear all about our ground breaking service developments in Papua New Guinea. Lukim yu klos tu (See you soon)!"



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Agenda Day 2 | Wednesday 18th June 2014

14:00 - 15:15

The development of the Chinese travel market & healthcare infrastructure



Lily Chen
Managing Director
 Essential Healthcare
 Network



Will Dong
Country Manager
 (China)
 Falck Global
 Assistance



Dr Michael Moreton
Consultant
 HealthCare
 Consultant

With expert speakers from local healthcare consultants, assistance providers and hospitals, this session will include discussions on outbound and inbound travel trends, considering what the options are for travellers and expatriates who need emergency medical care in China. The ongoing development of assistance networks and international provider agreements means that there are ever more options for a traveller in need; but are these developments sufficient to meet the demands of clients, who are going deeper into China's rural areas in search of profits?

15:15 - 15:45 Networking coffee break

This networking coffee break is proudly sponsored by Wingaway



Company Profile

We have been providing Australia-wide patient transport by both air and ground since 1995. Our services include; air ambulance, non emergency medical transport, medical air escorts on commercial airlines, bariatric, mental health, paediatric and newborn special care. We have extensive air and ground assets positioned around NSW which enables us to provide a true "bed-to-bed" service into regional areas. Our company owned fixed-wing aircraft are dedicated to aero medical work and they are fitted with state of the art medical equipment. They are permanently configured to accommodate stretcher patients and are ready for immediate deployment 24 hours a day. Wingaway medical staff brings extensive experience in a wide variety of acute and sub-acute settings making them some of the most experienced in the country.



Representing Wingaway are:

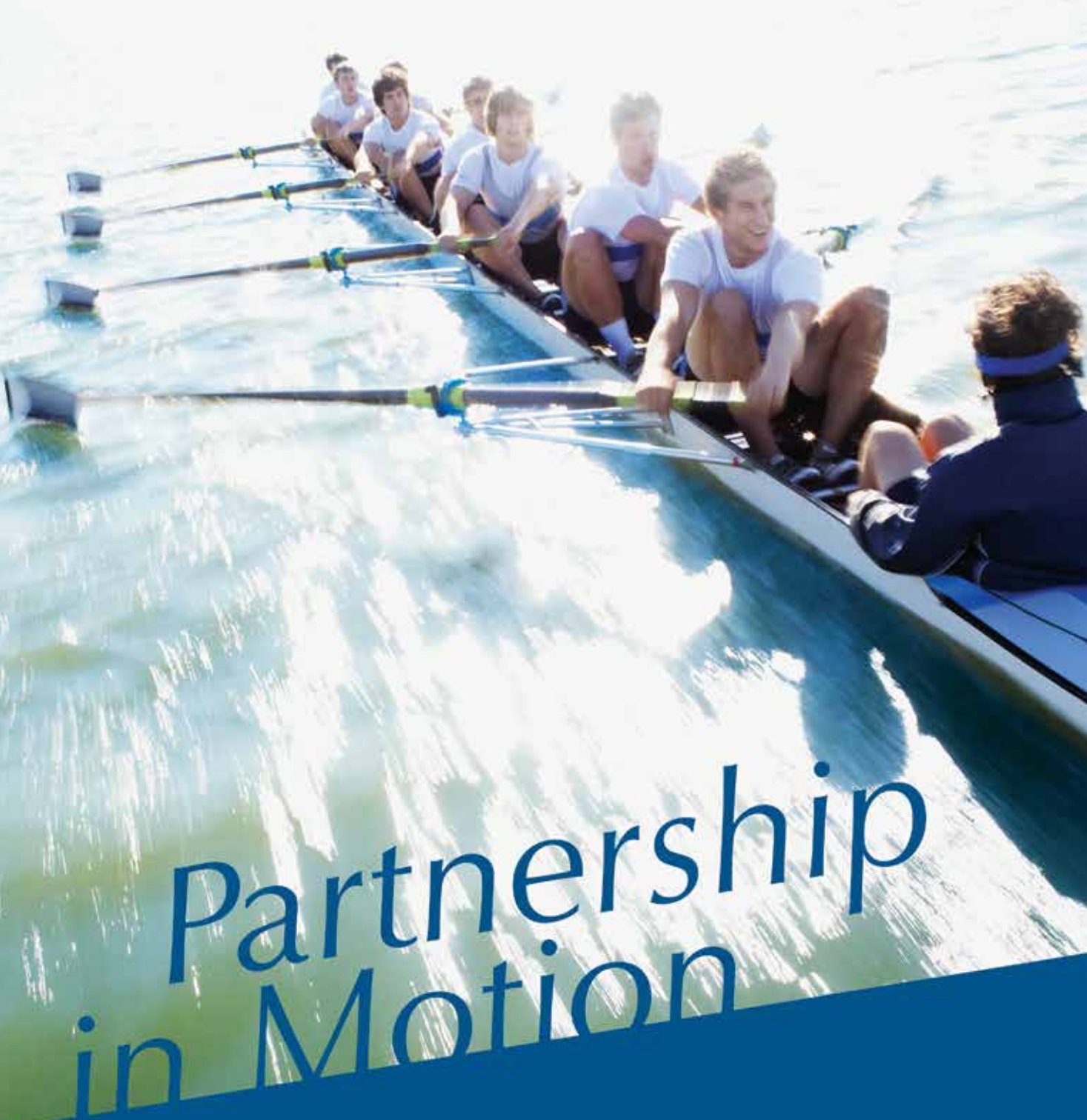
Mark Wardrop
Director

Matthew Kline
Director



A message from Matthew and Mark:

"Matthew and Mark would like opportunity to invite you to come and join us during the coffee break. We are first time attendees and eager to learn and share some experiences of how we do things Down Under! Grab a coffee and come and join us to enjoy Australia's number one cookie, a Tim Tam. We look forward to meeting you!"



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Who's on your team?



Agenda Day 2 | Wednesday 18th June 2014

15:15 - 16:15

Wellness programmes - are they worth the investment?



Gary Barnes
*Head of Employee
Wellness*
AXA PPP (Asia
Pacific)

The expert speaker in this session will attempt to answer the question: is it possible to have both better health and cheaper medical insurance? The presentation will evaluate direct links, if there are any, between employee wellness and health insurance, as well as assess the significance of questions asked during health risk assessments. Also under scrutiny will be the approach that insurance companies take towards offering and implementing wellness programmes within their international health insurance policies.

Agenda Day 3 | Thursday 19th June 2014

9:00 - 9:30 Networking coffee break

This networking coffee break is proudly sponsored by Wingaway
For full company profile see page 13



9:30 - 11:00

Improving assistance for international patients - meeting client expectations



Vladimir Alidis
*Regional Manager Asia
Euro Center*



Jean-Marc Griscelli
*Regional President Asia
Pacific*
April International



Judy Mitchell
*Marketing Manager
International Insurance*
Bangkok Hospital

Smoothing the care pathway for international visitors to a country, whether they are expatriates or leisure travellers, can be a difficult task. By bringing together the three different entities involved in the delivery of international healthcare – insurer, assistance company and hospital – this session will show how best these separate organisations can work together to achieve the best outcome for the patient and their insurer. Meeting client expectations can be challenging, particularly in less developed areas of the world, but it is a vital part of a successful international healthcare arrangement.

11:00 - 11:30 Networking coffee break

This morning's coffee break is proudly sponsored by Samitivej Hospital.
For full company profile see page 9





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ITIC 2014 Bangkok Networking Dinner

**Sala Rim Naam
Restaurant**

Thursday 19th June
19:30 - late

Bid farewell to Bangkok
and your ITIC friends
at the beautiful Sala
Rim Naam restaurant,
which lies just across
the river from the
Mandarin Oriental, with
an evening promising
the best of Asian
cuisine and authentic
Thai entertainment, a
wonderful final moment
to meet new faces.



Agenda

Day 3 | Thursday 19th June 2014

11:30 - 12:00

The growth of medical facilities in Vietnam



Dr Rafi Kot
Director and Founder
Family Medical
Practice Vietnam

An expert with years of experience in operating a clinic in the country, Dr Rafi Kot shares with delegates his professional view of how public and private medical facilities are developing in Vietnam's popular tourist areas. Furthermore, he considers the challenges of evacuating patients from more remote regions of the country where the level of medical care is not up to standard.

12:00 - 14:00 **Networking lunch** - served in Lord Jims restaurant

14:00 - 15:00

Keeping the insured informed - security while travelling



Tony Ridley
CEO
Intelligent Travel



Mick Sharp
*Regional Security
Director, Asia-Pacific*
International SOS

With political and social unrest keeping countries around the world on edge, it seems nothing will stop some travellers from seeking excitement and adventure. How best to keep in touch with these clients is an issue that the industry needs to address – while mobile phones are ubiquitous now, are they the best way to stay in touch, or is there newer technology out there that can help? This session will also address the accuracy of countries' risk ratings, looking at where in the world is truly dangerous for travellers.

15:30 - 17:30

Vejthani Hospital Facility Tour

Established in 1994, and with a 500 inpatient bed capacity, the hospital cares for over 300,000 patients per year from over 40 different countries.

19:30 - 23:00 **ITIC Bangkok Farewell Dinner**
hosted at Sala Rim Naam

Bid farewell to Bangkok and your ITIC friends at the beautiful Sala Rim Naam restaurant, which lies just across the river from the Mandarin Oriental, with an evening promising the best of Asian cuisine and authentic Thai entertainment, a wonderful final opportunity to meet new faces.

With thanks to our sponsors

Active Care Management

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Samitivej Hospital

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EMS ASSIST PNG

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Medicair

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Wingaway

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An aerial photograph of Bangkok, Thailand, showing a mix of modern skyscrapers and older, lower-rise buildings along the Chao Phraya River. The sky is filled with dramatic, golden-hued clouds from a setting or rising sun. The river is visible in the foreground with several boats.

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Bangkok 2014