



# INTERNATIONAL TRAVEL & HEALTH INSURANCE CONFERENCE

**17-20**  
MARCH

BRITISH COLONIAL HILTON

# NASSAU

AMERICAS 2014



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Team members provide this service 24 hours a day, seven days a week at no charge to the traveler.\* The department also provides assistance with coordinating medical services for non-US residents to Sharp HealthCare specialists.

If you are planning a trip abroad, contact Sharp Global Patient Services to learn important information about different types of travel insurance, where to get vaccinations, and how to stay safe while traveling. *The department does not sell or provide travel insurance or vaccinations.*

Sharp HealthCare Global Patient Services 24-hour Hotline: **888-265-1513**

## CONTACTS:

Jacque Schwoerke  
Director of Global Patient Services  
858-499-4967  
jacque.schwoerke@sharp.com

Minerva Santos  
International Liaison  
858-499-4962  
minerva.santos@sharp.com

For more information, go to GLOBAL PATIENT SERVICES on [www.sharp.com](http://www.sharp.com)

\* Before traveling abroad, it is strongly recommended that you have travel health insurance that provides coverage for emergency medical treatment and evacuation, otherwise you will be responsible for out-of-pocket costs.



## SPONSORS



## WELCOME

Dear All,

Welcome to Nassau, the British Colonial Hilton and, of course, the fourth ITIC Americas conference.

It's great to see so many old friends here, and it's particularly good to see that the number of delegates attending the conference continues to grow year-on-year.

As always, we have incorporated all the most topical issues affecting the Americas market into the ITIC agenda. From sessions on Canadian seniors and their travel health insurance needs, to civil unrest in South America, the Brazilian healthcare system and much more, all these subjects will be discussed and debated in our traditionally lively ITIC sessions.

ITIC would not be ITIC without its networking and social events, and we trust you will all take full advantage of these. From breakfast meetings to the Farewell Beach Party, we have given you every opportunity we can to help in building your business network – enjoy!

We (the ITIC team) look forward to spending the next few days with you.

Best regards,

Ian Cameron

ITIC Chairman and Moderator



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## BRIEF AGENDA



### ITIC AMERICAS 2014

#### Monday 17th March

16:00 - 18:00	Afternoon registration Sponsored by Jackson Memorial Hospital
18:30 - 19:30	Welcome Reception at the Graycliff Hotel

#### Tuesday 18th March

08:00 - 09:00	Networking breakfast
09:00 - 10:30	<b>As seniors' travel patterns evolve, so do their travel insurance needs – what does this mean for insurers?</b>
10:30 - 11:00	Networking coffee break
11:00 - 12:30	<b>Operational logistics and complications: Cuba</b>
12:30 - 13:30	<b>International Providers' Network Forum</b>
13:30 - 14:30	Networking lunch
14:30 - 16:00	<b>Risk management workshop: Liability mitigation for travel insurers and assistance operators</b>
16:00 - 16:30	Coffee break

#### Wednesday 19th March

08:30 - 09:30	Networking breakfast
09:30 - 10:00	<b>Hospital accreditation for the Americas</b>
10:00 - 10:30	Networking coffee break
10:30 - 11:30	<b>When civil unrest interrupts your travels – preparing for the unexpected</b>
11:30 - 12:00	<b>Medical tourism travel trends in Latin America</b>
12:00 - 13:00	Alfresco lunch

#### Thursday 20th March

08:00 - 09:00	Networking breakfast
09:00 - 10:30	<b>Mobile personal health records: A tool for adding value?</b>
10:30 - 11:00	Networking coffee break
11:00 - 12:30	<b>World focus: Brazil</b>
19:00 - 23:00	Farewell Beach Party





### MONDAY 17TH MARCH

We invite you to attend the ITIC Nassau

# Welcome Reception

18:30 - 19:30

Ganapés · Open Bar · Calypso Tunes

A great opportunity to network and socialise with your industry peers in beautiful Nassau at the historical Graycliff Hotel

# NASSAU

For registered delegates only – please wear your delegate badge



### TUESDAY 18TH MARCH

**08:00 - 09:00** Networking breakfast in the Windsor Room

This morning's networking breakfast is proudly sponsored by Tenet Healthcare

#### Company Profile

As one of the largest award-winning hospital networks in the United States Tenet Healthcare provides greater access and choices for our global partners to more than 78 centers of excellence in virtually every field of medicine, including cancer treatments, neurosurgery, cardiovascular disease, pediatrics, cutting-edge radiation therapy, women's health, and orthopedics. Our 24/7 international concierge center provides support 365 days of the year with

- Appointment Scheduling
- Direct patient admits to any of our hospitals
- Emergency Medical Evacuations
- Air ambulance transfers
- Cost Estimates
- Medical Records Coordination
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- Transportation, including airport pick up and ground/air ambulance
- Hotel or long term lodging at discounted rates for patients and families
- Interpretation Services
- Dietary requests honoring special needs
- Arrangements for cultural or religious needs

Representing Tenet Healthcare are:

**Salome Lofty**, Lead Patient Concierge Coordinator, Tenet Healthcare  
**Maria Rosario Feliciano**, Director of Business Development, Coral Gables Hospital

#### A message from Tenet Healthcare:

"Meet our representatives between 08:00 – 09:00 at their table top exhibition during the breakfast to learn more about our hospitals and our international patient program. We look forward to meeting you!"



### TUESDAY 18TH MARCH

**09:00 - 10:30**

Panel Session

**As seniors' travel patterns evolve, so do their travel insurance needs – what does this mean for insurers?**

With the aging population having more disposable cash than many younger travellers, the market for senior travel is only going to expand. The challenge for insurers lies in the provision of coverage for pre-existing medical conditions, and the complex underwriting that accompanies such insurance. With the cost of treating and repatriating senior citizens increasing, smart underwriting and consistent cost containment are essential components for travel insurers.

#### Speakers:

**MARTHA TURNBULL**  
 Head of Auto, Travel & Property Claims,  
 Royal Bank of Canada



**DAVID REDEKOP**  
 Principle Research Associate, The Conference Board of Canada



**DR KESTER NEDD**  
 Medical Director, Jackson Memorial Hospital / JIPA



**10:30 - 11:00**

Networking coffee break in the Ballroom Foyer

Grab every chance to network with the companies that matter most to you and your business.

This morning's coffee break is proudly sponsored by National Air Ambulance

#### Company Profile

National Air Ambulance's commitment to excellence in patient care makes them the carrier of choice for Travel Insurance Assistance Companies, Prominent Specialty Hospitals, Cruise Lines, Government Agencies and Individuals. National's medical flight services include complete care from patient origination to their pre-arranged final destination, which we assist in obtaining. National Air ambulance routinely flies within South, Central, North American and the Caribbean with their base of operations located on Fort Lauderdale International Airport. The National Air Ambulance medevac flight experience is second to none with over 38 years of operating air ambulance flights.



Representing National Air Ambulance are:

**Seth Thompson**, Communications Specialist, National Air Ambulance  
**Wendy Slater**, Medical Services Director, National Air Ambulance

Meet Seth and Wendy between 10:30 – 11:00 at their table top exhibition during the coffee break.



#### A message from National Air Ambulance:

"Come and visit us at our display for some fun and fellowship. We have some great give-a-ways and a drawing for a Kindle Fire HD on Wednesday. We look forward to meeting you, first-timers and all-timers alike!"

For floor plans and all the latest conference news  
 download the ITIC Nassau App today



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ITIC DAY 1

NASSAU

TUESDAY 18TH MARCH

11:00 - 12:30  
Panel Session

### Operational logistics and complications: Cuba

International travel health insurance companies and their partner assistance companies have long found it difficult to operate successfully in Cuba, thanks to governmental regulations and cultural norms. Our expert speakers will consider how best to approach working with Cuban companies to achieve the best results for the patient, the insurer and the assistance provider.

Speakers:

SAM CIMONE  
President,  
*Skyservice Air Ambulance*

PRESENTATION BY:  
*Asistur Assistance*

MARK ANEVICH  
Director of Claims and  
Product Development,  
*Orion Travel Insurance*



12:30 - 13:30  
Panel Session

### International Providers' Network Forum

The forum offers hospitals and assistance companies the chance to come together to improve understanding and relationships in the industry. An open discussion allows the different parties involved in the treatment of foreign patients to raise their concerns about industry practices in different parts of the world, and come to meaningful conclusions that will allow real progress in the complex world of international healthcare provision.

Speakers:

LAURA HILTON  
Head of Global Health &  
Safety Resources,  
*HTH Worldwide*

S. SHAI GOLD  
Managing Partner,  
*International Triage*



2014 CONFERENCE SCHEDULE

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ITIC DAY 2

NASSAU

## TUESDAY 18TH MARCH

**13:30 - 14:30** Networking lunch in the Windsor Room

Grab a bite to eat and discuss the latest developments in the travel health insurance industry with all the biggest players from across the Americas.

**This afternoon's lunch is proudly sponsored by MED Transport Center**

### Company Profile

The MED Transport Center has now transported patients across the country and around the world for more than 31 years. In 2003, we expanded nationwide to include ground transportation services using eight medically configured motor coaches across the country. Our professional mission is to serve the LORD by providing exceptional and compassionate service around the world including dedicated nurses, mechanics, coordinators, pilots, drivers, and physicians. Our many years in transporting patients has given us many benefits, but none bigger than the reward we get from helping others' physical well-being while providing the loving medical care and spiritual support to everyone we serve.



**Representing MED Transport Center is:**

**Dr Ken Kreye**, Medical Director & General Manager, MED Transport Center

Meet Ken between 13:30 – 14:30 at his table top exhibition during the networking lunch.

### A message from Dr Kreye:

*"At this ITIC conference we are looking to build new relationships and add new partners to increase our services. Please email us at [relationships@medtransportcenter.com](mailto:relationships@medtransportcenter.com). We would like to meet you at the ITIC luncheon or after the conference in the lobby."*

**14:30 - 16:00** **Risk management workshop:**  
**Panel Session** **Liability mitigation for travel**  
**insurers & assistance operators**

How effective is your company at mitigating risk?  
During this workshop, the discussions will focus on the different methods than can be employed by insurance and assistance companies to mitigate risk in a more effective manner.

### Speakers:

**DICK ATKINS**  
Legal Counsel,  
International Recoveries



**TOM HUDSON**  
Executive Vice President,  
MediTRAVEL Insurance  
LLC



**DAVID STIRLING**  
Director, Crispin Speers &  
Partners Ltd



**16:00 - 16:30** Networking coffee break in the Ballroom Foyer

Make sure you grab every chance to network with the companies that matter most to you and your business.



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ITIC DAY 2

NASSAU

WEDNESDAY 19TH MARCH

08:30 - 09:30 Networking breakfast in the Windsor Room

This morning's breakfast is proudly sponsored by ORNOA



## Company Profile

Our Patient Navigation services connect patients seeking a wide range of medical services from various specialists and medical centers. We are health advocates who coordinate care for patients. We work closely with physicians, imaging and medical centers, insurance carriers and employers to create an optimum experience for patients. We are a wonderful addition to any insurance product, and can offer the insured the best medical experience available with full concierge services.

Representing ORNOA is:



**Shelly Weiss Lahn**, Managing Partner, ORNOA - Patient Navigators

Meet Shelly between 08:30 – 09:30 at her table top exhibition during the networking breakfast.

## A message from ORNOA:

*"We are looking forward to a successful time at ITIC Nassau. We would like to invite you to stop by our booth to learn about our Patient Navigation Services and about some of our providers. Please join us as we sponsor this coffee break. We look forward to meeting you."*

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### WEDNESDAY 19TH MARCH

**09:30 - 10:00**  
Panel Session

#### Hospital accreditation for the Americas

Joint Commission International will discuss the accreditation of hospitals in the Americas region.

**Speaker:**

SHERRY KAUFELD  
Executive Director,  
International Consulting  
Services, *Joint  
Commission International*



**10:00 - 10:30** Networking coffee break in the Ballroom Foyer

This morning's coffee break is proudly sponsored by Cleveland Clinic



#### Company Profile

Cleveland Clinic was established in South Florida in 1991 with the goal of building relationships with the medical community and patients in the region. Ranked by U.S. News & World Report as one of the leading hospitals in the United States, and as the top cardiovascular program for the last 20 years, Cleveland Clinic is driven by its philosophy of putting patients first. The Global Patient Services offices in Ohio and Florida were established to make the medical center's world-renowned services more available to the international community.

Each year, patients seeking specialized medical care travel to the Cleveland Clinic from as close as the Caribbean and as far away as the Middle East. Once there, they enjoy a seamless Cleveland Clinic Patient Experience that combines world-class medical care and cutting-edge technology with personalized attention and amenities.

We are looking forward to meet you and discuss about us.



#### Representing Cleveland Clinic are:

**Ana Luisa Uriá**, Director of Business Development, Cleveland Clinic  
**Antonio J. Briceno D., MD**, Vice President, Cleveland Clinic

Meet Ana and Antonio between 10:00 – 10:30 at their table top exhibition during the coffee break.



#### A message from Cleveland Clinic:

*"We'll see you at the ITIC Nassau, where we would have the time to chat about our common interest for the patients"*

**10:30 - 11:30**  
Panel Session

#### When civil unrest interrupts your travels – preparing for the unexpected

With many countries around the world experiencing civil or political unrest, the issue is high in the minds of travel health insurers and their partner security and assistance companies. By performing risk assessments of countries where there is a potential for political or civil unrest, companies can prepare for the unexpected, so when the time does come to evacuate clients, there is no need for a panic button, instead they can offer a co-ordinated and efficient response to the crisis.

**Speakers:**

BARBARA VITKAUSKAS  
VP Partner Development,  
*iJET*



JOHN G RENDEIRO JNR  
Vice President Global  
Security and Intelligence,  
*International SOS  
Assistance Inc.*



### WEDNESDAY 19TH MARCH

**11:30 - 12:00**  
Panel Session

#### Medical tourism travel trends in Latin America

This session will cover the recent rise of quality assurance and international accreditation in Latin America; the increasing popularity of short-haul medical tourism to Latin American destinations; profiles of leading Latin American and Caribbean medical travel destinations; the most popular specialties in procedures available to the Latin American medical traveller; and profiles of leading Latin American hospitals and specialty facilities.

**Speaker:**

JOSEF WOODMAN  
CEO,  
*Patients Beyond Borders*



**12:00 - 13:00**

#### Alfresco lunch in the Garden of Tranquility

Dine in style in gorgeous surroundings, all while conducting your business! This lunch gives delegates the chance to enjoy their meal outside the conference rooms, giving a more relaxed feeling to the event.



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

## THURSDAY 20TH MARCH

**08:00 - 09:00** Networking breakfast in the Windsor Room

This morning's breakfast is proudly  
sponsored by Tenet Healthcare

For full company profile see page 6



Representing Tenet Healthcare are:

**Salome Lofty**, Lead Patient Concierge Coordinator, Tenet Healthcare  
**Maria Rosario Feliciano**, Director of Business Development, Coral Gables Hospital

*"Meet our representatives between 08:00 - 09:00 at their table top exhibition during the breakfast to learn more about our hospitals and our international patient program. We look forward to meeting you!"*

**09:00 - 10:30** **Mobile personal health records –  
a tool for adding value?**  
Panel Session

**Speakers:**

**IAN GALLIFANT**  
CEO, Medelinked

**ROBIN INGLE**  
Chairman,  
Ingle Group of Companies

**NAV RANAJEE**  
Global Industry Leader  
for Healthcare Business  
Analytics, IBM



With customers increasingly using technology to manage their health, how will the growth in mobile personal health record (PHR) adoption benefit insurers and partners? PHRs can now link in with TPA networks to deliver services straight to a customer's mobile handset anywhere in the world. The speakers in this session will discuss what benefits will result from their use, as well as addressing how the adoption of mobile devices will affect PHR usage, and consider how payers can use them to authorise treatment more selectively.

**10:30 - 11:00** Networking coffee break in the Ballroom Foyer

This morning's coffee break is proudly sponsored  
by National Air Ambulance

For full company profile see page 7



Representing National Air Ambulance are:

**Seth Thompson**, Communications Specialist, National Air Ambulance  
**Wendy Slater**, Medical Services Director, National Air Ambulance

Meet Seth and Wendy between 10:30 - 11:00 at their table top exhibition during the coffee break.

*"Come and visit us at our display for some fun and fellowship. We have some great give-a-ways and a drawing for a Kindle Fire HD on Wednesday. We look forward to meeting you, first-timers and all-timers alike!"*





### THANKS TO THE ITIC NASSAU COMMITTEE

#### DAVID EWING

Vice President of International Business Development,  
*Skyservice Air Ambulance*



#### ANNE RODENBERG

Commercial Director,  
*USMX Airlink Ambulance*



#### PABLO CASTILLO

CEO,  
*Medbrick*



#### DICK ATKINS

Legal Counsel,  
*International Recoveries*



#### MARTHA TURNBULL

Head of Auto, Property & Travel Claims,  
*RBC Insurance*



#### ROBIN INGLE

Chairman,  
*Ingle Group of Companies*



#### LAURA HILTON

Director of Global Health & Safety Resources,  
*HTH Worldwide*



#### GIGI GALEN

President,  
*Star Healthcare Network Inc.*



#### ABBE BENDELL

VP International Services,  
*Broward Health*



#### IGNACIO MARQUEZ

Operations Director,  
*Universal Assistance*



#### S. SHAI GOLD

Managing Partner,  
*International Triage*



### THURSDAY 20TH MARCH

11:00 - 12:30

Panel Session

#### World focus: Brazil

With the next Olympic Games being held in Brazil, the world's travel insurers are waiting to see what medical and assistance infrastructure they, and their clients, can expect to rely on should the worst happen during the event. From catastrophic terror attacks, to muggings and road accidents, the potential for problems seem almost to be without limit, so it is essential that travel health insurers are properly prepared to deal with everything that could happen.

#### Speakers:

MIKE LACORTE

Director,  
*Conflict International*



ANDREW STEVENS

Operations Manager,  
*Conflict International*



MATIAS SEBASTIAN SCARSO

International Providers Department - Central & North America, *Universal Assistance*



ANTONIO MARTTOS JR M.D.

Director of Global e-health/ Trauma Telemedicine, *William Lehman Injury Research Center & Assistant Professor of Surgery, University of Miami*



ITIC Nassau

# Farewell Beach Party

7:00 PM – 11:00 PM  
In the Garden of Tranquility



To conclude a successful week of networking, join your fellow delegates in the Garden of Tranquility for an evening of celebration overlooking the Hilton's very own private beach.

Whilst enjoying an open bar and delicious Caribbean BBQ, we will welcome our entertainment for the evening- the islands' best party band!

Enjoy this wonderful experience with your industry peers for one final evening of networking





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With live conference updates and the  
ability to message fellow delegates directly,  
networking has never been easier



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