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Magdi Riad, Vice President, Claims
Magdi.Riad@travelinsurance.ca
416-435-3367

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MESSAGE FROM THE CHAIRMAN

Welcome to the 23rd annual ITIC Global event, held in the historic city of Athens.



Whether your business is insurance, healthcare, assistance, hospitals, air ambulance provision or medical tourism, commercial development opportunities such as this event do not come along every day. We strive to offer you the best possible chance for furthering your company's interests, whether that is through the educational conference sessions, industry insights, or networking events that are held throughout the week.

The agenda has been carefully designed to reflect the issues most important to our industry – from extreme sports insurance and mental health coverage, to knowing your air ambulance supplier, as well as the ongoing problem of provider and customer fraud. Speakers who are experts in their given fields are on hand to give you the latest insights into these topics, keeping you up to speed with advances in technology and training that will aid the ability of travel and health insurers to carry out their business effectively.

Business networking is always a key part of any ITIC event, and for 2015, the opportunities are almost non-stop. From the Official Welcome Reception on Monday night, through to coffee breaks every day, and then the ITIC Finale Dinner and ITIJ Industry Awards on Thursday evening, it's definitely going to be a busy few days for our hard-working industry.

I look forward to seeing you all during the week.

A handwritten signature in red ink, appearing to read 'I. Cameron'. The signature is fluid and cursive, with a long horizontal stroke at the end.

Ian Cameron
Conference Chair

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Moderators



Ian Cameron

Chairman,
*International Travel & Health
Insurance Conference (ITIC)*



Julie Remmington

Owner & Director,
*Travel Insurance Suppliers
Network (TISN)*



James Paul Wallis

Editor,
AirMed & Rescue Magazine

Committee Members

With thanks to the advisory committee

Julie Remmington – TISN

Bob Lavers – Olympus Managed Health Care

Costas Danilenko – Global Voyager Assistance

Patrick Schomaker – European Air Ambulance

David Ewing – Skyservice Air Ambulance

Dick Atkins – International Recoveries LLC

Ian Jones – AXA Travel Insurance

Laura Hilton – HTH Worldwide

Sean Culligan – Pan African Aeromedical

Thomas Buchsein – FAI

Robin Ingle – Ingle Group of Companies

Mark Rands – Intana, part of Collinson Group

Adrian Hall – RSA Travel Insurance

Brad Dance – TuGo

Rory O’Gara – Allianz Worldwide Care

Phil Denman – Healix Insurance Services

Graham Williamson - LifeSupport Patient Transport

Mandy Langfield – ITIJ





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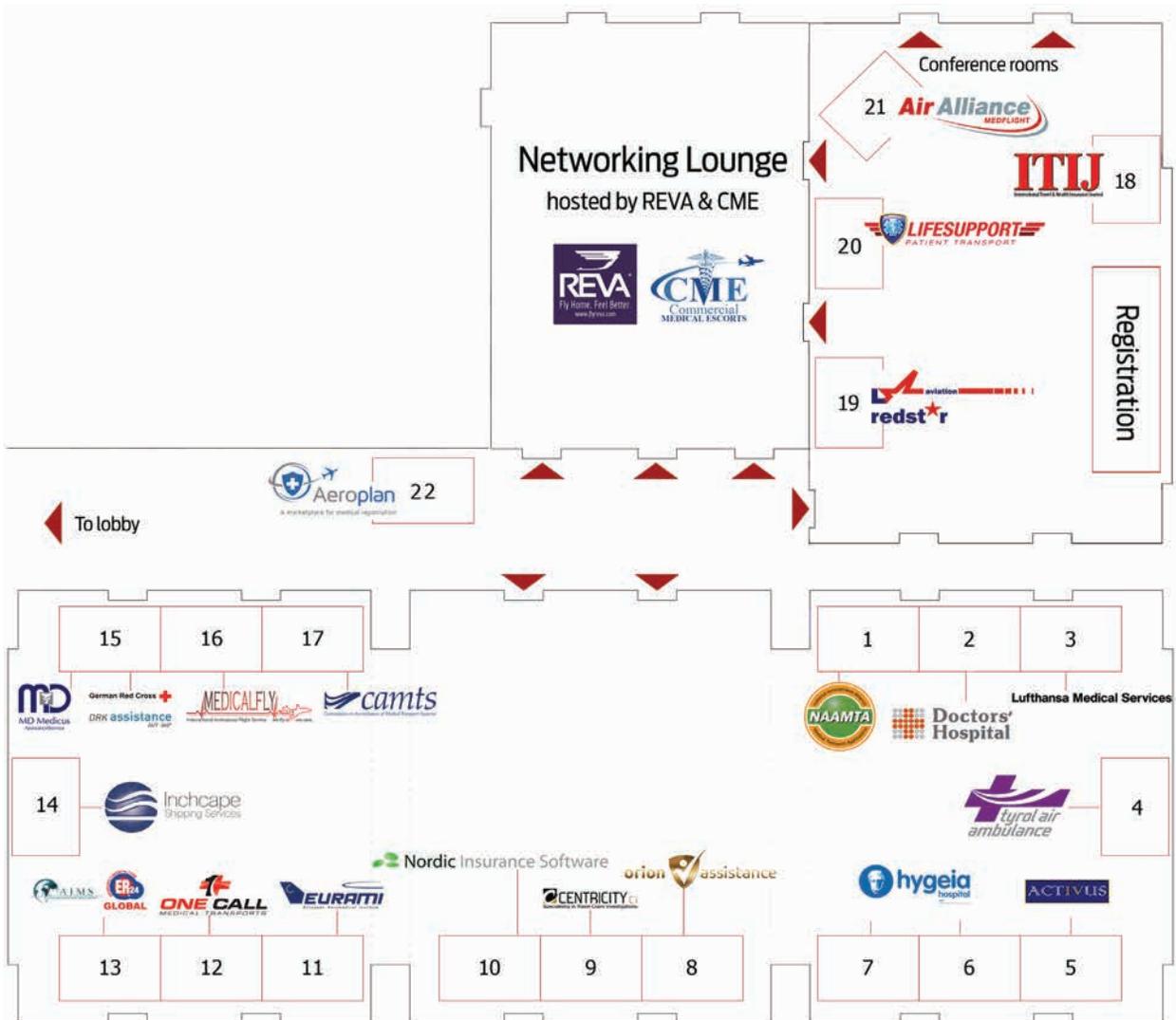
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Meet the ITIC Athens 2015 Exhibitors!



- | | | | |
|----|-----------------------------|----|--|
| 1 | NAAMTA | 13 | ER24 Global / AIMS |
| 2 | Doctors' Hospital | 14 | Inchcape – Medical & Assistance Services |
| 3 | Lufthansa AG | 15 | MD Medicus / DRK Assistance |
| 4 | Tyrol Air Ambulance | 16 | Medicalfly |
| 5 | ACTIVUS | 17 | Commission on Accreditation of Medical Transport Systems (CAMTS) |
| 6 | Hygeia Hospital | 18 | The International Travel & Health Insurance Journal (ITIJ) |
| 7 | Hygeia Hospital | 19 | Redstar Air Ambulance |
| 8 | Orion Assistance | 20 | LIFESUPPORT Patient Transport |
| 9 | Centricity Ci | 21 | Air Alliance Medflight GmbH |
| 10 | Nordic Insurance Software | 22 | Aeroplan |
| 11 | EURAMI | | |
| 12 | One Call Medical Transports | | |



The International Travel & Health Insurance Conference

OFFICIAL ITIC ATHENS WELCOME RECEPTION



THE OLYMPIA HALL, AEGLI ZAPPIOU

Date: Monday 2nd November Time: 6pm – 9pm

Savour some of Athens' most celebrated delicacies and enjoy the traditional Grecian entertainment on offer, all while networking with industry peers. Full open bar included. *Please bring your ITIC name badge and ticket, found in your attendee registration pack.*

BRIEF AGENDA

Monday 2nd November

ROOM 1

ROOM 2

10:00- Registration opens

12:00-13:30 Networking lunch

13:30-15:00 Infectious diseases – the risks

15:00-15:30 Networking coffee break

15:30-17:00 Infectious diseases – the reality

18:00-21:00 ITIC Welcome Reception

Tuesday 3rd November

ROOM 1

ROOM 2

09:00-10:30 Cost containment – the true price of US healthcare

09:00-10:30 Nepal: Problems and solutions

10:30-11:00 Networking coffee break

11:00-12:30 Cruise update

11:00-12:30 Security of travellers and expats

12:30-13:30 Networking lunch

13:30-15:00 Medical Directors' Forum

13:30-15:00 Variations in extreme sports coverage

15:00-15:30 Networking coffee break

15:30-16:00 Industry insights – Air Ambulance

15:30-16:00 Industry insights – Funeral/Repatriation

Wednesday 4th November

ROOM 1

ROOM 2

09:00-10:30 Fraud focus

09:00-10:30 Coverage of mental health conditions

10:30-11:00 Networking coffee break

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BRIEF AGENDA

Wednesday 4th November (Continued)

ROOM 1

11:00-12:30 Evacuate or treat? When is an air ambulance transfer acceptable?

12:30-13:30 Networking lunch

13:30-15:00 Claims and subrogation

15:00-15:30 Networking coffee break

15:30-16:00 Industry insights – Air Ambulance

ROOM 2

11:00-11:30 Industry insights – Air Ambulance/Assistance

11:30-12:30 How well do you know your air ambulance suppliers?

13:30-15:00 World markets: West Africa, Myanmar, Brazil

15:30-16:30 International Providers' Network Forum

Thursday 5th November

ROOM 1

09:00-10:30 EURAMI board meeting

10:30-12:30 Networking brunch

10:30-12:30 EURAMI members meeting

18:40 Transfer to ITIJ Awards and ITIC Finale dinner

19:00-23:00 ITIC Finale Dinner featuring the 2015 ITIJ Awards

ROOM 2

09:00-09:30 Industry insights – Cruise/Assistance

09:30-10:00 Industry insights – Specialist Assistance

10:00-11:00 PR crisis management

11:00-11:30 Industry insights – Cruise/Assistance

11:30-12:00 Industry insights – Air Ambulance/Assistance

10:00

REGISTRATION

Make sure you get your badges and your attendee packs for ITIC Global in Athens. The badges are essential for entry into the conference sessions and networking areas,

while the packs contain all you need to know about the week ahead – times, dates and locations for all activities, whether educational or networking.

12:00-13:30 NETWORKING LUNCH

ROOM 1

13:30-15:00 INFECTIOUS DISEASES – THE RISKS

With speakers from University College London Hospital, Emory University and the UK's National Travel Health Network and Centre, this session will offer insights resulting from the latest research available into the spread of infectious diseases in the travel environment. Under the microscope will be news about the latest diseases that are challenging medical communities around the world, with details about how these challenges are handled in a hospital environment. The identification of outbreaks and notification of the public and travel health professionals will also be topics of discussion that will be of great interest to the ITIC audience.



SPEAKERS

Prof. Vicki Hertzberg ^{Ph.D}
*Associate Professor of BioStatistics,
Emory University*



Dr Vanya Gant
*Divisional Clinical Dir. for Infection,
UCLH NHS Foundation Trust*



Dr Dipti Patel
*Joint Dir Nat. Travel Health Network
& Centre & Hon consultant at UCLH*



Company overview

- Aero-plan.com is the first online B2B marketplace for Medical Transport services, connecting Travel Insurance and Assistance companies with a network of next to 50 quality vetted Medical air transport providers.

Repatriation in the age of technology

Aero-plan empowers its clients to find the safest, quickest and most cost-effective ways to bring their patients home, or to an adequate facility.

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Aero-plan RADAR™ - launching at ITIC Athens 2015



At ITIC Athens, we'll launch **Aero-plan RADAR™**. This product is all about visibility to patient transport options – you just enter "Where FROM" and "Where TO" and we'll suggest the best alternatives to move your patient!

Relying on real-time monitoring of providers' aircrafts, as well as other patients that need similar transport routes, we find any empty legs or patient pooling opportunities (combining flights). This visibility creates cost efficiencies and allows pre-planning on the provider end, which by extension results in quicker transports and savings for assistance and insurance clients.

You're invited to test **Aero-plan RADAR™** for yourself at our interactive station (entrance to exhibit hall).

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15:00-15:30 NETWORKING COFFEE BREAK

15:30-17:00 INFECTIOUS DISEASES - THE REALITY

What is the reality behind the risk of infectious diseases, when it comes to leisure travellers, business travellers and expatriates? The expert speakers in this session will look at how companies can use data to forecast and plot the outbreak of diseases and infections in order to protect their clients, as well as identify ways in which patients suffering from an infectious disease can be transported to higher levels of care. As the risk of Ebola spreading further around the world seems to have subsided, other vaccine-preventable diseases such as malaria have returned to haunt the global medical community, leaving more expatriates exposed to measles, whooping cough and other infections.

SPEAKERS



Prof. Robert Steffen
*Epidemiology Biostatistics
& Prevention Institute, WHO
Collaborating Centre - Univ. of Zurich*



Bastian Nagelschmidt
*Deputy Managing Director, DRK
Assistance Nordrhein GmbH*



Dr Albie De Frey
*CEO, International Health
Management Consultants*

Meet with fellow first-time ITIC attendees and get the chance to meet the ITIC Global committee by joining us at

THE NEW ATTENDEES' WELCOME RECEPTION

PRIOR TO THE ITIC WELCOME RECEPTION

MONDAY 2ND NOVEMBER
17.30 – 18.00

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18:00-21:00 WELCOME RECEPTION

Offering attendees an opportunity to catch up with old friends and colleagues, as well as forge new contacts,

the official ITIC Welcome Reception is an event not to be missed.

ROOM 1

09:00-10:30 COST CONTAINMENT – THE TRUE PRICE OF US HEALTHCARE

The session will focus on medical provider pricing transparency in the US, where costs are increasing and international insurers are having to deal with higher bills than ever before. Significant numbers of international travel health insurers are reporting that claims from America account for disproportionately high bills compared to the number of tourists and expatriates actually in the US.

While Medicare and Medicaid are benchmarks for the cost of care provided to US domestic patients, is it right that international insurers should use these prices for their own cost containment purposes? With pressure on US hospitals to balance the books and cope with a fast-moving (and potentially paradigm altering) regulatory environment, it is important that travel and health insurance companies are ready to respond to the latest US healthcare trends.

SPEAKERS



Jacquie Schwoerke
Director, International Patient Services, Sharp HealthCare



Jason C. Davis
Healthcare Cost Containment Expert, Jason C. Davis Consulting



Rory O'Gara
Provider Services Network Manager, Allianz Worldwide Care

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Energy



ROOM 2

09:00-10:30 NEPAL: PROBLEMS AND SOLUTIONS

The type of traveller going to Nepal and attempting to climb Everest, among other Himalayan adventures, is changing. Formerly the remit of professional climbers alone, the path to the summit of Everest is now worn down by hordes of tourists, guided by sherpas who endanger their lives to take unfit and ill-equipped holidaymakers to the top. How the travel and health insurance industry can better prepare these travellers for what they are undertaking, and what assistance they need when it all goes wrong, will be examined in this session. The issue of unnecessary helicopter evacuations from Everest – a growing problem, according to travel insurers around the world – will also be under scrutiny in this session.

SPEAKERS



Phil Peart
Managing Director, Centricity CI



Dr Stephen Rashford
*Chief Medical Consultant,
Cover-More Insurance*



Ram Bahadur Nepal Chhetri
*Executive Director,
Alpine Rescue Service Pvt Ltd*

10:30-11:00 NETWORKING COFFEE BREAK

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ROOM 1

11:00-12:30 CRUISE UPDATE

Are relations between cruise companies and the travel health insurers who pick up the pieces after an insured patient has been removed from a cruise ship and left in a local hospital warming at all? Increased understanding from both sides has resulted in improved communication efforts over the past year, which should smooth the path to working together to achieve good patient/client outcomes in all situations where cruise passengers require medical assistance.



SPEAKERS

Steve Williams
*RGN - Director Fleet Medical Ops,
Royal Caribbean Cruises Ltd*



Dr Robert Wheeler
*Chief Medical Officer,
On Call International*



Luis Berraondo
*Senior Travel Underwriting Manager
UK, AIG*

ROOM 2

11:00-12:30 SECURITY OF TRAVELLERS AND EXPATS

In recognition of the fact that the world is becoming more and more dangerous, especially for tourists – whether they are venturing off the beaten track or not – experts in this session will identify the needs of different groups of travellers and demonstrate ways in which assistance companies can meet these safety requirements.



SPEAKERS

Andrew Kain
Security Expert



Rezwan Ali
*Head of Security,
Falck Global Assistance*



Frances Nobes
*Senior Intelligence and Security
Analyst, Red24*

12:30-13:30 NETWORKING LUNCH

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Ace Air & Ambulance is a unique African EMS success story, which makes all Africans and visitors to Africa proud, safe and at peace. We are proud to introduce a first world, pre-hospital care service in Zimbabwe. Equipped with a team of highly qualified staff, our newly established organization precedes its reputation offering a premium quality service aimed to ensure safety to those even in the remotest of areas.

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JAMES HALSTED,
MANAGING DIRECTOR

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A message from James and Mark

"Please come and meet with James and Mark who will be available during the lunch meeting at our display table. Feel free to come and ask us questions, and receive a small gift from Africa from Ace. We look forward to meeting you."



MARK SMYTHE
DIR OF OPERATIONS



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ROOM 1

13:30-15:00 MEDICAL DIRECTORS' FORUM

The focus of the Medical Directors' Forum (MDF) lies firmly on clinical concerns rather than logistical complications. On the agenda will be reports of complex and challenging medical repatriations, which will be discussed and debated to ensure that the global medical assistance industry is continuing its professional

development and improvement. This Forum is an opportunity for medical directors to share experiences, including instances of conflicting interest situations, where industry professionals had to navigate the troubled waters of medical ethics, company interests, and financial constraints.

ROOM 2

13:30-15:00 VARIATIONS IN EXTREME SPORTS COVERAGE

The sheer number of sporting activities that tourists can undertake around the world is daunting for travel insurers, and it seems that every day a new and more dangerous activity is being created for daring tourists to try out. Different risk appetites from insurers can result in confusion for policyholders, with some insurers covering certain activities, and others not. How do travel insurers assess the risks of such activities, and how do the methods of risk assessment result in different ratings for insurance companies?



SPEAKERS

Dan Richards
CEO, Global Rescue



Todd Hancock
*Executive Vice President & COO,
International Medical Group Inc. (IMG)*

15:00-15:30 NETWORKING COFFEE BREAK

ROOM 1

15:30-16:00 INDUSTRY INSIGHTS – PREMATURE TWINS

Premature twins: air transport with classical incubator and/or with Babypod®. Body heat control is one of the key factors that need to be considered when transporting premature babies. During this session, using a heavy classical incubator transport unit will be compared to using a lightweight device such as Babypod®, highlighting the key differences, as well as the pro and cons of both devices, based on a recent air transport of premature twins between Spain and the Netherlands.

SPEAKER



Dr Jean Bottu
*Flight Physician,
European Air Ambulance*

ROOM 2

15:30-16:00 INDUSTRY INSIGHTS – TV REALITY SHOW HELICOPTER CRASH IN ARGENTINA

Following a helicopter crash in northeast Argentina that saw 10 fatalities, including several high-profile French citizens, the Anubis Alarm Center was activated by the Ministry of Foreign Affairs Crisis Center. Starting with an evaluation of local resources/capacities, and local scheme settlement, staff were dispatched to monitor the local operations. Throughout the operation, activities were monitored by both the Paris Alarm Center and Caribbean Center. The involvement of mass media heightened pressure on the team to carry out their duties in a timely and professional manner.



SPEAKERS

Dominic Vernhes
CEO, Anubis Group Holding



Fabrice Kana
COO, Anubis Group Holding

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ROOM 1

09:00-10:30 FRAUD FOCUS

Insurance and assistance companies need to ensure they are at the forefront of fraud investigations. Knowing what scams to look out for, auditing bills, and engaging the services of a professional fraud investigation service, are all weapons that insurers can have in their arsenal to fight the fraudsters. Panellists in this session will identify the latest trends in fraudulent activities in the travel and health insurance sectors around the world, and answer questions submitted by ITIC attendees.



SPEAKERS

Gary Sommerford
Consultant, Larus Consulting



Ann Adams
Audit Sr. Specialist, Enterprise Risk Management, Cigna Corporation



George Paxton
Senior Claims Risk Analyst & Fraud Investigation, AXA PPP International

ROOM 2

09:00-10:30 COVERAGE OF MENTAL HEALTH CONDITIONS

While some travel and health insurance markets have developed sufficiently that travellers with mental health conditions can be covered for an extra premium, in other markets a lack of coverage from insurers means that travellers are heading off uninsured – whether they know it or not. Studies suggest that one in four people can suffer from a mental health problem in their lifetime, and insurers need to be able to perform comprehensive risk assessments on travellers to allow this growing demographic to travel safe in the knowledge that should an episode occur, they are covered for treatment and evacuation.



SPEAKERS

Laura Hilton
Head of Global Health, HTH Worldwide



Peter Hayman
Director, P J Hayman & Company



Dr Suzanne Black
Clinical Psychologist

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10:30-11:00 NETWORKING COFFEE BREAK

ROOM 1

11:00-12:30 EVACUATE OR TREAT? WHEN IS AN AIR AMBULANCE TRANSFER ACCEPTABLE?

The decision to evacuate insured patients immediately, rather than treat them in situ until they are well enough to be repatriated via commercial jet, is not a simple one, encompassing a myriad of different issues. Location of the patient, the quality of healthcare on offer, and the cost of care are just some of the items up for consideration. The cost to the insurer and the needs of the patient have to be balanced in order to result in a satisfactory patient outcome and minimised risk for all involved.



SPEAKERS

Dr Thomas Buchsein
*Medical Director, FAI rent-a-jet AG
(dba Flight Ambulance International)*



Dr Cai Glushak
*Int. Medical Director,
AXA Assistance USA*



Grégoire Ezanno
*Director of Business Development,
APRIL International*

ROOM 2

11:00-11:30 INDUSTRY INSIGHTS - TRANSFER OF CRITICAL CARE/ICU PATIENT ON COMMERCIAL AIRLINER

Traditionally the domain of the fixed-wing air ambulance industry, more and more high-acuity patients are being moved on commercial airlines. While under the care of ICU/critical care flight teams, this review will study the transfer of ventilated patients over long distances on commercial airline stretchers as well as business class seats.

Two cases will be discussed: one from London to Melbourne, where a ventilated patient was transferred on Qantas in business class, along with 250lbs of critical care equipment and a three-person (RN/Medic/MD) team. The second was the transfer of an ICU patient, post cardiac arrest, from Istanbul, using Emirates Airlines, again with full ICU capabilities on a commercial stretcher.

SPEAKER



Graham Williamson
CEO, LIFESUPPORT Patient Transport

11:30-12:30 HOW WELL DO YOU KNOW YOUR AIR AMBULANCE SUPPLIERS?

For insurers and assistance companies, partnering with an air ambulance provider on the other side of the world can be a risky business, especially if they are left with little choice as to provider. There are, however, some stock questions that assistance companies could ask an air ambulance operator to respond to before engaging them to fly a patient home. Experts in this session will identify the main questions that an assistance company should be asking before it pays for the services offered by an air ambulance operator.

SPEAKER



Andy Lee
*International Business Executive,
ER24 Global*

12:30-13:30 NETWORKING LUNCH

ROOM 1

13:30-15:00 CLAIMS AND SUBROGATION

Opportunities for insurers to subrogate claims might occur more frequently than many professionals believe, but first the insurer has to identify the ultimate person or company responsible for the accident or illness. Whether it is an improperly maintained bungee cord, incomplete safety training for scuba diving, or a gastric illness as a result of poor food hygiene in a hotel, travel health insurers often have the chance to recover costs from a third party.

SPEAKERS



Dick Atkins
Legal Counsel, International Recoveries, LLC



Robert Blackwood
VP General Counsel, VP Human Resources, Global Excel Management



Julie Remington
Consultant, TISN

12:30-13:30 NETWORKING LUNCH

Today's lunch drinks are kindly sponsored by **TMH Medical Services, LLC**

ATMH Medical Services, LLC provides westernized Medical and Medevac services around the world. We have hospitals and clinics in Afghanistan and Sierra Leone with a hospital under construction in Djibouti. TMH is able to rapidly deploy medical teams and set up clinics in remote or built up areas. With strategic partnerships with advanced diagnostic laboratories, hospitals and US board certified physicians our deployed teams are able to provide medical care to the highest standards utilizing the latest technologies. TMH Medical Services provides quality healthcare to military and civilian contractors in Afghanistan, Africa and Iraq. We offer primary healthcare, urgent/emergent care, physicals, vaccinations, dental services and have a full laboratory and x-ray on site. TMH has a clinic in Sierra Leone supporting the US Embassy with their Ebola program and other construction projects. In addition to our clinics and hospitals, TMH is able to serve sites in remote and austere environments with single-Paramedic first response.



TMH Medevac division provides bedside to bedside quality care with western based medicine protocols and Medical Direction. Whether providing an Air Ambulance or Commercial Medical Escort to return you to your final destination, TMH Medevac strives to ensure that you or your patients safety and care is second to none. TMH Medevac has performed 600+ medevac missions all around the world in the past 4 years. TMH was also recently awarded the contract to be a NATO global Medevac provider and continues to expand into other areas around the globe.



TOM NAGLE
INTNL. OPERATIONS & DEVELOPMENT

Make sure you visit Tom and Tara at their table-top exhibition situated next to the ITIC Registration booth for the duration of the lunch break.



TARA D'AGOSTO
MEDEVAC DIRECTOR

ROOM 2

13:30-15:00 WORLD MARKETS: WEST AFRICA, MYANMAR, BRAZIL

This session will offer insights into the healthcare and assistance options on offer in various different tourist destinations, in this case West Africa, Myanmar and Brazil.

SPEAKERS



Christian Deloughery
VP International Business Development, Swan Assistance



Dr Dhun Damrongrak
Deputy CEO and Hospital Director, Samitivej Sukhumvit Hospital



Rafael Vasconcellos
Senior Vice-President Medical Affairs, UnitedHealth Group

15:00-15:30 NETWORKING COFFEE BREAK

ROOM 1

15:30-16:00 INDUSTRY INSIGHTS - WING-TO-WING TRANSFER BETWEEN AUSTRALIA AND AUSTRIA

The patient was admitted to the psychiatric ward in Perth hospital for two months prior to the notification of the TAA Alarm Center, showing signs of Dementia and Alzheimer's. The patient was not co-operating with local staff and was extremely agitated and aggressive; therefore the treating doctor was unwilling to declare the patient fit-to-fly. TAA's psychiatrist was sent to Australia to assess the situation and improve the patient's condition through therapy in his mother tongue, German. The patient was assessed and therapy began in compliance with local staff. A therapy plan was established and the patient was declared fit-to-fly on an air ambulance. The TAA Alarm Center decided to organise a wing-to-wing transfer with one of its Asian partners and it was agreed to take the TAA specialised psychiatrist onboard both legs of the mission to ensure continuous care for the patient.

SPEAKER



Claudia Schmiedhuber
Sales Development Officer, Tyrol Air Ambulance

ROOM 2

15:30-16:30 INTERNATIONAL PROVIDERS' NETWORK FORUM

There can be suspicion and distrust between insurers, assistance companies and hospitals, sometimes with good reason! The Forum will provide an ideal platform to compare notes and start a discussion on the issues at play and define best practices in network development and contracting with international

healthcare providers. This is an opportunity to step up as insurers and assistance companies who do work effectively and ethically with providers, to distinguish your company and get involved in shaping a charter that could act as a benchmark when contracting with hospitals in future.

2015 ITIJ Award Finalists

TRAVEL INSURER/UNDERWRITER OF THE YEAR

Sponsored by



ASSISTANCE COMPANY OF THE YEAR



INTERMEDIARY/BROKER OF THE YEAR (INCLUDES OWN BRAND INSURANCE RETAILERS)



AIR AMBULANCE COMPANY OF THE YEAR



COST CONTAINMENT/CLAIMS MANAGEMENT COMPANY OF THE YEAR



MEDICAL PROVIDER OF THE YEAR (INCLUDES MEDICAL ESCORTS AND HOSPITALS)



LEGAL SERVICES PROVIDER OF THE YEAR



ITIJ MARKETING CAMPAIGN OF THE YEAR



ROOM 1

09:00-10:30 EURAMI BOARD MEETING

ROOM 2

09:00-09:30 INDUSTRY INSIGHTS – FAILURE OF INSURANCE COMPANY TO PROVIDE BENEFITS

A young male sailor was injured onboard a ship in Asia. He was operated on in Japan and brought to India by air ambulance for hospitalisation, treatment and further operations. After discharge from hospital in India, and before his next follow up, he developed a minor medical problem. The insurance company refused to cover this.

SPEAKER



Dr Kimberley Chawla
Director, East West Rescue

ROOM 2

09:30-10:00 INDUSTRY INSIGHTS – A SWISS STUDENT IN A BEIJING PRISON

An imprisoned young Swiss student was accused of drug use by a jealous neighbour. After 15 days in a Chinese jail without any communication and diplomatic contact, he was treated against his will for psychiatric disorders. Topics covered during the presentation will include personal and medical aspects of assistance, diplomatic and police interventions, repatriation logistical aspects and insurance coverage.

SPEAKER



Dr Christophe Bron
Medical Director, Touring Club Suisse

ROOM 1

10:00-11:00 PR CRISIS MANAGEMENT

In good times and bad, knowing how to communicate with the media could do travel health insurers the world of good. Whether it's trying to educate journalists about the importance of policyholders declaring all their pre-existing medical conditions and thus being covered for their illness overseas, or simply explaining the benefits of travel insurance, being prepared to communicate with journalists has become an essential part of improving the perception of travel health insurers around the world.

SPEAKERS



Gug Kyriacou
Director, FWD PR



Elliot Lane
Director, FWD PR



23rd ANNUAL ITIC GLOBAL CONFERENCE

~ 2nd-5th November 2015 ~

ATHENS

~ The Megaron Athens Concert Hall ~

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9.30pm EET
5th November
2015



ROOM 2

11:00-11:30 INDUSTRY INSIGHTS – CRUISE ILLNESS RESULTING IN LONG-RANGE REPATRIATION

A senior Australian female travelling on a cruise ship to Gallipoli became seriously unwell on the boat with a suspected stroke, was offloaded in Pyrgos, Greece, and was admitted into a local hospital. The medical report from the cruise ship was vague, further medical reports were not easily obtained, and the local hospital was not able to convey the seriousness of the patient's condition. A local agent was activated in Greece, who was able to upgrade her medical care by moving her to Athens, where she remained for five weeks. Once stable, a medical repatriation on a commercial flight and hospital admission in her home town in Australia were arranged. This case will be examined from an insurer's point of view, looking at how insurers work with assistance companies.

SPEAKER



Michael Blackwell
Head of Travel Claims, WE Assist

11:30-12:00 INDUSTRY INSIGHTS – SOLO TRAVELLER NEEDING END-OF-LIFE REPATRIATION

The insured was in Thailand and was found collapsed and alone. There were no family contacts that could be established but the patient required an air ambulance to Bangkok. Once there, it became clear that the patient was not going to survive and, in the UK, life support would have been switched off, but local law would not allow it. The only options were an air ambulance back to the UK or a prolonged stay in hospital with no possibility of recovery. The assistance company obtained the PMH of the traveller; the underwriter agreed to cover the medical expenses and, in time, the air ambulance. Once home in the UK, the patient was allowed to die.

SPEAKER



Mark Rands
*Head of Intana
(part of Collinson Group)*

ROOM 1

10:30-12:30 EURAMI MEMBERS' MEETING

10:30-12:30 NETWORKING BRUNCH

18:40 TRANSFER TO MEGARON FOR ITIC FINALE DINNER AND ITIJ AWARDS

19:00-23:00 ITIC FINALE DINNER FEATURING THE ITIJ AWARDS 2015

Say "ITIC" ^{#LookingSharpITIC}

Team ITIC, in collaboration with Sharp Healthcare present you with a challenge - a selfie challenge!

The idea is simple enough: take as many exciting selfies as you desire using the Sharp HealthCare sponsored selfie stick found in your bag, and you could see yourself up on the big screen during the ITIC Finale Dinner.

The delegate with the best selfie will win a free registration for ITIC Global 2016 in Berlin!

To see your smiling faces on the big screen, simply Tweet your photo to:

@iticonline using **#LookingSharpITIC**

If you don't have Twitter, just email your photos to **info@itic.co** and we'll ensure your photos are up there with the best of them.

The winner will be announced in the official thank you letter from Team ITIC after ITIC Global.

So get your cameras ready, start practicing your best pout, and get snapping!

