

 **AMERICAS**

P A N A M A

3-5 March 2024 | Sofitel Legend Casco Viejo



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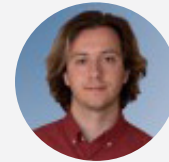
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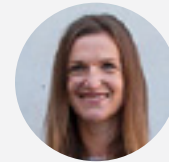
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aia@anubisgroup.org

MEET THE ITIC TEAM



Brandon Bondsfield
Event Manager
ITIC



Sophie Edwards
Head of Events
ITIC



Helen Watts
Head of Global Partnerships
ITIC

MODERATORS



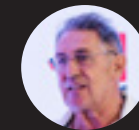
Ian Cameron
CEO
Voyageur Group



Marc Banting
COO
Voyageur Group

ITIC AMERICAS COMMITTEE 2024

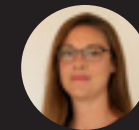
Our thanks go to the ITIC Americas 2024 Advisory Committee, who have given time and expertise in helping us to shape the agenda for this year's event.



Ian Cameron
Committee Chairman



Marc Banting
Voyageur Group



Mandy Langfield
Voyageur Publishing & Events



Sergio Abril
Sergio Abril Consulting



Salvador Belilty Haro
Logimedex



David Ewing
Jackson Memorial Hospital



Gigi Galen
Star Healthcare



Lauren Gumpfort
Faye Travel Insurance



Edmund Santiago
Redbridge



Susan Yates
Falck Global Assistance



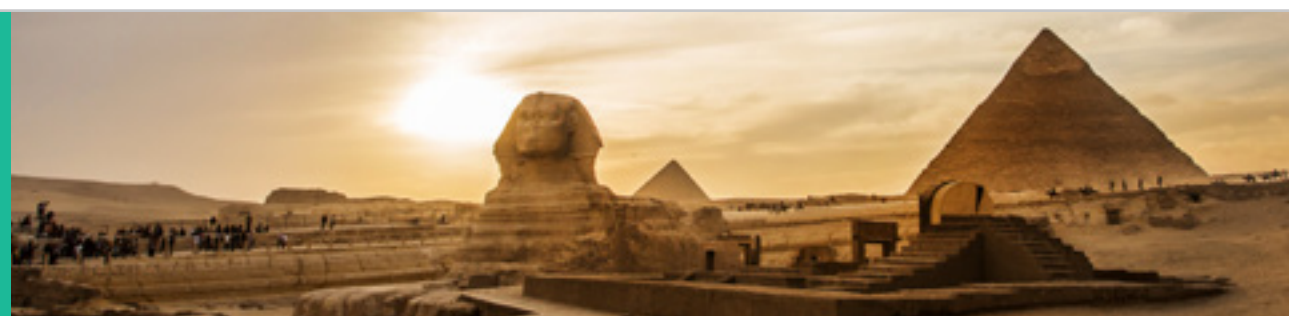
Brief Agenda

Sunday 3 March

- 10:00–14:00 Hospital Tour – The Panama Clinic
- 16:00–18:00 Early Conference Registration opens
- 18:00–20:00 ITIC Americas Welcome Party sponsored by Redbridge and The Panama Clinic

Monday 4 March

- 08:00–09:00 Conference Registration & Welcome Coffee sponsored by Nicklaus Children's Hospital
- 09:00–09:30 Insights into the Panamanian healthcare system
- 09:30–10:30 Cruise trends and assistance challenges
- 10:30–11:00 Networking Coffee Break sponsored by Hospital Serena del Mar / Fundación Santa Fe de Bogotá
- 11:00–12:00 Using technology to meet the needs of Gen Z travellers – the potential and the pitfalls
- 12:00–13:30 Repatriation vs treatment in situ – centres of medical excellence in the Caribbean/ Central America
- 13:30–15:00 Networking Lunch
- 15:00–16:00 Exhibitors' Cocktail Hour sponsored by Air Ambulance Worldwide



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21–23 APRIL 2024

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Brief Agenda

Tuesday 5 March

- 08:00–09:00** Conference Registration & Welcome Coffee sponsored by Nicklaus Children's Hospital
- 09:00–10:30** Customisation of policies for niche groups
- 10:30–11:15** Networking Coffee Break
- 11:15–11:45** Travel risk deep dive
- 12:00–13:30** Adventure travel – a growth industry, but what are the implications?
- 13:30–14:30** Networking Lunch sponsored by UHealth International
- 19:00–23:00** ¡Adios Panama! – Farewell Dinner
Entertainment sponsored by UHealth International

Travel Assistance from Redbridge. AMERICAS 3–5 MARCH 2024 PANAMA

Redbridge Assist offers you access to the Travel Assistance Program for the amount of US\$10,000 for medical and travel emergencies during your ITIC trip to Panama.

The travel program provides assistance services to travelers, 24/7, due to emergency situations occurring during a trip abroad.

Emergency medical services | Covid-19 cover | Baggage delay or loss

For full details of cover, find the travel assistance program certificate in the ITIC APP.

IN CASE OF EMERGENCY CONTACT US 24/7 AT:
Toll Free: +1.800.785.4154 | Collect Call: +1.305.537.1145
WhatsApp: +1.786.653.3717 +1.305.537.1145
WhatsApp: +1.786.653.3717 +1.305.537.1145
Email: service@redbridgeassist.com



Consumers face multiple healthcare risks around the world:
What are you doing to help them?



Learn More!

Technology presents pitfalls and potential:
How are you using it?

Niche groups want custom policies:
What are you offering them?

We create ***Customizable, comprehensive, health risk management solutions***



*Digital Nomads,
Leisure & Business Travel*



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*Domestic Healthcare in Mexico,
Indonesia, and the USA*

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 <p>PROUD SPONSOR OF THE Coffee Break</p>	 <p>PROUD SPONSOR OF THE Conference Bags</p>	 <p>PROUD SPONSOR OF THE Badges and Lanyards</p>	 <p>PROUD SPONSOR OF THE Notepads & Pens</p>
 <p>Jackson INTERNATIONAL <i>Miracles made daily.</i></p> <p>PROUD SPONSOR OF THE ITIC App</p>	 <p>LAAS Medical Care</p> <p>PROUD SPONSOR OF THE Coffee Cups</p>	 <p>Nicklaus Children's Hospital Global Health</p> <p>PROUD SPONSOR OF THE Registration Desk</p>	 <p>THE PANAMA CLINIC</p> <p>PROUD CO-SPONSOR OF THE Welcome Party and Room Gift</p>
 <p>prime nursing care® land sea air</p> <p>PROUD SPONSOR OF THE Attendee Lists</p>	 <p>Cuántico 10 YEARS Assistance services</p> <p>PROUD SPONSOR OF THE Networking Lounge</p>	 <p>Redbridge®</p> <p>PROUD CO-SPONSOR OF THE Welcome Party and Travel Assistance</p>	 <p>UHealth INTERNATIONAL</p> <p>PROUD SPONSOR OF THE Tuesday Lunch & Farewell Dinner Entertainment</p>




UK BOURNEMOUTH Hilton, Bournemouth
8-9 MAY 2024




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140+
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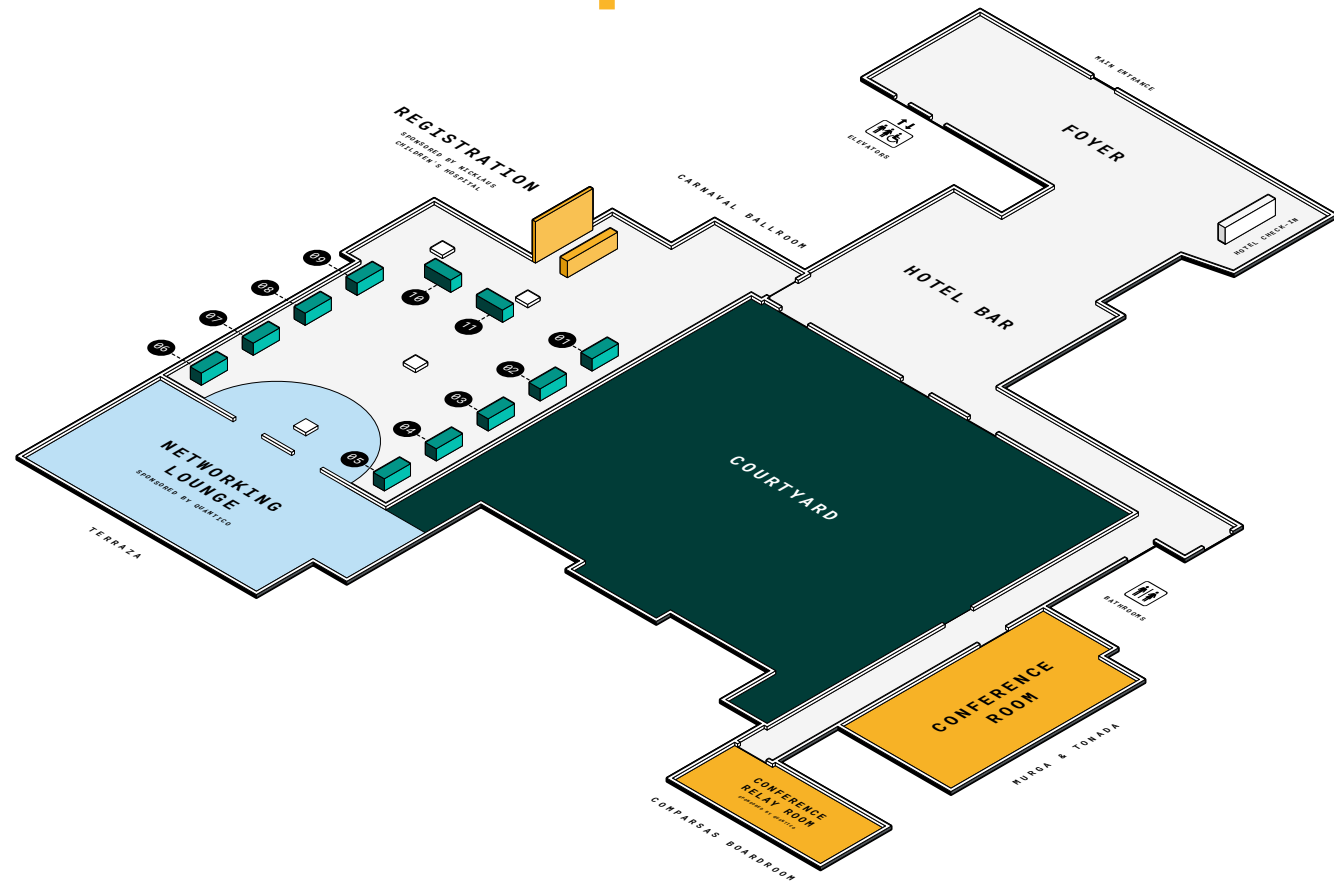
Policyholder or patient in Brazil receives bill in USD


Without Flywire
Forced to navigate FX, high fees, short pay to insurer


With Flywire
Selects currency and payment method, sees payment in full, pays, receive full amount

MEET THE EXHIBITORS

Event floorplan



Exhibitors



BOOTH 01
World Travel Assist by Has



BOOTH 02
The Panama Clinic



BOOTH 03
Northwestern Medicine



BOOTH 04
Clinica Imbanaco



BOOTH 05
TMCA Group Corp.



BOOTH 06
Sunwest Aeromedical



BOOTH 07
Nicklaus Children's Hospital



BOOTH 08
Sunbelt Health Partners



BOOTH 09
MedOne Assistance



BOOTH 10
Hospital Serena del Mar / Fundación Santa Fe de Bogotá



BOOTH 11
Dana-Farber Cancer Institute



VIENNA

10-14 NOVEMBER 2024 | HILTON VIENNA PARK, VIENNA

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Join us in Vienna to share best practice, gain valuable market insights and showcase the best of your company at ITIC Global – the industry's biggest gathering, where payers and providers meet to do business.

Stay up to date with ITIC Global 2024 and register your interest today!



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MEET THE EXHIBITORS

World Travel Assist by Has

WTA by HAS is a North American company with 23+ years of experience specializing in travel assistance, insurance, risk management, and cost containment. We provide personalized, flexible, and innovative products, serving as a strategic ally for over 100 clients globally.

EGD offers comprehensive technological solutions for healthcare companies, streamlining care processes, cutting costs, and enhancing the overall medical care experience. Specializing in health management and innovation, we leverage technology to ensure safe and seamless experiences for clients, bridging distances through efficient application and system utilization.

TABLE-TOP 01



REPRESENTED BY

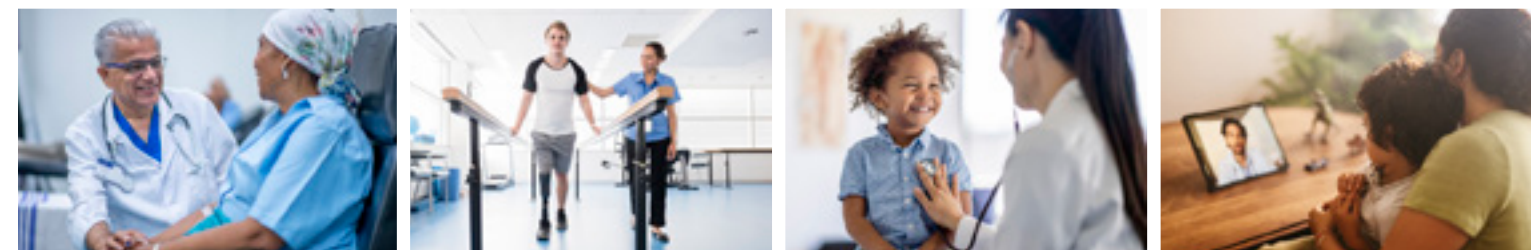


Sabrina Morales
WTA by Has COO



Agustin Agüero
EGD COO

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Atrium Health is a trusted destination for patients from around the world. As a leading academic learning health system, we combine renowned care across specialties and some of U.S. News & World Report's Best Hospitals with the groundbreaking clinical trials and cross-disciplinary research of Wake Forest University School of Medicine.

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We believe excellent care should know no borders.



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MEET THE EXHIBITORS

The Panama Clinic

At the forefront of innovation, our esteemed institution is centrally located in Panama, meticulously designed to cater to the intricate needs of our international and local clientele.

The inception of The Panama Clinic stems from a deeply personal journey—a family’s dedication to caring for their elderly loved ones amidst the challenges of travel. Every facet of our facility reflects the heartfelt passion and attention to detail inspired by this familial commitment.

Welcome to The Panama Clinic, We take care of you and your loved ones.

“Welcome to The Panama Clinic, where excellence meets compassion. We are honored to have you at table-top#2”

Northwestern Medicine

Northwestern Medicine is an integrated academic health system anchored by Northwestern Memorial Hospital, the only Illinois hospital on the national Honor Roll for 12 straight years and nationally ranked in 11 clinical specialties, as ranked by the U.S. News & World Report 2023 – 2024 Honor Roll of America’s Best Hospitals. We provide patients with access to world-class medical care, delivered in state-of-the-art facilities offering leading-edge treatment options.

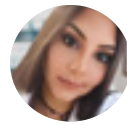
We have more than 4,000 physicians on the medical staff of our 11 hospitals, with more than 300 outpatient clinical sites and more than 33,000 employees. Northwestern Memorial Hospital is nationally ranked* in 11 specialties, including Gastroenterology and GI Surgery, Neurology and Neurosurgery, and Cardiology, heart, and vascular surgery. At the heart of our success is collaborative care among a multidisciplinary team of physicians who are committed to delivering better medicine to patients from around the world.

TABLE-TOP 02



THE PANAMA CLINIC

REPRESENTED BY



Dr. Andrea Meza
International Medical Coordinator



Manuel Molina
International Business Analyst

TABLE-TOP 03



REPRESENTED BY



Jessica Morrissey
Director, International Relations



Susan Helfrich
Director, Operations



Welcome to The Panama Clinic, where excellence in healthcare meets genuine warmth and compassion. Nestled in the heart of Panama, our clinic stands as a beacon of hope and healing for all who walk through our doors. With a dedicated team of medical professionals, cutting-edge technology, and a commitment to personalized care, we strive to provide our patients with the highest standard of treatment in a comforting and supportive environment.

At The Panama Clinic, we understand that every individual is unique, which is why we tailor our services to meet the specific needs of each patient. Whether you’re seeking routine medical care, specialized treatment, or simply a comforting hand to guide you through your healthcare journey, you can trust that you’re in capable and caring hands.

Beyond our medical expertise, we take pride in fostering a sense of community and belonging among our patients and staff. Here, you’re not just a number on a chart – you’re a valued member of our family. From the moment you step foot into our clinic, you’ll be greeted with smiles, kindness, and a genuine desire to help you feel your best.

Thank you for considering The Panama Clinic for your healthcare needs. We look forward to welcoming you with open arms and providing you with the exceptional care and support you deserve. Welcome to The Panama Clinic family!

We take care of you and your loved ones



MEET THE EXHIBITORS

Clinica Imbanaco

We are a clinic with 47 years of experience giving healthcare services and providing well-being to people, with a vision of medicine based on personalization, closeness, and connection with the patient, offering highly complex diagnoses, procedures and treatments. More than 900 medical professionals from different specialties and subspecialties, performing more than 25.000 surgical procedures per year in neurosurgery, oncology, orthopedics, cardiovascular surgery, and transplants, among others, that converge with advanced technology, a prestigious team of professionals, a valuable research and teaching vocation and a management model based on a solid commitment to quality.

Our objective is to preserve health and life with a vocation for service, providing care with a human sense and excellence to create a quality and person to person experience.

We are part of the Quirónsalud group, a leading company in Spain with more than 60 years of experience and commitment to quality and innovation. Our staff has 4,000 persons at the service of patients, preserving our values that have transcended from generation to generation and are maintained, even when the environment is changing:

- Vocation of Service, because each patient is unique
- Excellence and security to provide confidence
- Integrity, we are coherent, transparent and respectful
- Teamwork, because together we achieve better results

TMCA Group Corp.

TMCA Group Corp offers our clients and their customers cost containment and assistance services worldwide 24/7/365. With over 30 years experience and knowledge in the international travel health industry TMCA provides travelers with extensive healthcare solutions and peace of mind wherever they go. TMCA has direct access to over 1 million healthcare providers as well as prescription plan benefits. Claims are managed through affiliations with national and specialty networks, negotiations and audit services. The core of TMCA is built on customer satisfaction, reliability and dedication.

“As a first-time exhibitor we’re looking forward to experiencing all that ITIC Americas has to offer. This will be an opportunity for us to learn from each other and grow together. We’d like to invite you to meet with us during ITIC at table #5. We hope the conference is productive for all attendees and look forward to meeting with you!”

TABLE-TOP 04



Oficina Internacional

REPRESENTED BY



Liliana Maria Patiño Florez
Gerente Comercial Clinica Imbanaco



Dra Maria Fernanda Valencia Gamba
Director International Office Quironsalud

TABLE-TOP 05



REPRESENTED BY



Chrystal Wharton
CEO



Sonny Reyes
Account Manager

Redefining assistance in Latin America

MEDICAL ASSISTANCE

#HEALTHCARE

Join us in commemorating a significant milestone as LAAS Medical Care proudly celebrates five years of unwavering commitment to excellence in assistance services. Based in the vibrant city of Cartagena, Colombia, our esteemed team brings over 15 years of collective experience in delivering unparalleled assistance to global insurances and their valued patients.

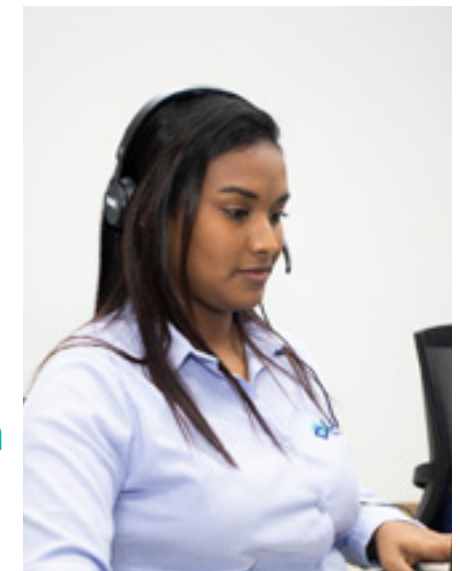


Over the past half-decade, we have dedicated ourselves to fostering growth, refining processes, and expanding our network of service providers, all while maintaining an unyielding focus on patient well-being. Beyond healthcare, LAAS Medical Care offers comprehensive solutions to complex logistical challenges, ensuring seamless experiences for every individual under our care.

As we mark this occasion, our focus remains steadfast on fortifying our processes, nurturing our network, and enhancing service delivery. Through heightened standardization and transparency, we empower continuous improvement, elevating the experience for our cherished clients.

Join us as we embark on the next chapter of excellence, where innovation meets compassion, and every patient receives the highest standard of care. At LAAS Medical Care, we don't just provide assistance -We redefine it.

“Celebrate 5 Years of Excellence with LAAS Medical Care!”



- Laas Medical Care
- @laasmedicalcare_
- Laas Medical Care



MEET THE EXHIBITORS

Sunwest Aeromedical

When repatriating a loved one or transporting a clinically ill patient, experience is critical. We know, because members of our critical care flight team have over 25 years of experience and complete an average of 95 medical flights each year. With access to a diverse fleet of aircraft, we can choose the right crew and aircraft for every situation. Operating globally from western Canada, Sunwest Aeromedical is a premium, full-service patient transport solution.

“Welcome to ITIC Americas. We invite you to meet our dynamic team at the Sunwest Aeromedical booth. Explore innovative solutions, discuss industry trends, and discover future collaborations. Looking forward to engaging conversations and fruitful connections.”

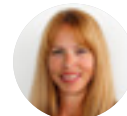
TABLE-TOP 06



REPRESENTED BY



Brent Gateman
Aeromedical Manager



Kari Denike
Flight Nurse CFRN

Nicklaus Children’s Hospital

Florida’s Leading Children’s Hospital and One of the Nation’s Best for nearly 75 years!

Formerly known as Miami Children’s Hospital – Nicklaus Children’s is South Florida’s only licensed specialty hospital exclusively for children, with 307 beds, nearly 800 attending physicians and more than 390 pediatric subspecialists and serving patients from over 119 countries. Nicklaus Children’s Hospital serves as an international referral center for children with complex care needs and is renowned for excellence in all aspects of pediatric medicine, with many programs routinely ranked among the nation’s best by U.S. News & World Report. 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.

Nicklaus Children’s Hospital was recognized as the first pediatric program to meet the high standards of the Global Healthcare Accreditation Program (GHA), a distinction earned through our accomplishments in the international arena through our efforts and pursuit of excellence in patient care.

Visit: Nicklauschildrens.org

TABLE-TOP 07



REPRESENTED BY



Teresita Lopez
Director Global Health



Lucienne Wallner
Business Development Liaison



Bringing hope to families across the globe

At Nicklaus Children’s Hospital, we don’t hesitate to make the impossible possible and bring hope to families around the world.



Conveniently located in Miami, the 307-bed hospital has more than 475 pediatric subspecialists and is recognized for its excellence in all aspects of pediatric medicine, with

many subspecialty programs consistently ranked among the best pediatric hospitals of the United States by *U.S. News & World Report* magazine.

If your child needs complex surgery with a specialist, or has a rare condition that requires our services, the multilingual staff at Nicklaus Children’s Global Health offers expert coordination in each step of the care journey, including follow up with your local medical team.



nicklauschildrens.org/GlobalHealth
To contact us call (+1) 305-662-8182 or email globalhealth@nicklaushealth.org

MEET THE EXHIBITORS

Sunbelt Health Partners

Sunbelt Health Partners has provided international receivables management services to providers around the world since 1994. We manage billions of dollars of hospitals' international accounts receivable. Sunbelt continues to provide clients guidance and clarity through the many changes brought about by international healthcare consumers, international healthcare underwriters and networks, as well as the impact of U.S. based payers in the international marketplace.

By combining the most historically successful revenue recovery tools, experienced claim adjudication experts, attorneys, and clinicians Sunbelt Health Partners is a worldwide leader in the healthcare receivables management.

“Please stop by our booth to hear more information and get any questions answered. We look forward to meeting you and hope everyone has a safe, enjoyable time in Panama.”

TABLE-TOP 08



REPRESENTED BY



J. Matthew Vines, Esq.
VP & Managing Attorney



Julie Wolff
Senior VP

MedOne Assistance

MEDONE was born with the sole purpose of offering outpatient medical care as a solution to the necessities of travel insurance companies and/or their individual users.

We provide medical, health-related and administrative solutions through our highly specialised team of healthcare professionals and consultants. MOA offers you the most complete medical response services on the Island. Our team is ready to assist you 24/7.

“We look forward to meeting our partners in ITIC Panama 2024, betting on the strengthening of the industry in the Dominican Republic, we will be waiting for you to share our passion for service and business at table-top #9

DOESN'T MATTER WHERE YOU ARE, MEDONE HAS YOUR BACK!”

TABLE-TOP 09



REPRESENTED BY



Alex Rodriguez Serrata
Operations Director / Co-founder



Dr. Brenda Herrera
Medical Director / Co-Founder



One-call solution for all your requests for medical services in  

Partner with the largest & most reliable medical service provider for all travelers in Mexico & Dominican Republic



always patients first

7 medical centers | **over 92** partner hospitals | **over 186** medical doctors & medical professionals | **over 2825** surgeries performed | **over 42,600** satisfied patients

Partnership Opportunity

A smart alliance with industry-leading companies will be highly advantageous and mutually beneficial. Let's explore partnership opportunities to ensure a prosperous and long lasting venture commencing in 2023.

Strategic Growth

We are dedicated to reaching mutual goals and objectives to secure a competitive edge in providing excellent medical care. We guarantee our commitment to the success of all our partners.

Book a Meeting

It would be mutually beneficial to schedule a meeting, in person or virtually, to discuss the opportunity for our partnership. We are looking forward to the next step.

SCAN QR CODE WITH YOUR MOBILE CAMERA



Book A Meeting

Business Card

Learn More



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MEET THE EXHIBITORS

Hospital Serena del Mar / Fundación Santa Fe de Bogotá

Hospital Serena del Mar is operated by Fundación Santa Fe de Bogotá, a leading hospital in Latin America, accredited nationally and internationally by ICONTEC – ISQua, by the Joint International Commission for care, quality and safety; and by Planetree for person-centered care.

We are a high complex hospital located in Cartagena, Colombia, that provides comprehensive person-centered medical care with the highest scientific and technological quality. The hospital seeks to enhance natural light, so that each space provides patients, their families, and our collaborators with an ideal environment for their optimal recovery, framed in a positive and healing atmosphere.

The Fundación Santa Fe de Bogotá-Colombia is a highly complex hospital, a leading private social organisation and a positive influencer in the health sector. Fundación Santa Fe de Bogotá contributes to the wellbeing of people and communities, which is why we reinvest all our profits in medical technology, research, and technological infrastructure. With more than 50 years providing services with the highest ethical, scientific, human and technological standards. The Fundación Santa Fe de Bogotá bases its action on three fundamental pillars: health services, education and knowledge management, and population health. Our highest quality standards are certified by Joint Commission International, Planetree-person centered care and Isqua.

TABLE-TOP 10



REPRESENTED BY



Aishell Sanchez
International Market Manager



Viviana Betancourt
International Market Manager

Dana-Farber Cancer Institute

Dana-Farber Cancer Institute is committed to providing adults and children with cancer with the best treatment available today while developing tomorrow's cures through cutting-edge research. Located in Boston, MA, Dana-Farber is a Harvard Medical School Teaching Hospital and a founding member of Dana-Farber/Harvard Cancer Center, an NCI-designated Comprehensive Cancer Center. Dana-Farber Cancer Institute is one of the nation's top academic recipients of grant funding from the NCI and offers over 1,100 clinical trials. What we do here, changes lives everywhere.

"We are looking for opportunities to collaborate with oncology providers and payors to better support cancer patients in Latin America and the Caribbean."

TABLE-TOP 11



REPRESENTED BY



Heather Cloran Dilorenzo
Senior Director, Commercial and Market Alliances



Adriana Perilla Glen
Senior Program Manager

Two Countries Serving One World

We are ready to assist and repatriate patients globally.



Prime Nursing Care | e: Contact@PrimeNursingCare.com
USA: t: +1 754 999 0460 | 1915 Harrison Street, Suite 100, Hollywood, FL 33020, USA
Europe: t: +41 44 887 7463 | Oberfeldstrasse 14, 8302 Klotten, Switzerland

professional reliable international multilingual ethical

Don't miss out
on making
connections at
ITIC Americas



Medical excellence
for a **global community**



In three hours or less, anyone in the Caribbean, Mexico, and near South Florida can receive treatment at Jackson—a top U.S. hospital specializing in high-risk and catastrophic medical services. Doctors and patients from around the world choose us to assist with complex cases for our expertise, technology, and our concierge service to help with travel in your time of need.

Join our growing international network.
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Share your updates and activities with fellow attendees



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



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WORLD CLASS HEALTHCARE IN CARTAGENA, COLOMBIA



Contact us
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international@chsm.com



Fundación
Santa Fe de Bogotá

Comprehensive Oncology for all

Wider coverage, soother spaces,
innovative technologies and
targeted therapy, and quicker
recoveries.

We have increased the capacity of our Cancer Institute to 19 outpatient offices, with more space for ambulatory care, and 34 chemotherapy suites.



CONTACT US:
INTERNATIONAL PATIENT OFFICE

The Cancer Institute of Fundación Santa Fe de Bogotá Renews Itself

Where patients with cancer and their families are the focus of attention.

All around and multidisciplinary care for the prevention, diagnosis, and treatment of cancer:

- Radiotherapy, chemotherapy, intensive and palliative care services.
- Cancer oriented specialties such as oncological dermatology, reconstructive plastic surgery and general oncology.
- Ancillary therapies including nutrition, physical therapy and integrative oncology.
- New radiotherapeutic technology with the Radixact X9 with Synchrony.

Radixact X9 with Synchrony

This new technology allows for:

- Delivering the prescribed dose with a sub-millimetric precision.
- Quicker, ambulatory and more comfortable sessions.
- Treating tumors that are not easily reachable through traditional radiotherapy methods.
- Following the contour of the tumor, preserving surrounding healthy tissue.



Located in Cartagena, No. 1 tourist destination in Colombia.



Strategic location, just fifteen-minute drive from the Walled City.



Healing architecture to provide wellness and therapeutic recovery.



Collaboration with the #1 ranked hospital in the U.S. for orthopedics (*). The only HSS collaboration in Latin America.

Executive Check-ups, Cancer Institute, Orthopedics (*), Neurosurgery, Bariatric Surgery, Cardiovascular Unit, among others.



www.hospitalserenadelmar.com



New Ambulatory Building

In December 2023, the Fundación Santa Fe de Bogotá inaugurated a 12 story building with a specialized focus on ambulatory care, ensuring a better experience for patients and their families.

More than 37 specialties are served in spaces with innovative architecture.

www.fundacionsantafedebogota.com

SUNDAY 3 MARCH 2024

Sunday



10:00 Hospital Tour – The Panama Clinic

–
14:00
THE PANAMA CLINIC

The Panama Clinic invites you to take a tour of their hospital, where they proudly showcase their state-of-the-art equipment and industry-leading practices.

THE PANAMA CLINIC TOUR

10:00–14:00 Sunday 3 March

The Panama Clinic is delighted to have the opportunity to showcase the compassionate care and cutting-edge facilities that define our institution.

We look forward to welcoming you!



THE PANAMA CLINIC



16:00 Early Conference Registration open

–
18:00
CARNAVAL BALLROOM

18:00 ITIC Americas Welcome Party sponsored by Redbridge and The Panama Clinic

–
20:00
AMMI BAR, SOFITEL LEGEND

Get ready to kick off ITIC Americas in style! You won't want to miss the incredible Welcome Party at AMMI, the Sofitel Legend's brand new rooftop bar, where you'll have the chance to meet all of your fellow attendees. We'll see you there!

Redbridge®



THE PANAMA CLINIC

AMERICAS

WELCOME PARTY

18:00–20:00

Join us at AMMI, the Sofitel Legend's brand new rooftop bar, to start ITIC off in legendary style!

THE ADVENTURE BEGINS...

MONDAY 4 MARCH 2024

Monday



08:00 - 09:00 Conference Registration & Welcome Coffee sponsored by Nicklaus Children's Hospital



CARNAVAL BALLROOM

Start your day at ITIC Americas right. Chat with fellow attendees and grab a coffee in the exhibition area.

09:00 - 09:30 Insights into the Panamanian healthcare system

MURGA TONADA CONFERENCE ROOM

Dr Aponte will share how international insurers and medical assistance companies can get the most out of the local healthcare system, ensuring quality care at a reasonable price.

SPEAKERS



Dr Maria Cecilia Aponte
International Business Director
The Panama Clinic

09:30 - 10:30 Cruise trends and assistance challenges

MURGA TONADA CONFERENCE ROOM

In this session, we will seek to answer multiple questions: is the cruise industry recovered from Covid, are there any different health protocols in place for passengers, and what strides forward have been made with regard to medical care and staffing levels onboard ships? When it comes to where people are heading to, what trends are providers seeing, and what challenges might this bring for assistance companies?

SPEAKERS



Joseph Scott
Senior Director, Fleet Medical Operations
Carnival Corporation



Alberto Santos
General Manager
MAWDY Honduras

10:30 - 11:00 Networking Coffee Break sponsored by Hospital Serena del Mar / Fundación Santa Fe de Bogotá

CARNAVAL BALLROOM

Get refreshed and take a moment to chat with fellow attendees and the ITIC Americas exhibitors



PUSHING MEDICINE

FORWARD

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MILLER SCHOOL
of MEDICINE

MONDAY 4 MARCH 2024

11:00 - 12:00 **Using technology to meet the needs of Gen Z travellers – the potential and the pitfalls**

MURGA TONADA CONFERENCE ROOM

This session will delve into multiple facets of tech and how it's being used to optimise the customer experience for the next generation, as well as consider what the potential pitfalls might be, and what regulatory guidance is in place for insurers as well.

SPEAKERS



Dr Aldiona Kerri
Medical Project Manager
Europ Assistance



Flavio Ortolano
Chief Information Officer
TuGo

12:00 - 13:30 **Repatriation vs treatment in situ – centres of medical excellence in the Caribbean/Central America**

MURGA TONADA CONFERENCE ROOM

The Caribbean has many remote and beautiful options for travellers to explore off the beaten track, but when it comes to medical care, where should travellers be sent for quality care at a reasonable price?

SPEAKERS



Lidia C Acosta Suarez
International Service Manager
Hospital General de la Plaza de la Salud



Soraia Arroyo Lynch
Vice President of Business Development & Client
Accounts
GMMI



Ilan Geva
Head of Strategy and Americas Region
Vmarsh Healthcare



ITIC APAC BANGKOK Mandarin Oriental, Bangkok
16-18 JUNE 2024

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MONDAY 4 MARCH 2024

13:30 **Networking Lunch**

AMMI BAR, SOFITEL LEGEND

15:00

Enjoy some local cuisine while continuing your meetings and discussions.

15:00 **Exhibitors' Cocktail Hour sponsored by Air Ambulance Worldwide**

16:00

CARNAVAL BALLROOM

After the sessions have ended for the day, meet our exhibitors with a complimentary cocktail in hand and get networking in the Exhibition Hall!



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TUESDAY 5 MARCH 2024

Tuesday





08:00
-
09:00

Conference Registration & Welcome Coffee sponsored by Nicklaus Children's Hospital

CARNAVAL BALLROOM

Get refreshed and take a moment to chat with fellow attendees and the ITIC Americas exhibitors.



09:00
-
10:30

Customisation of policies for niche groups

MURGA TONADA CONFERENCE ROOM

A session dedicated to policy development and updates, examining how insurers are meeting the needs of these groups from a policy design perspective. Furthermore, assistance companies can share how network design should be adapted to the needs of different demographics.

SPEAKERS

 <p>Noam Baruch Head of Passport to Healthcare Aetna International, a CVS Health company</p>	 <p>Victor Navarro President Global Excel Latin America</p>
 <p>Rocio del Rio Network Provider Specialist Falck Global Assistance</p>	

10:30
-
11:15

Networking Coffee Break

CARNAVAL BALLROOM

Get refreshed and take a moment to chat with fellow attendees and the ITIC Americas exhibitors.


11:15
-
11:45

Travel risk deep dive

MURGA TONADA CONFERENCE ROOM

An opportunity to really go in-depth into the risks facing travellers around the world.

SPEAKER

 <p>Dale Buckner President & CEO Global Guardian</p>	
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We Know A Lot About Uniting Two Worlds



**AIR AMBULANCE
WORLDWIDE**

UPLIFTING CARE. OUTSTANDING SUPPORT.

TUESDAY 5 MARCH 2024

12:00 Adventure travel – a growth industry, but what are the implications?

MURGA TONADA CONFERENCE ROOM

–
13:30

What are the latest trends and statistics surrounding adventure travel – are people seeking ever more extreme experiences from their holidays? If so, what are the implications for insurers in terms of risks, and are policies keeping up with the coverage demands?

SPEAKERS



Daniel Durazo
Director, External Communications
Allianz Partners USA



Ivan Eskildsen
Advocate for Regenerative Development | Former
Minister of Tourism



Edmund Santiago
Chairman & CEO
Redbridge

13:30 Networking Lunch sponsored by
UHealth International



–
14:30

AMMI BAR, SOFITEL LEGEND

Enjoy some local cuisine while continuing your meetings and discussions.

19:00 ¡Adios Panama! – Farewell Dinner. Entertainment
sponsored by UHealth International



–
23:00

RUINAS DE LE COMPANIA

End ITIC Americas with a bang and take advantage of your final chance to network. Join us for the Farewell Dinner at the breathtaking Ruinas de la Compania!



ITIC AMERICAS MIAMI Royal Palm South Beach Miami, Miami
2-4 MARCH 2024



ITIC AMERICAS
3-5 MARCH 2024
PANAMA

Farewell
DINNER

TUESDAY 5 MARCH 19:00-23:00

Join us at Ruinas de la Compañía de Jesus,
Hotel La Compañía

ENTERTAINMENT SPONSOR



OPEN BAR – LIVE MUSIC – ENTERTAINMENT – PANAMANIAN DELIGHTS

What to do and where to go in Panama City

ITIC Americas 2024 takes us to the Sofitel Legend hotel in the historic, colourful neighbourhood of Casco Viejo. *Alysia Cameron-Davies* suggests how to make the most of your time in the city

One of Panama City's most interesting locations, Casco Viejo, also known as Casco Antiguo or the old quarter, is a UNESCO World Heritage site. When you leave your hotel, explore the cobblestone streets and discover the colonial architecture, lively plazas, and fantastic gastronomy. Here we suggest places you may like to visit during your stay in the city.

RESTAURANTS AND ROOFTOP BARS

Santa Rita in the Casco Viejo district is the perfect place to sample the flavours of Spanish tapas fused with Argentinean cuisine.

Another great choice is Mahalo Cocina y Jardin, which specialises in international gastronomy centred around healthy dishes, and has a great cosy atmosphere.

A short distance from the Sofitel hotel you can find several lively rooftop bars with restaurant facilities offering food, cocktails, panoramic views, and sometimes live music. The best spots include: Sama Sky Lounge; Tantaló; CasaCasco; Lazotea; and El Faro del Casco Antiguo (the Old Lighthouse). Panaviera Sky Bar at the Ocean Casino is located on the 66th floor of the PH TOC International Hotel &

Tower, and is the highest rooftop bar in Central America. At the weekends, live music and a DJ create a vibrant atmosphere. Bar-style food and appetisers are available.

Outside of Casco Viejo, Maito is ranked sixth on the 2023 Latin America's 50 Best Restaurants list. The diverse menu boasts

a fusion of flavours influenced by Panama's multicultural culinary scene.

If you fancy a new concept in Japanese signature cuisine, Salvaje could be a great choice. Translating as 'Wild' in English, this venue is exactly that – a unique dining experience. Indulge in sushi and Japanese-



inspired dishes while staff perform energetic dances, dressed in costume, accompanied by a DJ.

For an Italian fine dining experience with a spectacular seafront view, make your way to La Vespa Vistamare. Or, if you prefer French cuisine, La Boucherie is a popular option.

HISTORY AND CULTURE

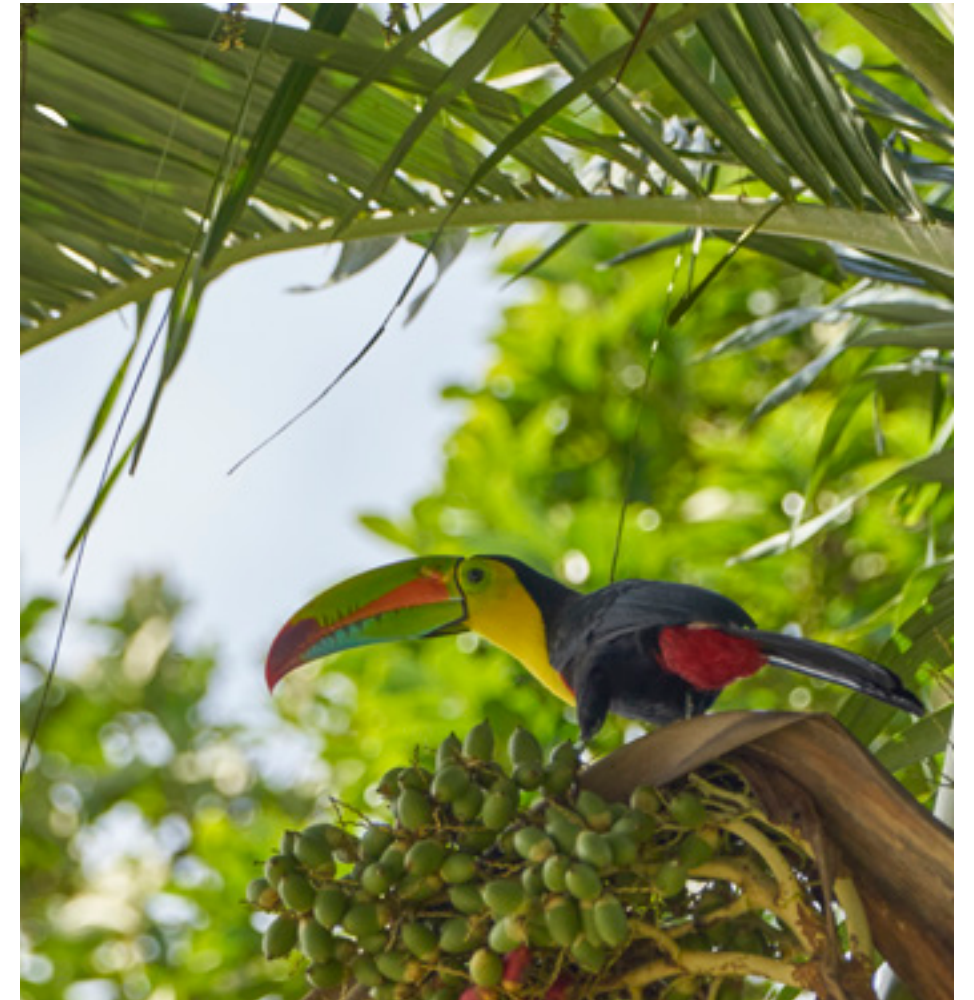
As well as great gastronomy, Panama City has a dynamic cultural scene.

Five minutes from the Sofitel Legend, you can find one of the country's most visited museums: the Panama Canal Museum (Museo del Canal Interoceánico de Panamá). Housed in what was once the headquarters for French and US companies involved in the canal's construction, it's a great place to immerse yourself in the history and culture of Panama.

The famous Altar de Oro (the Golden Altar) can be found in San Jose Church, also in Casco Viejo. Although research suggests this may not be the original altar from the legend, it is still regarded as a religious and cultural treasure.

If you're interested in the city's early history, head to the Patronato Panamá Viejo. Located on the east side of the city, here you can visit the ancient ruins of the original settlement and gain insight into the pre- and post-colonial evolution of Panama.

For enthusiasts of both architecture and natural history, the Biomuseo is a must. The building itself is iconic, built by the famous architect Frank Gehry. Inside you can explore the exhibitions and learn about Panama's biodiversity and its global impact.



Within walking distance of the Biomuseo is the Amador Causeway. From the promenade, you can look out over Panama Bay and observe ships as they queue up to enter the Panama Canal.

NATURE AND DAY TRIPS

Panama City is home to the only urban natural park in Latin America, so if you fancy a stroll amid lush greenery, Parque Natural Metropolitano is the perfect place.

The sandy shores of Taboga Island lie just 20 kilometres away from the city. The island is a favoured spot for tourists and

locals seeking a relaxed beach day within arm's reach of the city. It's easily accessible by ferry, or through an organised tour. Ferries depart frequently from the Amador Causeway and get you to the island in 30 minutes.

Join our fantastic Jungle Experience at 2:00pm on Saturday 2 March for a four-hour-long jungle trip and tour of the Panama Canal.

GETTING AROUND THE CITY

The most reliable taxi services are Uber and Cabify. Areas to avoid walking through at night are El Chorrillo, Santa Ana, and Calidonia.

JOIN THE ITIC COMMUNITY

UPCOMING EVENTS



Register and get the latest updates at itic.co



Four Seasons Nile Plaza, Cairo
21–23 April 2024



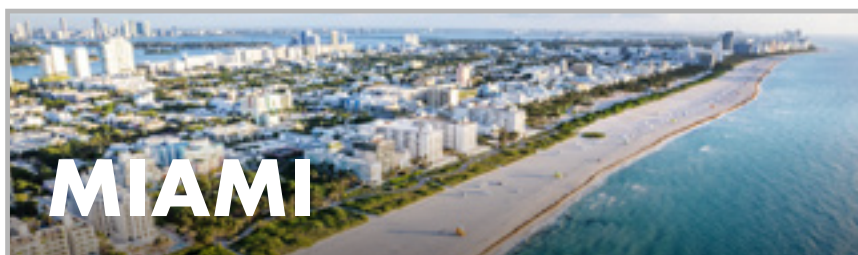
Hilton Bournemouth, Bournemouth
8–9 May 2024



Mandarin Oriental, Bangkok
16–18 June 2024



Hilton Vienna Park, Vienna
10–14 November 2024



Royal Palm South Beach Miami, Miami
2–4 March 2025