

Dear BahamaHealth Member,

A NEW BEGINNING WITH YOU IN MIND

BahamaHealth is pleased to welcome QHM.

We would like to take this opportunity to inform you of an important change to your BahamaHealth plan.

We are pleased to announce that BahamaHealth has selected Quality Health Management, LLC (QHM) as our new third party administrator. They will commence administrative healthcare management services to us effective January 1, 2019.

As your preferred healthcare insurer, we appreciate the direct impact quality products and services have to ensuring that you feel GREAT about your health plan. This newly established relationship was made after a great deal of consideration and evaluation of companies providing these services around the globe. QHM was selected noting their commitment to superior service while providing the highest standards of care. This complements the ideals of BahamaHealth and the very foundation the division was built on.

Quality Health Management, LLC (QHM) has been operating as a health services administrator since 2000 by specializing in patient care and cost containment. QHM will manage the BahamaHealth healthcare service offering abroad. The service offering by QHM will include member service, claims processing, catastrophic care solutions, health care provider and pharmacy network access. For questions contact QHM at (305) 821-8430 or via email at MServices@QHManagement.com

BahamaHealth is very excited about our new partnership with QHM and we look forward to enhancing the quality of your healthcare experience.

Kind regards,



Alana Major
Assistant Vice President

+242-396-1300

Family Guardian Financial Centre | East Bay and Church Streets | Nassau, Bahamas



Worldwide Patient Solutions & Service SM

QUALITY HEALTH MANAGEMENT, LLC

7600 Corporate Center Drive, Suite 502

Miami, FL 33126

Welcome!

Greetings Member,

Welcome to Quality Health Management! We are pleased to have been selected by **Family Guardian/BahamaHealth** as the overseas health service administrator. On behalf of the management and staff of QHM, we would like to take this opportunity to welcome you to our service offering. Our mission is to offer you a wide array of superior services to meet all your healthcare needs through our exceptional quality service.

Care Overseas

When seeking treatment, members should pre-certify with BahamaHealth directly. Once pre-certified, you may find hospitals and doctors that are covered by your plan by contacting QHM or searching our website. For Emergency care overseas, contact QHM directly. We are available 24 hours a day year-round.

Where to get medical care

With your health plan, you have access to an array of healthcare services abroad as detailed in your policy benefits. QHM's network offers members access over 5,000 hospitals and over 600,000 physician providers in the United States and globally. Aside from doctors and hospitals, QHM extends access to retail clinics & urgent care centers, pharmacies, lab & imaging centers and ancillary facilities. An additional listing of specially featured providers is available by QHM to members. Contact us for more information.

Check which providers are within the network in the following ways:

1. Call the Member Services number at (305) 821-8430 or toll free at 1-877-688-8821 on the back of your ID card or Email QHM at MServices@QHManagement.com
2. Search for providers at www.QHManagement.com

Need Someone to Talk To? We are here for you!

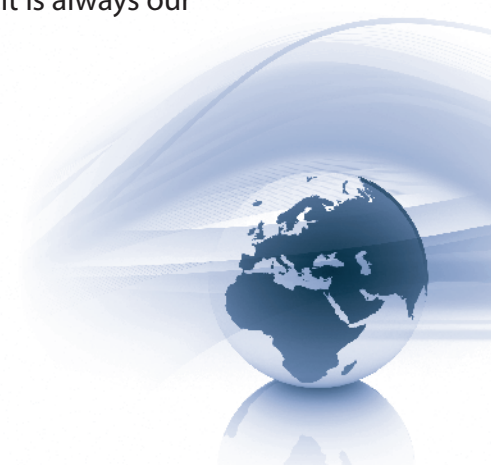
Your well-being is important to QHM. We are continuously working to find new ways to make your experience as easy as possible. Our Member Service Representatives are available to personally assist you with any aspects of your medical services abroad. It is always our pleasure to assist you with your healthcare needs. Contact us!

Telephone (305) 821.8430

Toll Free (877) 688.8821

Fax (305) 820.4033

www.qhmanagement.com





QHM Global Provider Networks

Provider networks offer the key to quality care. Securing high efficiency and flexibility from your network requires both art and science. QHM has a special genius for customizing care and containing costs—no small feat in a network of over 600,000 physicians and 5,000 hospitals globally. For QHM, international medical care is our passion and our primary business. We get the ins and outs of international healthcare. Contact QHM to inquire how to access QHM's Featured Providers available to BahamaHealth Members. Featured Provider information is included in this Welcome Member Packet and available on our website.

Access network by

1. Contacting QHM's Member Service department via telephone at **(305) 821-8430**
2. Email QHM at **MServices@QHManagement.com** and request provider information
3. Search for providers at **www.QHManagement.com** website

While members benefit from a vast array of choices in medical providers, QHM is proud to expand the offering to include newly featured providers in the United States-

- Mayo Clinic Hospital* • Johns Hopkins Hospital* • Cleveland Clinic Florida*
- Ochsner Health Center* • Nicklaus Children's Hospital*
- Cancer Treatment Centers of America*

International –

- Health City Cayman*

* To learn more about featured providers, visit our website at **www.QHManagement.com**



Wherever your member is in the world —24/7/365— you'll find QHM is always available and reacts to every member call with the necessary urgency required.

QHM Listens from Experience

QHM starts with listening. Wherever a member is in the world—24/7/365—you'll find QHM is always available and able to help. Through engaged listening we begin to understand what barriers stand between a member and the best care possible.

Member Service Includes

- Coordinating and scheduling member appointments with providers
- Answering questions about the nature of medical care needed
- Assisting with complex care overseas including transplants, oncology, renal disease and high risk maternity care
- Providing access to a 24-hour emergency authorization service after business hours, on weekends and holidays
- Providing overseas air ambulance services around the world, 7 days a week, 24 hours a day
- Personalized assistance with questions about claims, benefits, coverage, prescription medications and other related services

When seeking care overseas

- 1) Pre-certify with BahamaHealth directly
- 2) After pre-certifying contact QHM's Member Services Representative at **(305) 821-8430**, via email at **MServices@QHManagement.com** or at QHM's website **www.QHManagement.com** to seek assistance with scheduling of care, inquiries or assistance locating overseas provider.
- 3) For Emergency care while overseas, contact QHM directly.
We are available 24 hours a day year-round at **(305) 821-8430**.



Critical Care Services

Sometimes you'll be faced with the hardship of complicated care. It can be a small relief to know that QHM partners with organizations that share our conscientious practices and philosophy. What's the special formula that makes us so successful? We custom design a powerful blueprint for each member. At the heart of our strategy is meticulous and specialized case monitoring and management specifically designed to meet patient needs and provider recommendations.

Case management properly assesses a member's diagnosis, prognosis and procedural outcome.

Here's how it works:

Contact QHM's case manager specifically if you have any cases related to

- Organ Transplantation
- Cancer
- Renal Disease
- High Risk Pregnancy

Following an assessment, contact QHM's case manager when seeking treatment overseas. We work with members and treating providers to identify and plan appropriate services, including treatment interventions, monitoring care, and assisting members with ongoing evaluations to oversee progress compared to goals.

Strict attention to patient care is our strategy and QHM services supervise the entire medical event—before, during and after.



Welcome to CVS Caremark®



PHARMACY

We manage your prescription benefits just like your health insurance company manages your medical benefits. That means helping you get the medication you need, when you need it, whether that's once a month or once a year. And along the way we'll help you find ways to save. Welcome to a prescription plan that has your best health at heart.

Here are five tips to help you save time and money on your medications:

- 1. Register at [Caremark.com](https://www.caremark.com).** That way we can keep you up to date on new and unique ways to save.
- 2. Know which medications are covered.** Your plan's list of covered medications can help you and your doctor find the most cost-effective drug option. Find your plan's list of covered medications at [Caremark.com](https://www.caremark.com).
- 3. Use the [Check Drug Cost tool](#) available at [Caremark.com](https://www.caremark.com).** You'll be able to do a side-by-side comparison of your medications to see where you could be saving.
- 4. Ask your doctor if there is a generic option for your brand-name medication.** Proven just as safe and effective as brand-name medications, generics may be an affordable option for your treatment.
- 5. Have supplies delivered by mail.** Save on medications you take regularly when you fill in supplies through our mail service pharmacy. Visit [Caremark.com/mailservice](https://www.caremark.com/mailservice) to get started.

Find even more ways to save when you sign in at [Caremark.com](https://www.caremark.com).

Participating Retail Pharmacies

The following list shows the major chain pharmacies that accept your prescription discount ID card. In addition to these, many independent pharmacies also take part in your prescription program. To find out if a pharmacy not listed here accepts your card, call the pharmacy directly.

A

A & P Pharmacy
Access Health
Accredo Health Group, Inc.
ACME Pharmacy
Albertson's Pharmacy
Ameridrug Pharmacy
Aurora Pharmacy

B

Baker's Pharmacy
Bartell Drug
Bashas' United Drug
Bel Air Pharmacy
Bigg's Pharmacy
Bioscrip Pharmacy
Bi-Lo Pharmacy
Bi-Mart Pharmacy
Brookshire Brothers Pharmacy
Brookshire Pharmacy
Bruno's Food and Pharmacy
Buehler's Pharmacy

C

Carle Rx Express
Carr-Gottstein Foods
Cashwise Pharmacy
City Market Pharmacy
Clinic Pharmacy
Coborn's Pharmacy
Community Pharmacy
Costco
Critical Care Systems
Cub Pharmacy
Curascript Pharmacy
CVS/pharmacy

D

Dahl's Pharmacy
Dierbergs
Dillon Pharmacy
Discount Drug Mart
Doc's Drugs
Dominick's Pharmacy
Drug Town Pharmacy
Drug Warehouse
Drug World
Drugs for Less
Duane Reade

E

Eaton Apothecary
Econofoods Pharmacy

F

Fairview
Family Pharmacy
Farm Fresh Pharmacy
Food 4 Less Pharmacy
Food City Pharmacy
Food City United Drugs
Food Lion Pharmacy
Food World Pharmacy
Fred Meyer's Pharmacy
Fred's Pharmacy
Fred's Xpress
Fresh Market Pharmacy
Fruth Pharmacy
Fry's Food & Drug

G

Genuardis Pharmacy
Gerbes Pharmacy
Giant Eagle Pharmacy
Giant Pharmacy
Good Neighbor Pharmacy

H

Haggen Pharmacy
Hannaford Food & Drug
Happy Harrys
Harmons Pharmacy
Harps Pharmacy
Harris Teeter Pharmacy
Harvard Vanguard Medical Association
Harveys Supermarket Pharmacy
Health Mart Pharmacy
HealthPartners
H-E-B Pharmacy
Hen House Pharmacy
Henry Ford Medical Center Pharmacy
Hilander Pharmacy
Homeland Pharmacy
Horton & Converse
Hy-Vee Pharmacy

I

IHC Health Center
Ingles Pharmacy

K

Kash n' Karry Pharmacy
Kerr Drug
Kessel Pharmacy
Kindred Pharmacy Services
King Soopers Pharmacy
Kinney Drugs
Klein's Pharmacy
Klingensmith's Drug
Kmart Pharmacy
Knight Drug
Kopp Drug
Kroger Pharmacy

L

Longs Drug Store
Lovelace Sandia Pharmacy

M

Marc's Pharmacy
Marsh Drug Store
Martins Pharmacy
May's Drug Store
Medicap Pharmacy
Mediserv
Medicine Shoppe Pharmacy
Med-Fast Pharmacy
Med-X Drug
Meijer Pharmacy

N

Navarro Discount Pharmacy
NCS Healthcare
Neighborcare
Nob Hill Pharmacy
Nucara Pharmacy

O

Omnicare Pharmacy
Oncology Pharmacy Services
Option Care
Osco Pharmacy

P

P & C Food Market Pharmacy
Pacmed Clinic Pharmacy
Pamida Pharmacy
Pathmark Pharmacy
Patient First Pharmacy
Pavilions Pharmacy
Pharmerica
Pine Knob Pharmacy
Price Chopper Pharmacy
Price Cutter Pharmacy
Primary Health Medical Group
Progressive Pharmacy
Publix Pharmacy
Pyramid Pharmacy

Q

QFC Pharmacy
Quality Markets Pharmacy
Quick Chek Pharmacy
QVL Pharmacy

R

Raley's Drug Center
Ralphs
Randalls Pharmacy
Rite Aid Pharmacy

S

Safeway
Sam's Club Pharmacy
Sav-Mor
Sav-on Pharmacy
Save Mart Pharmacy
Schnucks Pharmacy
Scolari's
Scotts Pharmacy
Shaw's Osco Pharmacy
Shaw's Pharmacy
Shop 'n Save Pharmacy
Shopko Pharmacy
Shoppers Pharmacy

S continued

Shoprite Pharmacy
Smith's Pharmacy
Snyders Drug Store
Southern Family Market
St. John Pharmacy
Stop & Shop Pharmacy
Sunscript Pharmacy
Super 1 Pharmacy
Super D Drugs
Super Fresh Pharmacy
Super RX Pharmacy
Superfoodmart Pharmacy
Sweetbay Pharmacy

T

Target Pharmacy
Texas Oncology Phcy Svcs
The Medicine Shoppe
Times Pharmacy
Tom Thumb Pharmacy
Top Food & Drug
Tops Pharmacy

U

United Marketstreet Pharmacy
United Pharmacy
USA Drug
UW Health Pharmacy Services

V

VG's Pharmacy
Vons Pharmacy

W

Wal-Mart Pharmacy
Waldbaum's Pharmacy
Walgreens
Weber & Judd
Wegmans Pharmacy
Weis Pharmacy
Winn-Dixie Pharmacy

Lab Card®

Your family's cure to high laboratory costs

Save money, use your Lab Card!

Our Lab Card program is a value added benefit enhancement to your current Health Plan. When you choose to use your Lab Card to obtain outpatient lab work covered by your medical plan, there is no cost to you – the testing will be covered at 100% by your medical plan. There are NO co-pays, NO deductibles, and NO coinsurance. This is an optional benefit designed to save you money on your outpatient laboratory needs.

You save money!

For the most current listing of collection sites available, visit LabCard.com. The website also provides you with other information and capabilities:

- Print a temporary Lab Card or order a replacement
- Instructions on how to use the Lab Card
- Printable Q&A for physicians

To receive the benefits of the Lab Card program, you must present your Lab Card and request the Lab Card program at the time of service. Your physician's office or collection site will need a copy of your Lab Card or Healthcare ID card with the Lab Card logo on it each time you go for services. Lab Card covers routine outpatient testing. Lab Card does NOT cover:

- Testing ordered during hospitalization
- Lab work needed on an emergency or (STAT) basis
- Testing done at another laboratory
- Time sensitive esoteric testing such as fertility testing, bone marrow studies and spinal fluid tests

Remember – The Lab Card program is completely voluntary and provides you with 100% coverage for your covered outpatient laboratory testing services. If you and/or your physician elect to use another lab – including the lab in your physician's office, your normal benefits will apply.

For more information about Lab Card visit LabCard.com or call 1.800.646.7788 today.

Using Your Lab Card is Easy

1. When your physician orders lab work for you, show your Lab Card or Healthcare ID card with the Lab Card logo on it and verbally request to use the Lab Card program. Your physician will collect your specimen and send to Quest Diagnostics under the Lab Card benefit.
2. Any physician can collect specimens and call Quest Diagnostics Lab Card Client Services at 1.800.646.7788 for courier pick-up and supplies.
3. If your physician does not participate with the Lab Card Program, take your test orders to an approved Lab Card collection site for the draw. These locations can be found by calling Lab Card Client Services or by visiting LabCard.com.
4. Your specimens will be processed through the Lab Card program at an approved Quest Diagnostics facility and results sent back to your physician (usually within 24- 48 hours).



**Nicklaus
Children's
Hospital**

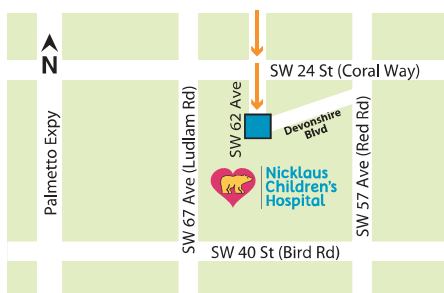


About Nicklaus Children's Hospital

Founded in 1950 by Variety Clubs International, Nicklaus Children's Hospital is South Florida's only licensed specialty hospital exclusively for children, with nearly 800 attending physicians and more than 475 pediatric subspecialists. The 289-bed hospital, known as Miami Children's Hospital from 1983 through 2014, 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. For more information, please visit nicklauschildrens.org

About Pediatric Specialists of America

Pediatric Specialists of America (PSA) is the physician group practice of Nicklaus Children's Health System. Led by physicians, PSA employs more than 250 pediatric specialists and subspecialists with a regional, national and international presence, bringing lifelong health and hope to children and families through innovative and compassionate care at Nicklaus Children's Hospital and its outpatient and care centers located throughout South Florida.



Nicklaus Children's Hospital

3100 S.W. 62 Ave

Miami, Florida 33155

nicklauschildrens.org





MAYO CLINIC INTERNATIONAL COMPLEX CARE PROGRAM

MAYO CLINIC INTERNATIONAL COMPLEX CARE PROGRAM

People who face serious and complex health issues often come to Mayo Clinic for answers. These health issues may be persistent and disabling or even life-threatening. Prior to coming to Mayo Clinic, individuals may wander through the health care system searching for a diagnosis or effective treatment plan. Others may be unable to access specialized care for complex conditions based on where they live. These scenarios can increase health plan costs and become obstacles for positive patient outcomes.

When complex care is required, collaboration between multiple medical specialties is crucial. Mayo Clinic experts are trained in virtually every medical specialty and subspecialty. Teams of the world's leading experts work together to ensure the best possible outcome for each patient. When coupled with innovative technology and research programs, Mayo Clinic has the experience and expertise to effectively care for patients who have serious, complex and rare conditions. In other words, Mayo Clinic can offer hope at a time when it's needed most.

WHAT IS SERIOUS OR COMPLEX CARE?

People who need care for serious or complex issues typically face conditions that:

- Are life-threatening
- Cause serious disability
- Are associated with severe consequences
- Affect multiple organ systems
- Require coordinated care by multiple medical specialties
- Require treatments that carry a risk of serious complications

Many diseases and disorders are considered serious or complex, including:

- | | |
|------------------------------|------------------------------|
| ■ Autoimmune disorders | ■ Non-cancerous brain tumors |
| ■ Cancer | ■ Neurologic disorders |
| ■ Cardiac diseases | ■ Organ failure |
| ■ Gastroenterology issues | ■ Rheumatoid arthritis |
| ■ Infectious diseases | ■ Spinal fusions |
| ■ Inflammatory bowel disease | ■ Unknown diagnoses |
| ■ Multiple sclerosis | ■ Ventricular assist devices |

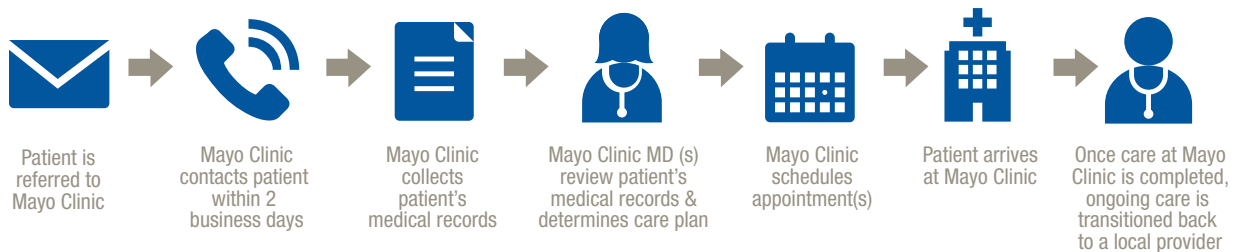
Asking the following questions may help determine if an individual should be referred to the Mayo Clinic International Complex Care Program:

1. Are there unusual circumstances surrounding the patient's diagnosis or treatment?
2. Does the patient have one or more comorbidities?
3. Are there complications that affect activities of daily living, brought on by the illness or the treatment?
4. Has the patient seen more than three providers for the same symptoms, diagnosis or treatment?

HOW DOES IT WORK?

The Mayo Clinic International Complex Care Program is not for routine health care needs, and patients need not utilize the program if they are receiving appropriate care for their condition by a local provider, or if the local provider deems travel unsafe. Mayo Clinic reviews all requests to determine eligibility.

For eligible individuals, Mayo Clinic will create an appointment itinerary. Care provided at Mayo Clinic that is related to the patient's complex care will be covered at 100 percent, less any deductibles, copays, co-insurance, and out-of-pocket maximums for which the individual would be responsible. Any other services not related to complex care treatment will be covered the same as other health plan services.



COMPLEX CARE PROGRAM PATIENT STORY

When a Chicago woman became wheelchair-bound, suffering from severe back pain and losing control of the left side of her body, doctors diagnosed her with multiple sclerosis. But after reviewing her blood tests, Mayo Clinic determined she actually suffered from neuromyelitis optica, a neurologic disorder that caused her vision to deteriorate until she was essentially blind. A Mayo Clinic neurologist suggested a unique treatment – plasma exchange. After a few treatments, her vision returned, she was able to regain mobility and is able to continue spending time with her family.

WHY CHOOSE MAYO CLINIC?



More Experience

Every year, more than one million people come to Mayo Clinic for care. Mayo Clinic's highly specialized experts are experienced in treating rare and complex conditions.



The right answers

Getting effective treatment depends on identifying the right problem. In a recent study, 88% of patients who came to Mayo Clinic for a second opinion received a new or refined diagnosis.



Unparalleled expertise

Mayo Clinic experts are some of the best in the world. Mayo Clinic consistently ranks among the top hospitals in the nation in the annual *U.S. News & World Report* rankings of best hospitals.



Seamless care

At Mayo Clinic, every aspect of care is coordinated and teams of experts work together to provide exactly the care each patient needs. What might take months elsewhere is often done in days at Mayo Clinic.

LEARN MORE ABOUT MAYO CLINIC

Approximately 1.3 million people from all 50 states and 140 countries were seen at Mayo Clinic last year. Mayo Clinic has campuses in Rochester, Minnesota; Jacksonville, Florida and Phoenix/Scottsdale, Arizona. Learn more at mayoclinic.org.

For more information about the Mayo Clinic International Complex Care Program, please call 507-284-9910.

MAYO CLINIC | mayoclinic.org

4500 San Pablo Road
Jacksonville, FL 32224

200 First Street SW
Rochester, MN 55905

13400 East Shea Boulevard
Scottsdale, AZ 85259

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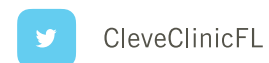
About Cleveland Clinic Florida

Cleveland Clinic Florida, located in Weston, West Palm Beach, Palm Beach Gardens, Wellington, Parkland and Coral Springs, is a nonprofit, multi-specialty, academic medical center that integrates clinical and hospital care with research and education. Cleveland Clinic Florida has over 250 physicians with expertise in over 50 specialties. The medical campus is fully integrated and includes diagnostic centers, outpatient surgery and a 24-hour emergency department located in the state-of-the-art hospital. Cleveland Clinic Florida ranked #1 among the best hospitals in the Miami-Fort Lauderdale metro area and fourth in Florida in *US News & World Report's* 2018-2019 ranking of Best Hospitals in metro area. Cleveland Clinic Florida is an integral part of Cleveland Clinic in Ohio, where providing outstanding patient care is based upon the principles of cooperation, compassion and innovation. Physicians at Cleveland Clinic are experts in the treatment of complex conditions that are difficult to diagnose.

For more information about Cleveland Clinic Florida, visit **ClevelandClinicFlorida.org**.

[clevelandclinic.org /flgps](http://clevelandclinic.org/flgps)
flgps@ccf.org
1.954.659.5080

Follow us on



World-Class Care in South Florida



Cleveland Clinic Florida is a multi-specialty healthcare leader offering the highest-quality, patient-centered care from the world's finest providers.



Comprehensive Care in South Florida

Cleveland Clinic Florida is a leader in providing high-quality, compassionate care. Our team of over 250 of the world’s top physicians offers expertise in more than 50 medical specialties at our main hospital in Weston and other locations throughout South Florida. Employing state-of-the-art diagnostic and treatment services, our health professionals collaborate to provide every patient who visits Cleveland Clinic Florida with the most advanced, comprehensive care available.

Our Locations

- Weston
 - West Palm Beach Cardiology
 - Krupa Center
 - Parkland
 - Wellington
 - Fort Lauderdale - Concierge Medicine
- Tomsich Health and Medical Center of Palm Beach County
 - Family Health Center
 - Palm Beach Gardens
 - The Egil and Pauline Braathen Center
 - Coral Springs Family Health Center

Global Patient Services: Specialized Services for Patients from Around the World

Traveling far from home to receive care can be complex and stressful. Global Patient Services provides complimentary services to you and your family before, during and after your stay. Wherever you are coming from, Cleveland Clinic Florida is your gateway to personalized healthcare in the United States.

Language Assistance

An interpreter service is available for international patients and their families during their medical services visit. In addition, many members of our staff are multilingual.

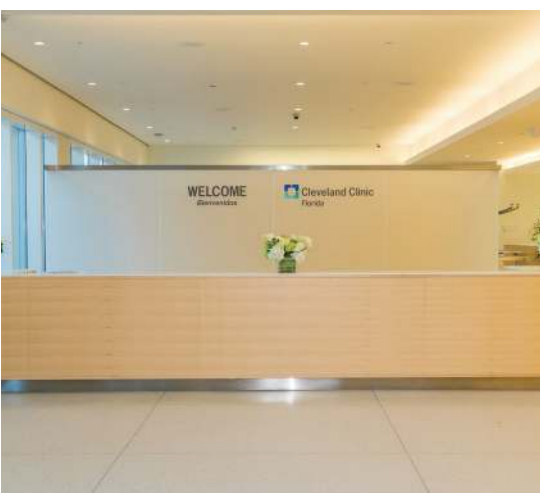
Finances and Billing

Global Patient Services is here to assist with your financial and billing arrangements. Full payment is required before any medical services can be rendered. There are three ways a patient may pay for healthcare services at Cleveland Clinic Florida:

- Health insurance
- Self-pay
- Embassy-sponsored

For International Physicians

Global Patient Services is dedicated to meeting the needs of physicians whether you are looking to refer and/or transfer a patient to Cleveland Clinic Florida, facilitate a second opinion, seek ongoing medical education, or review our research and clinical trials.



Areas of Service

- Allergy & Immunology
- Anesthesiology
- Cancer
- Dermatology and Plastic Surgery
- Digestive Disease & Bariatric and Metabolic Surgery
- Emergency Services
- Endocrinology & Metabolism
- Executive Health
- Family Medicine
- General and Minimally Invasive Surgery
- Geriatric Medicine
- Gynecology & Women’s Health
- Hand & Upper Extremity
- Head & Neck
- Heart & Vascular
- Imaging/Radiology
- Infectious Diseases
- Internal Medicine
- Interventional Pain Management
- Nephrology & Hypertension
- Neurosciences
- Orthopaedics & Rheumatology
- Pathology & Laboratory Medicine
- Physical Therapy & Rehabilitation
- Podiatry
- Pulmonary & Critical Care Medicine
- Respiratory
- Sleep Disorders
- Sports Health
- Thoracic Surgery
- Transplant Center
- Urology



Model of Care

Cleveland Clinic Florida is a not for profit group practice and patient care is our most important priority. As a physician-led medical facility, we believe in a multidisciplinary team approach, in which diverse specialists pool their expertise to give each patient the best outcome and experience.

Advanced Technology

Cleveland Clinic Florida is at the forefront of medical technology. We offer state-of-the-art diagnostic services, including cutting-edge imaging technology. Our physicians use the latest in medical therapies, minimally invasive surgeries and advanced interventional procedures. Patients can also be seen remotely through our Telemedicine program. Our electronic medical records system allows patients to view test results, request prescription refills and communicate directly with their doctors office.

Patients Come First

“Patients first” is our guiding principle. As such, the Cleveland Clinic Florida system is organized into patient-centered institutes that provide diagnostic, medical, surgical and support services based on specific body systems or disorders. By combining specialties in a specific organ or disease system into integrated practice units, we can better deliver collaborative, patient-centered care for everything from the rarest diseases to the most common disorders—all in an environment that is convenient for the patient.



Accolades

Cleveland Clinic Florida has been recognized by many independent organizations for the quality of care we provide. Some of these include:

Best Hospitals

- Ranked No. 1 in Miami-Fort Lauderdale metro area
- Ranked No. 4 in Florida
- Ranked No. 25 in the nation in Gastroenterology and GI Surgery
- Ranked No. 42 in the nation in Orthopedics
- High Performing in Cancer, Diabetes & Endocrinology, Geriatrics, Neurology & Neurosurgery, Abdominal Aortic Aneurysm Repair, Aortic Valve Surgery, Chronic Obstructive Pulmonary Disease (COPD), Colon Cancer Surgery, Heart Bypass Surgery, Heart Failure, Hip Replacement, Knee Replacement, and Lung Cancer Surgery

US News & World Report 2018-2019

National Accreditation Program for Rectal Cancer Care
Commission on Cancer
American College of Surgeons

Level 4 Epilepsy Center
Level 4 epilepsy centers have the professional expertise and facilities to provide the highest level medical and surgical evaluation and treatment for patients with complex epilepsy.
The National Association of Epilepsy Centers

Breast Center of Excellence
National Accreditation Program for Breast Centers (NAPBC) 3-year, full accreditation
American College of Surgeons

Breast Imaging Center of Excellence (Weston and West Palm Beach)
American College of Surgeons

Accredited Cancer Program
Commission on Cancer 3-year approval, full accreditation
American College of Surgeons

Advanced Certification for Primary Care Stroke Centers
The Joint Commission and American Heart Association

Comprehensive Stroke Center Designation
Florida’s Agency for Health Care Administration

Get With the Guidelines® Stroke Gold Plus Achievement Award with Target Stroke Honor Roll Elite Plus
American Heart Association

Top Performer for advanced certification in ventricular assist device (VAD)
Joint Commission

Bariatric Center of Excellence - Fully Accredited
Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program
The American College of Surgeons and the American Society for Metabolic and Bariatric Surgery

Pathway to Excellence® redesignation
American Nurses Credentialing Center

Statutory Teaching Hospital
Florida Agency for Health Care Administration (AHCA)

Lantern Award 2017-2020
Emergency Nurses Association

Beacon Award
American Association of Critical Care Nurses



HEALTH CITY CAYMAN ISLANDS OVERVIEW

A state-of-the-art tertiary care hospital located in Grand Cayman, Health City Cayman Islands is committed to delivering world-class healthcare that is accessible and affordable, in a tranquil tropical setting conducive to healing and recovery. Supported by Narayana Health, one of India's largest health systems, Health City is a recipient of the prestigious Joint Commission International seal of approval and provides high-quality, healthcare services in a comfortable, patient-centered environment.



SERVICES INCLUDE:

- Adult & pediatric cardiology
- Adult & pediatric cardiothoracic & vascular surgery
- Adult & pediatric neurosurgery
- Adult & pediatric spinal surgery
- Anesthesiology
- Cardiac electrophysiology
- Colorectal surgery
- Diagnostic & therapeutic endoscopy
- Executive health checks
- GI & bariatric surgery (weight loss management)
- Imaging & radiology
- Laboratory services
- Medical oncology
- Minimally invasive surgery
- Neurology
- Nutrition counselling
- Orthopedics (knee/hip/shoulder/ankle replacements)
- Pediatric endocrinology
- Physiotherapy & rehabilitation
- Plastic surgery
- Psychiatry
- Pulmonology & sleep medicine
- Sports medicine (arthroscopies)
- Urology

MEDICAL TOURISM



While still evolving today, people have been traveling for healthcare since the Greeks and Romans. As innovation and quality outcomes in other countries continue to increase, international patients are quickly looking for better solutions.

WHY INTERNATIONAL PATIENTS ARE CHOOSING HEALTHCARE OVERSEAS

Cost savings, high quality care, and the desire for a holistic approach to their care are all reasons international patients give for seeking healthcare outside of their home countries.



HEALTH CITY CAYMAN ISLANDS: AN EASY CHOICE



Health City Cayman Islands was founded by Mother Teresa's personal physician, renowned cardiac surgeon and award-winning medical pioneer, Dr. Devi Shetty, Chairman of Narayana Health. As one of the world's largest healthcare service providers, Narayana Health operates 49 facilities in India, celebrates some of the best surgical outcomes in the world, and provides these services at costs unheard of in other countries. Dr. Shetty built the hospital for patient care using a unique and innovative business plan focusing on high quality healthcare at an affordable price. Costs are kept low by implementing cost efficient processes, sustainable buildings, and a bundled pricing model that provides patients with an upfront, flat rate fee for every procedure and associated service. The physicians and surgeons on staff are highly skilled with several years of specialized medical experience, practicing in our JCI accredited hospital.

WHY GRAND CAYMAN?

Grand Cayman offers a first world infrastructure in a safe, family friendly environment. Known as the culinary capital of the Caribbean, Grand Cayman is an English speaking destination, accepts the US dollar, and is a tropical paradise just an hour from Miami, as well as daily non-stops from multiple destinations.



CONCIERGE SERVICE



Health City Cayman Islands prides itself on offering a seamless, end-to-end service for its international patients. Patients receive exceptional service and care every step of the way. Each international patient is assigned a Patient Care Representative, who serves as a personal point of contact throughout the process.

Services for international patients

To support the needs of our international patients, CTCA offers the following services at our hospitals:

- **Coordinated care** offered in one location, all under one roof, so patients do not have to navigate large campuses or multiple buildings
- **Language services**, including on-site medical interpreters, translated medical forms and remote video interpretation services
- **Custom dietary options** with meals made according to the patient's needs and preferences
- **Business centers** with access to computers, printers, high-speed Internet and video calling services
- **Travel service teams** staffed by professionals trained to help patients and caregivers arrange long- or short-term transportation, lodging and other logistics
- **Private inpatient rooms** with unlimited guest visiting hours
- **Dedicated patient advocates** who are assigned to each international patient, 24 hours a day, before, during and after treatment

Each of our hospitals is located near a major U.S. city. These locations offer a variety of cultural, educational and social activities, including shopping and sporting events. The concierge teams at CTCA offer assistance with planning excursions for patients and families during their time in the United States.

For more information, please call +1 844-486-0258, 24 hours a day, to speak with an International Oncology Information Specialist. Fees may apply. Or visit cancercenter.com/international for more information.

Our State-of-the-Art Cancer Hospitals



Philadelphia, Pennsylvania



Suburban Chicago, Illinois



Atlanta, Georgia



Tulsa, Oklahoma



Suburban Phoenix, Arizona

Accreditations

Our cancer hospitals are accredited by a number of renowned professional health care organizations in the U.S., including:

The Joint Commission

National Accreditation Program for Breast Centers

Quality Oncology Practice Initiative (QOPI)

A full list of our site-specific accreditations is available on cancercenter.com/international.

Cancer Treatment Centers of America, CTCA, Mother Standard and other affiliated marks and taglines are registered trademarks of Rising Tide Foundation in the United States of America.



Name
City
Cancer type

International Patient Services at Cancer Treatment Centers of America (CTCA)





Fighting cancer is all we do—every stage, every day

Treatment statistics and results

We publish our patient survival rates along with patient experience, quality of life, symptom management and patient safety program results. Our treatment statistics and results are available on cancercenter.com/international.

Advanced treatments, integrative therapies

At Cancer Treatment Centers of America (CTCA), we understand you want the best possible outcomes for your patients. Our care model customizes treatment to patients' individual needs, diagnoses and treatment goals.

This care model is designed to help reduce side effects and maintain quality of life both during and after cancer treatment. It combines advanced genomic testing, precision cancer treatment and other advanced tools with surgery, radiation, immunotherapy and chemotherapy, along with evidence-based supportive therapies such as nutritional support, pain management and physical therapy.

CTCA care teams integrate these therapies into a comprehensive treatment plan. These supportive oncology services may help:

- *Maintain strength*
- *Keep the body nourished*
- *Boost the immune system*
- *Promote a return to normal life*

We know that managing the side effects of cancer treatment can be difficult and take a toll on the body. Our whole-person approach is designed to help patients achieve physical, emotional and spiritual wellness.

Our oncologists and physicians deliver cancer treatment for all stages, including advanced and hard-to-treat cancers, delivering comprehensive, multidisciplinary care, all under one roof, in the many critical areas of cancer care. Our services include:

- **Diagnostics/imaging**, with results generated on-site and generally delivered within three to five days
- **Advanced genomic testing**, to provide personalized medicine solutions
- **Surgery**, including non-invasive robotic surgery options
- **Radiation therapy** such as IORT (Intraoperative Radiation Therapy) and hypofractionation¹
- **Chemotherapy**
- **Immunotherapy**
- **Stem cell transplantation**
- **Physical therapy and rehabilitation**
- **Pain management**

Other critical treatment services we offer include:

- Pulmonology
- Hematology
- Gastroenterology
- Reconstructive surgery
- Neurosurgery

We are constantly searching for world-class physicians, innovative treatment options and cutting-edge medical technology to diagnose and treat cancer.

¹At CTCA, we offer a radiation treatment regimen called hypofractionation, which is designed to reduce the length of standard radiation treatment—in some cases, from six to eight weeks to two weeks—helping to reduce costs, deliver better outcomes and send the patient home earlier. **Patients must meet clinical qualifications to receive hypofractionated treatment.**



International Patient Services

hopkinsmedicine.org/international

Located in Baltimore, Maryland, in the U.S., Johns Hopkins Medicine is one of the top health care systems in the world for both adult and pediatric care. Centrally located between New York and Washington, D.C., Johns Hopkins Medicine operates multiple academic and community hospitals, suburban health care and surgery centers, and primary and specialty care outpatient sites providing the highest quality care for patients and their families.

Johns Hopkins Medicine International facilitates the global expansion of the Johns Hopkins Medicine mission: to improve the health of the community and the world by setting the standard of excellence in medical education, research and clinical care. We provide personalized, culturally appropriate care for patients traveling to Johns Hopkins from outside Maryland and the U.S., and for local patients with interpretation needs. We also leverage Johns Hopkins' extensive knowledge base in medicine, nursing, public health, medical education, research and health care administration to improve health care delivery through sustainable, high-impact collaborations throughout the world. The Johns Hopkins Hospital was ranked #3 in the U.S. in *U.S. News & World Report's* 2017-18 Best Hospitals list. This—coupled with the recent pediatric ranking in which *U.S. News* named Johns Hopkins Children's Center #5 nationally—makes Johns Hopkins the nation's top-ranked hospital combined for both adult and pediatric care.

Patient Services

Johns Hopkins Medicine International welcomes thousands of patients from around the world every year, focusing on each unique individual. Our team, made up of more than 100 care experts from over 30 countries, will serve as your guide to Johns Hopkins' leading-edge medicine. Our patient services team is dedicated to providing you with a personalized, stress-free experience. We're with you through every step of your visit to Johns Hopkins, so you can focus on your health.

Some of the services we provide:

Before your visit

- From your first inquiry, you'll be paired with a caring, knowledgeable international medical concierge who will facilitate interpretation in your preferred language
- A medical expert will review your health records
- Your concierge will schedule specialist appointments, provide estimates and verify insurance coverage, assist with hotel and ground transportation, and provide a detailed itinerary

During your visit

- A culturally-sensitive care coordinator will escort you to medical appointments and make Johns Hopkins feel as close to home as possible
- You will have access to a committed patient experience team that ensures patients know what to expect and how to get the help they need
- Our patient services team is prepared to handle any urgent needs
- International newspapers and internet access keep you in touch with current events at home

After your visit

- Your care coordinator will ensure you have all necessary medical records and prescriptions, as well as any follow-up instructions from the medical providers
- You'll receive a consolidated final bill, with a financial counselor available to support you and answer any questions

Services:

- Cardiology
- Gastroenterology & Hepatology
- General Surgery
- Internal Medicine
- Interventional Radiology & Neuroradiology
- Nephrology
- Neurology
- Neurosurgery
- Oncology & BMT
- Ophthalmology
- Orthopedics & Spine
- Otolaryngology
- Pediatrics
- Physical Medicine & Rehabilitation
- Plastic Surgery
- Rheumatology
- Transplant
- Urology
- Women's Health
- ...and more







Who We Are

Since 1942, patients from across the United States and around the world have trusted Ochsner for forward-thinking medical care based on the latest research and supported by the most advanced technology.

At Ochsner, you'll find more than 1,000 physicians, some of the world's brightest medical minds, practicing more than 90 specialties and subspecialties in comprehensive medical facilities ranked among the best in the world. That's why more than 3,000 international patients visit us annually for highly specialized, innovative healthcare tailored to their needs.

Why Choose Ochsner?

For more than 70 years, patients have known that when they come to Ochsner, their well-being is our primary concern. Driven by a mission to **serve, heal, lead, educate** and **innovate** in all that we do, we – as the largest health system in the region – provide care that keeps patients at the center. Whether on our main campus or at our many affiliated hospitals and numerous health centers across the region, we serve more than 600,000 patients annually with compassionate, personalized care tailored to their needs.

Consistently ranked* among the best hospitals in the nation in several specialty areas, including cardiology, cancer care, endocrinology, urology and transplants – to name a few – Ochsner seeks to deliver the highest quality care to meet each patient's unique healthcare needs.

* By CareChex®, a division of Comparion® Medical Analytics



For more than 60 years, Ochsner has been a major referral center for patients from around the world, particularly from Central and South America.

A Tradition of International Health Services

At our International Services Office, you'll meet experienced staff and interpreters who will take care of any special needs you may have and make you feel at home. We strive to provide services tailored to the unique medical and cultural needs of each of our patients. Better understanding our patients' lifestyle, culture and health priorities enables us to deliver care that promotes complete healing and continued wellness.

For more than 60 years, Ochsner has been a major referral center for patients from around the world, particularly from Central and South America. From prenatal to geriatric care, patients will find a depth and breadth of medical expertise and an extensive continuum of care unique to the best healthcare systems in the world.

Helping us to provide patient care based on the most current and relevant medical research, Ochsner also has one of the nation's largest non-university academic programs for intern and residency training. And, over the last 50 years, many international physicians have relied on Ochsner for training and experience that enhance their practice at home.



"Whether I needed counseling, physical therapy or help from a social worker, Ochsner provided all that and more. I felt very safe and secure, and it was such a positive experience."

Limor Eisner Rosenberg
Tel Aviv, Israel
Liver Transplant Patient

Service, Convenience and World-Class Treatments



As you create your care plan with Ochsner, you'll be assigned a patient coordinator through our International Health Services Office, who will assist you with all arrangements.

Traveling to another country for medical care may seem overwhelming. As an international patient, you deserve personalized and convenient world-class care. At Ochsner, we strive to make your visit as comfortable as possible by providing the personal services you may need when you're far from home. Our international reception area is designed to provide international patients and family members with comfortable amenities and a business center for personal needs and printing.

As you create your care plan with Ochsner, you'll be assigned a patient coordinator through our International Health Services Office, who will assist you with all arrangements, including:

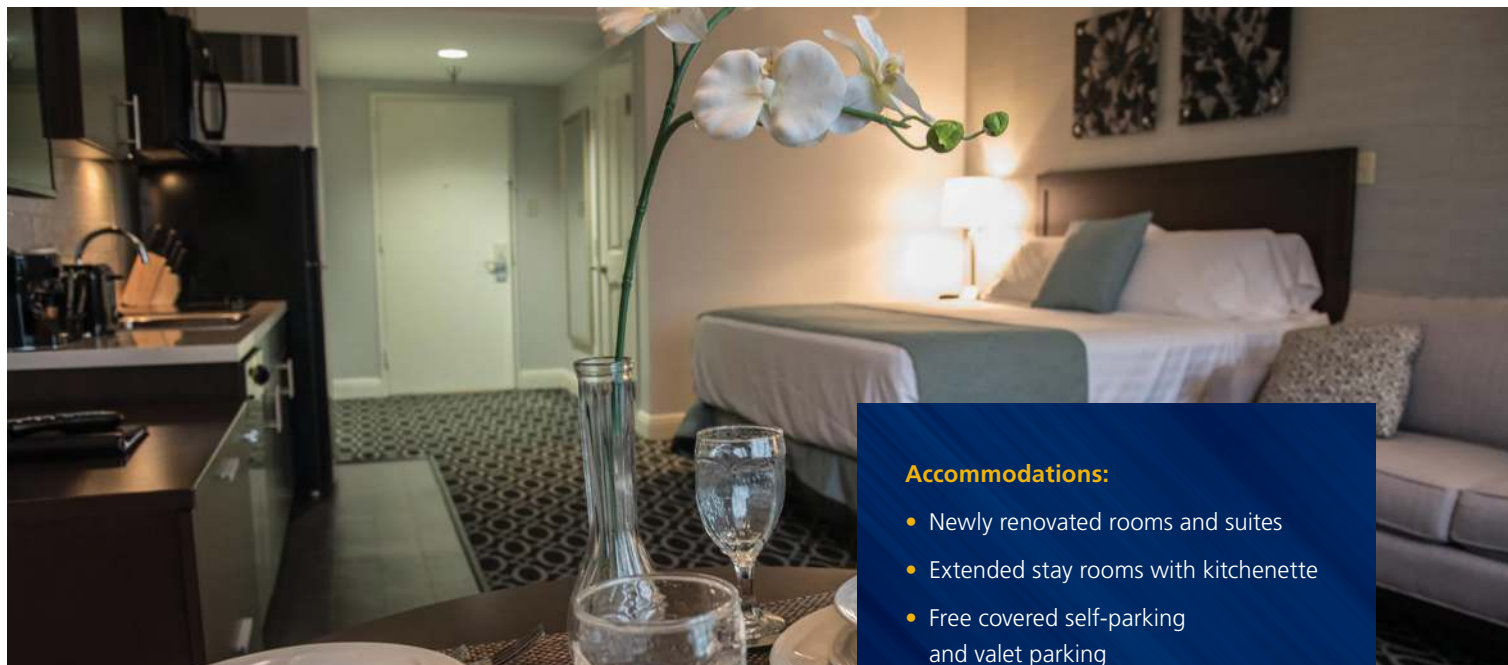
- Medical financial estimates
- Travel arrangements (air and local) to and from Ochsner Medical Center
- Hotel accommodations and lodging assistance
- Coordination for medical appointments and test scheduling
- Interpreter services for medical appointments
- Reservations for area attractions
- Financial and banking services
- Special nutritional needs
- Follow-up medical reports for you and your physician
- Any other special considerations you need during your stay

You can get in touch with your coordinator and our staff five days a week and rely on our anytime on-call services in case of emergency.

Ochsner offers the convenience of having your doctor, pharmacy, hotel, coffee, dining and the international office all under one roof.



Where to Stay



Brent House Hotel

The Brent House Hotel, a service of Ochsner, is the ideal lodging space for your stay away from home. We know the stress medical treatment can bring to you and your family. That's why the Brent House Hotel brings convenience to you.

Just steps away from your doctors are our comfortable and plush guest rooms that offer you the accommodations to recover and heal from your treatment. Take a quick walk down the hall to dine at Bistro 42 or experience the calmness of our atrium with loved ones. Indulge in a warm cup of coffee or tea at PJ's Coffee Shop while listening to the soothing sounds of live piano music. Need help during your stay? Our hospitable and bilingual staff is happy to offer any assistance needed. At the Brent House Hotel, making you feel at home is our No. 1 priority.

The Brent House Hotel is conveniently located halfway between Louis Armstrong New Orleans International Airport and Downtown New Orleans. The hotel is within a 5-mile radius of New Orleans' most popular attractions and destinations, including the famed French Quarter, Mercedes-Benz Superdome, Audubon Zoo, The National World War II Museum and the New Orleans Ernest N. Morial Convention Center.

Accommodations:

- Newly renovated rooms and suites
- Extended stay rooms with kitchenette
- Free covered self-parking and valet parking
- Outdoor heated pool and 24-hour fitness center
- Restaurant and coffee shop
- Laundry facilities
- Business center
- Pharmacy and gift shop
- Barbershop and beauty salon
- Brent House Market convenience store
- Complimentary Wi-Fi throughout our guest rooms and facilities

*For more information, talk to your patient coordinator or visit **brenthouse.com**.*

*Toll Free: **800.535.3986***



Our Centers of Excellence

Each day, Ochsner's eight Centers of Excellence (COEs) – focused on cancer care, cardiology, neuroscience, surgery, pediatrics, orthopedics and sports medicine, women's health and transplant medicine – pave new pathways for patients' healing and hope through compassionate, expert care, advanced technology and treatments based on the latest research.

Cancer Care

Ochsner's commitment to innovative cancer research and therapy development began in 1939 with our founders, Dr. Alton Ochsner's, research on pulmonary malignancy and the link between smoking and lung cancer.

At the Ochsner Cancer Institute, you'll find the most advanced cancer care available and compassionate support to help you face the challenges of living with cancer. Our research partnerships with TGen and the Louisiana Cancer Research Center ensure that you'll receive treatments based on up-to-date clinical studies and research focused on preventing, treating and curing all types of cancer. And for those with difficult-to-treat cancers, we

participate in some of the most cutting-edge early phase cancer clinical trials anywhere in the world.

At the Lieselotte Tansey Breast Center, fellowship-trained surgical oncologists and radiologists who specialize in the evaluation and management of breast disease work together to provide women with comprehensive breast services and swift diagnoses. We understand the concerns, anxieties and fears many women experience when faced with the possibility of breast cancer and are actively involved in breast cancer research, helping to develop new and more effective methods of preventing, diagnosing and treating breast disease.



Ochsner offers more clinical trials for cancer treatment than anywhere else in the region, enrolling more than **300 patients** in National Cancer Institute and pharmaceutical industry sponsored clinical research trials annually.

Cardiology

When you visit the John Ochsner Heart & Vascular Institute for cardiology care, you can expect advanced diagnostic and leading-edge therapies for adult and pediatric cardiology patients in a program ranked among the best in the United States. Our experts specialize in:

- Adult congenital heart disease
- Advanced heart failure
- Arrhythmia
- Cardiac PET imaging
- Cardiac transplantation
- Cardiovascular MRI and CTA imaging services
- Consultative cardiology
- Heart and vascular surgery
- Heart rhythm disorders
- Interventional cardiology
- Nonsurgical heart valve replacement and repair
- Pediatric cardiology
- Pulmonary hypertension
- Stroke prevention and carotid stents
- Transcatheter aortic valve replacement (TAVR)
- Vascular medicine

Neuroscience

At the Ochsner Neuroscience Institute, you'll find a team of multidisciplinary specialists working together to provide the latest diagnostic and therapeutic options for adults and children with neurological conditions.

The Institute's reputation for comprehensive clinical care has made it a destination for patients with these conditions. Ochsner's expert neuroscience team specializes in a wide range of treatments for adult and pediatric neurological conditions, including seizures; offers self-care education techniques for patients with chronic headaches; and provides an innovative, minimally invasive therapy for Parkinson's disease. The doctors and staff at Ochsner also specialize in the diagnosis and management of all forms of neuroendocrine tumors (NETs). These rare cancers make up just 2 percent of treated cancer in the United States, and we have consulted with over 2,400 NET patients from 48 states.

Our comprehensive neuroscience services include:

- Level 4 epilepsy center
- Chronic stroke management
- Complex spine surgery
- Neuro-oncology/radiosurgery
- Neurocritical care
- Neurotology
- Neuro-ophthalmology
- Multiple sclerosis
- Neuromuscular
- Muscular dystrophy
- Movement disorders
- Neurological rehabilitation
- Traumatic brain injury
- Concussion
- General physical medicine & rehabilitation
- Back and spine care
- General neurology
- General neurosurgery
- Headache/migraines



We have consulted with over **2,400** neuroendocrine tumor patients from 48 states.

Our Centers of Excellence

Surgery

The Ochsner Department of Surgery is regarded as one of the top surgical departments in the United States, performing the latest high-tech procedures while remaining committed to providing an exceptional patient experience. We're one of only a few training sites for robotic surgery in the world, and our surgeons regularly use the da Vinci® Surgical System, the most advanced tool available for urologic and gynecologic procedures. Whether you're undergoing surgery for esophageal disorders, upper GI cancer, pancreatic or liver disease, gastric issues or hernia, breast or lung cancer, a vascular or cardiac condition, a urologic or gynecologic condition, or a transplant – you can trust our expertise and ever-evolving techniques to help you achieve your best possible outcome and return to the life you love.



We're one of only a few training sites for robotic surgery in the world, and our surgeons regularly use the *da Vinci® Surgical System*, the most advanced tool available for urologic and gynecologic procedures.

Ochsner Multi-Organ Transplant Institute



The Ochsner Multi-Organ Transplant Institute has been recognized for several years as **#1 in the nation** for liver transplants by CareChex®.

When you need a transplant, you need the best surgical team and support program by your side. The Ochsner Multi-Organ Transplant Institute has been recognized for several years as #1 in the nation for liver transplants by CareChex®; our kidney transplantation patient survival rates exceed national averages; and, overall, our transplant patients are doing better, living longer and experiencing fewer complications than others around the globe. You can trust our expert surgical team who have performed **over 6,500 lifesaving transplants** since 1984. We perform liver, kidney, kidney/pancreas,

heart and lung transplants for adults and children and offer accommodations and support services for our national and international patients and their families.

By recruiting some of the world's leading transplant surgeons and physicians, pursuing clinical and research excellence and adding programs for even the most rare and complex organ transplants, the Ochsner Multi-Organ Transplant Institute continues to grow and serve more patients in our region and around the world.



U.S. News & World Report ranked Pediatric Cardiology at Ochsner Hospital For Children as one of the nation's top pediatric centers – the only hospital ranked in Louisiana.

Orthopedics & Sports Medicine

The Ochsner Department of Orthopedics employs the latest techniques and technology for the best possible patient outcomes in surgical and nonsurgical treatments for a wide range of orthopedic problems in adults and children. Ochsner's experienced and highly skilled orthopedists specialize in treating:

- Joint pain and damage requiring replacement
- Sports injuries
- Skeletal and bone tumors
- Cancer-related orthopedic pain and dysfunction
- Elbow, hand, shoulder and wrist ailments
- Spine ailments
- Injuries from trauma
- Spine and scoliosis

Pediatrics

We know your child's well-being is your top priority. At Ochsner Hospital for Children, we offer the highest level of pediatric care for even the most complex needs – like cancer treatment and organ transplants. Our 120 pediatric physicians include top specialists in pediatric cardiology and congenital cardiac surgery, gastroenterology, oncology, pulmonology, urology, neurology, neurosurgery and more. Our 113-bed hospital features a special pediatric emergency room, a 54-bed Level III Regional NICU, a 14-bed Level I Pediatric Intensive Care Unit, a 12-bed Pediatric Cardiovascular Intensive Care Unit and child life specialists. Additionally, our outpatient multidisciplinary clinics offer care for conditions like spina bifida.

Women's Services

From young women to mothers and grandmothers, we care for women of all ages. Whether you need an obstetrics consultation or are looking to schedule a wellness exam, you can rely on our team of OB-GYNs to make sure that you are comfortable and receive the care you need during your visit at Ochsner. Our women's health team includes gynecologic surgeons who are experts in minimally invasive techniques and are constantly seeking innovation in their approach to complex gynecologic conditions that previously required large abdominal incisions and prolonged hospital stays. You'll also find comprehensive gynecologic oncology; a maternal fetal medicine team capable of caring for patients with complicated antenatal issues and even performing in-utero surgery; and experienced obstetric intensive care specialists who've cared



for obstetric patients with severe infections, heart disease and life-threatening hemorrhagic situations. At Ochsner Baptist, our Women's Pavilion features female health services all in one location: whether you're having a baby, a mammogram or even robotic surgery – the care you need is available here.

At the Forefront of Innovation



Second Opinions

Being diagnosed with a severe illness or injury that has limited treatment options can be frightening. At Ochsner, close collaboration between clinicians and scientists allows us to bring medical discoveries from the laboratory to the bedside. Getting a second opinion from Ochsner will help you confirm the diagnosis and get a different perspective on treatment options. To inquire about specific specialties or treatments, contact our office at **504.842.3719** or email us at international@ochsner.org.

The Ochsner TeleStroke program has helped physicians treat more than **3,000** patients at **35** facilities.

Telemedicine

The Ochsner CareConnect 360 Program is a comprehensive clinical solution designed to complement and enhance patient care provided by on-site physicians in satellite locations with advice and patient management by Ochsner experts. Since its inception, the Ochsner TeleStroke program has helped physicians treat more than 3,000 patients at 35 facilities, improving evaluation and utilization of IV tPA for acute stroke cases and helping to lower the disability and overall mortality of the stroke population.

The O Bar

The first retail experience of its kind, the O Bar offers the latest in cutting-edge, interactive health technology to help you seamlessly manage your health and wellness. The O Bar carries a variety of physician-recommended products and features a state-of-the-art iPad® bar. Staffed by a full-time technology specialist, the O Bar offers unmatched service to assist you in choosing the right product or app for your lifestyle as well as providing setup guidance and support.

innovationOchsner (iO)

Our innovation accelerator uses technology and data to create precision-focused, patient-centered solutions to keep patients healthier and providers more efficient, including wearable technology that allows your physician to monitor your health remotely. The goal of iO is to reimagine the delivery and experience of healthcare in a way that enhances quality, access, patient satisfaction and engagement, and lowers costs.

innovationOchsner has worked with companies inside and outside the healthcare industry to invest in and invent the future.





MyOchsner

With MyOchsner, you can easily and securely manage ongoing medical activities, appointments and communications; view test results; request prescription refills and communicate with your physician online or through our mobile application. You'll have access to all your files – from anywhere – so you can share them with your physicians at home.

Executive Health & Wellness

Ochsner's International Executive Health and Wellness Program offers a time-efficient and cost-effective health assessment for corporate executives, including a complete medical examination and consultation to identify potential health problems and provide specific steps for developing and maintaining a healthy lifestyle. With comfort, privacy and time constraints in mind, a time-efficient, cost-effective health assessment can be customized for each participant. All tests are performed in one day, immediately followed by a one-on-one consultation with the physician to review results and recommendations for improving health. These personalized recommendations indicate whether additional tests or treatments are warranted. Should that be the case, we can assist with the scheduling of these tests in the same time-efficient manner.

With *MyOchsner*, you'll have access to all your files – from anywhere – so you can share them with your physicians at home.

Academics

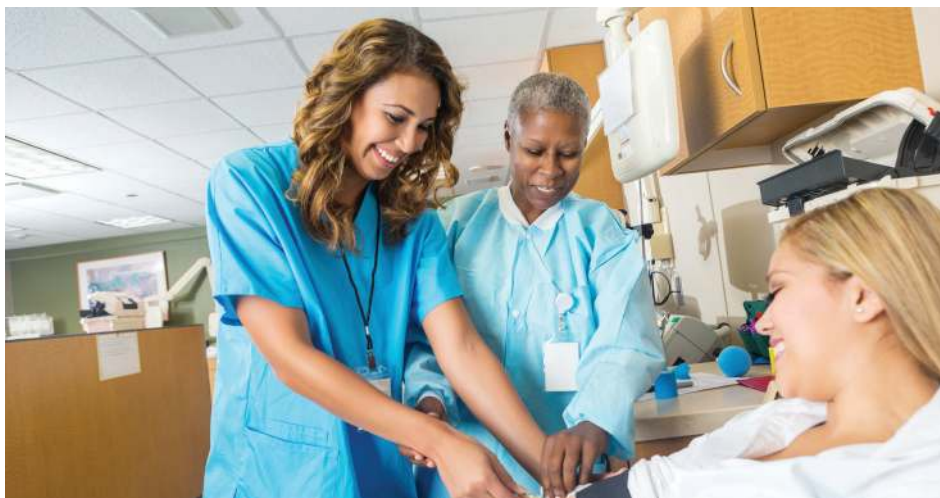
Ochsner offers a four-year Doctor of Medicine (MD) degree program. The first two preclinical years are spent at University of Queensland's campuses in St Lucia, and the final two clinical years are spent at the University of Queensland's Ochsner Clinical School in New Orleans. Students have the opportunity to learn in a fully integrated health system with a large multispecialty practice. This joint affiliation provides medical students with an unprecedented learning experience.

Hundreds of interns, residents and fellows in over 25 specialties also train at Ochsner each year, and we have an active research program including basic science, clinical and outcomes research. Ochsner is one of the largest independent academic medical centers in the United States. The International Department offers a variety of international academic opportunities for international students, physicians and healthcare professionals.

For more information on our Academics program, please contact internationalacademics@ochsner.org.



Hundreds of interns, residents and fellows in over 25 specialties train at Ochsner each year.



Exploring New Orleans



Known as the “Paris of the Americas,” New Orleans was founded by the French, ruled for 40 years by the Spanish and bought by the United States in 1803 as part of the Louisiana Purchase. New Orleans is known for its distinct Creole culture, jazz and other unique musical styles, and vibrant history. During the first half of the 19th century, New Orleans became the United States’ wealthiest and third-largest city, and it was the site of significant battles during the War of 1812 and the Civil War.

The city grew as a tourist attraction through the 20th century and still draws hundreds of thousands of visitors due to its annual Mardi Gras festivities, iconic food offerings, lively culture and historic architecture.





Enjoy New Orleans' iconic food offerings, lively culture and historic architecture.



For more information about Ochsner International Health Services, please call **001.504.842.3719** or visit our website, **ochsner.org/services/international-health**.

Our Mission – To serve, heal, lead, educate and innovate.

Our Vision – Ochsner will be a global medical and academic leader that will save and change lives. We will shape the future of healthcare through our integrated health system, fueled by the passion and strength of our diversified team of physicians and employees.

Our Values – Patients are always our priority. We approach every encounter with compassion. We always act with integrity and believe excellence is an ongoing journey. And, we know teamwork makes us stronger.



Ochsner International

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