

# Tertiary HOSPITAL - SERVICES

Part of:  
**asia**  
**HEALTHCARE**  
S U M M I T

**8 - 11 JUNE 2015**  
Carlton Hotel, Singapore

## Investing in & Developing World Class Healthcare Services



**Michael Wong**  
CEO,  
Pantai Hospitals  
(Ayer Keroh),  
Malaysia



**Joe Hau**  
Director Corporate  
Services,  
Tan Tock Seng  
Hospital, Singapore



**Andres M. Licaros, Jr.**  
President & Chief Executive  
Officer,  
Asian Hospital and  
Medical Center,  
Philippines



**Chan Woo Kuk**  
Center for Future Innovation,  
Advisory Specialist,  
Samsung Medical Center,  
Korea



**Prof Kazuhiro Hara**  
President,  
Japanese Telemedicine  
and Telecare  
Association, Japan



**Seemant Jauhari**  
CEO, Research &  
Innovations,  
Apollo Hospitals,  
India



**Grace Siew Wah Lim**  
Chief Financial Officer,  
KK Women's and  
Children's Hospital,  
Singapore



**David Sun**  
Deputy Service Director  
(Quality and Safety),  
Consultant Neurosurgeon,  
Prince of Wales Hospital,  
Hong Kong



**Alastair Mah**  
Chief Medical Officer,  
University Hospital  
Geelong & Barwon  
Health, Australia



**George Yackoub**  
Chief Information Officer,  
Abu Dhabi Health  
Services Co (SEHA), UAE

## Top Reasons to Attend

- ▶ Benchmarks and lessons from World Class Tertiary Hospitals
- ▶ Insights into clinical and operational excellence
- ▶ Investment in Tertiary Hospital Services and achieving financial success
- ▶ Streamlining outpatient services
- ▶ Advanced consultative care and remote monitoring of patient health
- ▶ Latest technology transforming patient accessibility, care and experiences
- ▶ Top tertiary hospitals and industry experts from:

- Singapore
- Malaysia
- Vietnam
- Thailand
- Philippines
- Japan
- Hong Kong
- Korea
- India
- Indonesia

Co-located with:



### PRE-CONFERENCE WORKSHOPS: 8 JUNE 2015

- A** Innovation in e-Health and m-Health
- B** Redesigning Quality & Patient Centered Healthcare for Profitable Services

### POST-CONFERENCE FOCUSED DAY: 11 JUNE 2015

- C** Tertiary Hospital Services Financial Management
- POST-CONFERENCE SITE TOUR: 11 JUNE 2015**
- D** Tan Tock Seng Hospital



Produced by:



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- 0800 **Registration Opens & Morning Coffee**  
 0850 **Welcome Address from IBC Asia**  
 0900 **Chairperson's Opening Remarks**  
**John Northen**, *Chief Executive Officer, Columbia Asia Group of Companies, Malaysia*

### Asia's Healthcare Market Outlook

- 0915 **Keynote Address:**  
**Singapore's Public Health Infrastructure Plans & Latest Developments**  
**Lenny Chew**, *Director, Health Infrastructure Projects, MOH Holdings Pte Ltd, Singapore*

- 0930 **Healthcare Advancements in North Asia: Infrastructure, Standards & Costs**

CEO PANEL

- Plans and investment in primary, secondary and tertiary care
- Addressing the rising costs of healthcare
- Advancements in state-of-the-art medical facilities
- Medical Tourism in North Asia
- Aged care investments and developments

Panelists:

**Wui-Chiang Lee**, *President, Asian Society for Quality in Health Care & Former Director-General, Ministry of Health and Welfare, Taiwan*

**Hong Fung**, *Executive Director, The Chinese University of Hong Kong Medical Centre & Former Director of Planning & Cluster Chief Executive (NTE), Hospital Authority, Hong Kong*

**Sang-Ho Lee**, *Chairman, Spine Health Wooridul Hospital, South Korea*

**Shigemi Kitahara**, *President, Kitahara International Hospital, Japan*

- 1000 **Planning for Healthcare Demand & Growth in Southeast Asia**

CEO PANEL

- Healthcare policy developments and opportunities for private investment
- How is the industry addressing key healthcare challenges?
- Is Southeast Asia ready for its ageing population?
- Partnerships and collaboration in the healthcare value chain
- Balancing healthcare innovation and cost

Moderator:

**John Northen**, *Chief Executive Officer, Columbia Asia Group of Companies, Malaysia*

Panelists:

**Su-Lin Chong**, *Chief Executive Officer, Prince Court Medical Centre, Malaysia*

**Andres M. Licaros, Jr.**, *President & Chief Executive Officer, Asian Hospital and Medical Center, Philippines*

**Alexander Varghese**, *Chief Executive Officer & Executive Director, Siloam Hospital Group, Indonesia*

- 1030 **Morning Networking & Refreshment Break**

- 1120 **Chairperson's Remarks**

**Sumeet Aggarwal**, *General Manager, Business Development & Alliances, Fortis Healthcare, India*

### Developing World Class Tertiary Hospital Services

- 1130 **Tertiary Hospital Services- Benchmarks & Lessons from World Class Tertiary Hospitals**

VISIONARY PANEL

- Top 5 qualities of Tertiary Hospital Service market leaders
- Creating a vision, short and long term strategies
- What is best practice?
- Accessibility to tertiary services
- The necessity of developing a broader set of leadership and financial skills to drive performance and continuous improvement

Panelists:

**Chan Choo Lin**, *Director of Operations, Johns Hopkins, Singapore*

**Alastair Mah**, *Chief Medical Officer, University Hospital Geelong & Barwon Health, Australia*

**Seemant Jauhari**, *CEO, Research & Innovations, Apollo Hospitals, India*

**Dr. Alejandro C. Dizon**, *Chief Quality Officer, St. Luke's Medical Center, Philippines*

**Michael Wong**, *CEO, Pantai Hospitals (Ayer Keroh), Malaysia*

### Investment in Tertiary Hospital Services & Financial Performance

- 1200 **Achieving Top Financially Performing Tertiary Hospital Services in the Philippines**

CASE STUDY

- Reconfiguring of services across hospitals to increase outcomes and improve efficiency
  - Redesigning procedures and breaking down silos across different functional levels
  - Improving non-medical staff productivity and consolidating similar healthcare services
- Reconfiguring of services through delivery pathways
  - Measures taken to improve hospital productivity including setting up cost-efficient infusion therapy for chronic patients and shorten turnaround times for radiology and routine tests
- Difficulties faced in reconfiguring process
- Evaluating cost savings and quality

**Andres M. Licaros, Jr.**, *President & Chief Executive Officer, Asian Hospital and Medical Center, Philippines*

- 1230 **Investment in Tertiary Hospital Services in Asia, Performance Indicators & Outcome Measures**

CASE STUDY

- Key healthcare trends and opportunities for tertiary care investment in Asia
- Key performance indicators and financial decisions for investing in specialist areas
  - What outcome measures should be in place?

**Michael Wong**, *CEO, Pantai Hospitals (Ayer Keroh), Malaysia*

- 1300 **Networking Lunch and VIP Tables**

**VIP Table 1:** **Grace Siew Wah Lim**, *Chief Financial Officer, KK Woman's and Children's Hospital, Singapore*

**VIP Table 2:** **Jae Hak Kim**, *Director at Innovation Design Center, ASAN Medical Center, Korea*

**VIP Table 3:** **Alexander Varghese**, *Chief Operating Officer & Executive Consultant, Siloam Hospitals Group, Indonesia*

- 1400 **Bringing International Tertiary Hospital Services to Vietnam and Building on Top Specialties**

CASE STUDY

- Positioning for growth in tertiary hospital services and managing multi-specialties
- Case study on collaboration with the leading specialists and regional hospitals including Singapore Eye Center and National University Hospital of Singapore
  - Benefits of treatments for patients
  - Cost savings in treatment costs
  - Marketing and positioning of services for international and domestic patients
- Incorporating consumer needs and perception into branding strategy
  - Working with top regional hospitals to reinforce image

**Nguyen Thi Le Thu**, *Marketing & Business Development Director, FV Hospital, Vietnam*

### Marketing & Differentiating Tertiary Healthcare Services

- 1440 **New Innovations in Business Models – Collaboration to Align Healthcare Services**

- Key success factors in JVs to meet business goals
- Case study: establishing a bio-banking and personalized medicine company
- Case study: establishing and running a cord blood banking company
- Business models on conducting research or enabling innovations: distribution, sweat equity, debt convertible to equity with call options in context of startups looking to develop products
- Role of research and innovations in healthcare – integrating the clinician, patient and hospital

**Seemant Jauhari**, *CEO, Research & Innovations, Apollo Hospitals, India*

- 1520 **Afternoon Networking & Refreshment Break**

- 1550 **How Anadolu Medical Center Differentiated Itself as a Leader in Oncology and a Medical Tourism Destination**

- Forming a strategic cooperation with John Hopkins to improve medical research and education to professions
- Anadolu's implementation plan of patient centered care – defining PCC and looking in-depth into patient's healing experience
- International Diversity Work Group program – a way to redesign processes and meeting the needs of international patients

**Asli Akyavas**, *International Services Director, Anadolu Medical Center, Turkey*

- 1630 **Providing Affordable and First Class Tertiary Hospital Services**

CASE STUDY

- Improving patient experiences and safety with clinical evidence based clinical decision support to help contain costs and patient outcomes
- Addressing patient experience improvement opportunities from complaints, satisfaction surveys and interviews
- Case study on a successful service quality enhancement program

**Haji Abdul Aziz Abdul Rahman**, *CEO, KPJ Penang Specialist Hospital, Malaysia*

- 1710 **End of Conference Day One**

0900 **Chairperson's Opening Remarks**  
**Sumeet Aggarwal**, *General Manager, Business Development & Alliances, Fortis Healthcare, India*

### Streamlining Outpatient Services

0910 **Embarking on a Patient Valued Journey for Improved Outpatient Services**  
**CASE STUDY**

- Tan Tock Seng Hospital's case study – journey to deliver value to patients and transforming the way patient care is being delivered
- The aim of MEC Masterplan and how it improved the quality of outpatient care
- Understand the descriptors for a good healing experience
- Differentiating a good patient experience from a great one

**Joe Hau**, *Director Corporate Services, Tan Tock Seng Hospital, Singapore*

### Advanced Consultative Care & Remote Monitoring

0950 **CritiNext EiCU: Advanced Consultative Care & Monitoring for Remote Critically Ill In-Patients**  
**SHOW CASE**

- Investment, cost of technology and cost savings in operations
- How does CritiNext assist doctors and monitor patients in real time?
- How successful has CritiNext been?
- Challenges and future plans with CritiNext

**Sumeet Aggarwal**, *General Manager, Business Development & Alliances, Fortis Healthcare, India*

1050 **Development of a Perinatal EMR System Project and International Future Deployment**  
**CASE STUDY**

- Monitoring patient's health status using mobile phones and a Mobile fetus monitor system (Mobile CTG)
- The use of a centralized secure data center to increase healthcare outcomes and productivity
- Examining the value brought to managing patients in emergencies and in remote areas
- Applying and adopting perinatal EMR system for tertiary care services in the ASEAN countries and future deployment overseas

**Prof Kazuhiro Hara**, *President, Japanese Telemedicine and Telecare Association, Specially-appointed professor of Seto Inland Sea Regional Research Center, Kagawa University, Japan*

1020 **Morning Networking & Refreshment Break**

### Clinical & Operational Excellence

1130 **Best Clinical Practices and Operational Excellence for World Class Neurosurgery Services**  
**CASE STUDY**

- Inpatient vs Outpatient Neurosurgery services
- Quality management
- Education and training in clinical and lab research
- Productivity enhancements
- Achieving patient outcomes

**David Sun**, *Deputy Service Director (Quality and Safty), Consultant Neurosurgen, Prince of Wales Hospital, Hong Kong*

1210 **Networking Lunch**

### Technology Transforming Patient Accessibility, Care & Experiences

1340 **Enabling Accessibility & Enhanced Healthcare Service Delivery with MedConnect**  
**CASE STUDY**

- Changing patient needs and rising importance of mobile applications to connect patients with healthcare services
- Empowering patients with the launch of MedConnect for readily healthcare services and healthcare information including appointment booking, online payment, assessing doctors info and location
- Strategy in controlling the quality of healthcare services delivered and earning recognition as one of the Best Hospitals in the world
- Redefining quality management models with evolving technology and patient needs

**Dr. Alejandro C. Dizon**, *Chief Quality Officer,*

1340 **'Malaffi. My File' – Speeding Up Patient Administration and Accessing Electronic Health Records**  
**CASE STUDY**

- Accelerating the the administration of patients with a new registration system that scans patient's palms
- Two-factor patient identification system to ensure patient safety and access to full medical records
- Implementation across all SEHA network of clinics and hospitals
- Evaluation and key results
  - Costs of technology
  - Project implementation
  - What was the return?

**George Yackoub**, *Group Chief Information Officer (A), Abu Dhabi Health Services Co (SEHA), UAE*

1500 **Afternoon Networking & Refreshment**

1530 **Public-Private Electronic Patient Records (PPI-ePR) to Improve Patient Care**  
**CASE STUDY**

- Removing boundaries between different clinics, private and public hospitals with the sharing of patient records
- Aim of the PPI-ePR system feasibility and acceptability amongst healthcare providers
- Cost saving and value brought in with reduction in repetitions of investigations and minimizing risks of medical error
- Safeguarding patient's information and ensuring data confidentiality with security measures

**Alan Young**, *Head of IT, Canossa Hospital (Caritas), Hong Kong*

1610 **E-Health & M- Health – How to Actively Connect Your Patients**  
**CLOSING PANEL**

- Latest trend and initiative in healthcare monitoring, telehealth services, m-health and wearable devices
- Collaboration with stakeholders to achieve seamless healthcare service delivery
- The impact of technology on healthcare pricing
- Utilizing technology to increase the value and quality in healthcare services
- Hurdles faced in integrating new technology to existing platforms
- Why patients resist the change and activities to promote the adoption rate
- Case studies on successful implementation of telehealth services, remote monitoring and wearable devices that improved patient experiences

Panelists:

**Chan Woo Kuk**, *Center for Future Innovation, Advisory Specialist, Samsung Medical Center, Korea*

**Malini Ramalingam**, *Deputy Director, Digital Initiative Dept, Digital Malaysia Division, Malaysian Communications and Multimedia Commission, Malaysia*

**George Yackoub**, *Group Chief Information Officer (A), Abu Dhabi Health Services Co (SEHA), UAE*

1700 **Chairperson's Summary & End of Conference**

### Exclusive Post-Conference Site Tour: 11 June 2015



Tan Tock Seng Hospital

## PRE-CONFERENCE WORKSHOP A

Monday, 8 June 2015 • 9.00am – 12.30pm

### Innovation in e-Health and m-Health

Led by: **Professor Alan Hsu**, *President, Taiwan Association for Medical Informatics, Director, Taipei Medical University, Taiwan*

Across the globe, healthcare systems are facing increasing demand and rising costs of operations. ICT can be the most powerful ally to maintain cost efficient and high quality care. Building personalized healthcare, empowering patients and healthcare workers and linking up devices and technologies have become the aim of healthcare providers to enable patients to enjoy seamless access to high quality and safe healthcare abroad or at home. This workshop provides case studies on innovative e-Health and m-Health implementation by healthcare providers and how those initiatives provides smarter, safer and patient centered health services that benefit both the healthcare providers and patients.

- A series of pioneering initiatives in the region – success and failed cases
- Project Management and implementation processes and challenges faced
- Evaluating the result and how various programs made healthcare services safer and more accessible to patients
- The future of e-health and m-health and how it will evolve in the next 5 years

#### ABOUT THE WORKSHOP LEADER:

Prof. Chien-Yeh Hsu is a Professor and the Director of Graduate Institute of Medical Informatics at Taipei Medical University, Taiwan. His research interests include electronic medical/health record, clinical information system, medical information standards, biomedical data sharing/processing/analysis, e-health/cloud computing infrastructure, biomedical database and biomedical signal processing. He has been working on various topics of medical informatics for more than ten years. He has published various articles in The Journal on Information Technology in Healthcare, Computer Methods and Programs in Biomedicine, European Journal of Nuclear Medicine and Molecular Imaging, Methods of Information in Medicine, International Journal of Andrology, Communications in Computer and Information Science, Telemedicine and e-Health, and The Journal of Taiwan Association for Medical Informatics. He is currently the President of Taiwan Association for Medical Informatics, and had served as the Editor in Chief of The Journal of Taiwan Association for Medical Informatics since 2004 to 2007. Professor Hsu is also a member of the board of HL7 Taiwan and Taiwan Association for Nursing Informatics.

## PRE-CONFERENCE WORKSHOP B

Monday, 8 June 2015 • 1.30pm – 5.00pm

### Redesigning Quality and Patient Centered Healthcare for Profitable Services

Led by: **Dr Nirmal S. Gopma**, *Manager Quality, Anglo Arabian Healthcare, Dubai*

With hands on training on use of basic quality tools and data collection techniques to generate information from data, the workshop interprets graphical data for decision making and key elements in re-designing patient centered healthcare services to increase healthcare quality. This workshop aims to provide insights on what changes could be done to improve patient safety and clinical outcomes and statistical tools that can be used to make better decisions and improve quality.

- Redesigning Patient Flow Systems and Processes
- Redesigning Patient Safety Domains
- Redesigning Quality Improvement Techniques from Reactive to Proactive
- Redesigning the methods of Reinforcing Quality Concepts to all Stakeholders

#### ABOUT THE WORKSHOP LEADER:

Dr. Nirmal is a Board Certified (FACHE) Healthcare Management professional with a Bachelors Degree in Homoeopathic Medicine (BHMS) and a Masters Degree in Hospital Administration (MHA). He has completed the certifications in Healthcare Quality (CPHQ) and Healthcare Risk Management (CPHRM) and is currently pursuing the certifications in Patient Safety (CPPS) and the Certified Manager Quality / Organizational Excellence (ASQ CMQ/OE). He has an experience of about 10 years in the healthcare management fields of Quality, Risk, Patient Safety, Accreditation, Administration and Operations. His main role has been healthcare policy development, implementation and analysis that impacts patient care and safety. He is well versed with the requirements of the JCI, ISO, ACHSI and CAP Accreditation standards as well as with the EFQM Business Excellence standards. He has conducted gap analysis and mock surveys for organizations that have applied for the JCI Accreditation and the EFQM Business Excellence standards. He also conducts trainings for the CPHQ examination preparation. He has presented on patient safety topics and implementation of statistical quality tools at other international forums. He has worked as Manager – Quality and Risk for a healthcare group, after which he worked as a Consultant – Quality and Risk for a healthcare consulting firm. He then held the position of General Manager – Operations and Quality for 2 other leading hospitals and is now the Manager Quality for Anglo Arabian Healthcare. All of these positions were based in Dubai. He is passionate about improving patient safety and quality standards, reducing clinical, organizational and environmental risks and likes to implement management and statistical tools to meet these objectives and bring about profitability in healthcare operations.

## POST-CONFERENCE FOCUS DAY C

Thursday, 11 June 2015 • 9.00am – 5.00pm

### Tertiary Hospital Services Financial Management

With intensified competition and soaring healthcare costs, healthcare service providers need to develop a strategic direction in meeting patients' demand while under the pressure of maintaining cost and improving financial performance for key stakeholders. Healthcare operators need to have the right strategy to invest in and position their healthcare services for maximum financial performance. What are the key elements to look out for while choosing the best business model for different markets and services? What are the innovative delivery systems to achieve financial performance? This interactive workshop will address the organizational dynamics involved in adopting and implementing financial measures in tertiary hospital services and identifying best models to increase ROI.

0900 **Introduction**

0910 **Session 1: Investing and Operating Tertiary Hospital Services: Opportunities and Risks**

- What drives increased demand for tertiary hospital services: disease trends, technology etc.
- Key success factors in operating tertiary hospital care
- Risk factors in operating tertiary hospital care
- Trends in the future

**John Lee**, *Managing Director-Principal Consultant, MuziHealth Consulting Pte Ltd, Singapore*

1040 **Morning Refreshment**

1110 **Healthcare Financial Performance Measures & Success**

- Choosing the right investment model to enhance healthcare facility and innovation
- Measuring ROI and challenges in progressing to the next phase in tertiary healthcare to achieve top financial performance
- Case study

**Amit Varma**, *Managing Partner, Quadria Capital, India*

1240 **Networking Lunch**

1330 **Tertiary Hospital Delivery Business Models and Increasing ROI**

- Evaluating different business models
- Steps to implement delivery model and ensuring clinical and operational performance
- Key factors contributing to improve financial performance and maximization of return
- Case study

**Vivek Jetley**, *CEO & MD, Urbana Health, Singapore*

1500 **Afternoon Refreshment**

1530 **Meeting Financial Goals in Tertiary Hospital Services**

- LEAN ideology in health systems to eliminate waste from current workflows and procedure
- Staff comes first before customers - refocusing in culture and how does that affect financial performance and ultimately achieving superior patient experiences
- Case study and challenges

1700 **End of Focus Day**

#### ABOUT THE WORKSHOP LEADERS:

**Vivek** is currently the CEO & MD of Urbana Health, which provides Business Advisory, Consulting and Investment Services in Emerging Asia and India. Urbana is backed by Vivek's high quality experience of over 20 years in the Healthcare Sector – Private Healthcare systems and Healthcare delivery using specialised delivery platforms, Contract & Clinical Research, Pharmaceuticals Manufacturing & Distribution and Healthcare IT & BPO Services. Vivek has had a long and successful track record in several leadership roles and has held various positions – Managing Director, CEO, Country Manager, Head of Business Development and CFO. In his current role Vivek's focus is on the development of Healthcare and Wellness Infrastructure and delivery with an emphasis on strategic and business issues; delivery of integrated healthcare; market entry, expansion and diversification strategies; interim management solutions; facilitating investments and raising capital.

**Dr Amit** is a critical care physician by education, he is the Managing Partner of Quadria Capital, US\$300 Mn healthcare focused Private Equity Fund. He has over 20 years of Private Equity, strategic & operational leadership and board level experience in healthcare organizations across USA, Asia and Australia.

**John Lee**, MA, MPH, has over 40 years of healthcare experience in the Asia Pacific Region. John has served in senior administrative positions in three of the largest healthcare groups in the Asia Pacific Region: Adventist Health Services Asia, Parkway Health (now part of IHH Healthcare) and Bangkok Dusit Medical Services (including Samitivej Group of Hospitals). In his career, John developed several tertiary care hospitals, and was active in managing merger and acquisition of hospitals. In 2011 John set up MuziHealth Consulting Pte Ltd, based in Singapore. He advises on healthcare strategic management and investment strategies in healthcare industry, with clients in ASEAN, and Greater China.

# Tertiary HOSPITAL - SERVICES

Part of:  
**asia  
HEALTHCARE  
S U M M I T**

**8 – 11 JUNE 2015**  
Carlton Hotel, Singapore



“Patient care affordability will be kept in mind as the Government works with the private sector to expand national capacity”

~ Channel NewsAsia, Dec, 2014

“Tertiary care hospitals are under increasing pressure to cater to the country’s fast ageing population and a growing burden of chronic diseases”

~ Future GOV, Sept 2014

With concerns over increasing ageing populations, escalations in healthcare costs and growing trends in chronic diseases, healthcare investors and operators are investing in tertiary care services and are looking for optimal healthcare delivery models to achieve world-class quality services. Maintaining overall financial performance has too become the top priority while ensuring affordability and accessibility of healthcare services. **IBC’s Tertiary Hospital Services** conference held in **8-11 June in Singapore** focuses on solid case studies and innovative projects in delivering quality healthcare services and achieving top financial performing healthcare organizations through:

- ▶ Learning from leading tertiary hospitals and keeping up with changes in an evolving healthcare landscape
- ▶ Reconfiguring healthcare services to increase outcomes and improve efficiencies in operations
- ▶ Forming strategic partnerships to improve synergies in healthcare services and financial results
- ▶ Best clinical practices and operational excellence
- ▶ Investment opportunities and effective marketing and differentiation strategies for financial success



#### INDUSTRIES

- Government/ Agencies **5%**
- Private Hospitals/Clinics **35%**
- Public Hospitals **10%**
- Healthcare Technology and Solution Service providers **25%**
- Healthcare Marketing & Branding Agencies **10%**
- Capital Investors/Banks/Venture Capital **10%**
- Financial Advisory and Healthcare Consultant **5%**



#### GEOGRAPHY

- Singapore, Malaysia, Thailand **45%**
- Rest of South East Asia **20%**
- North Asia **15%**
- South Asia **10%**
- Rest of the World **10%**

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HEALTHCARE  
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IBC’s Asia Healthcare Summit is the leading gathering for Government, public and private healthcare providers, health insurance companies, medical equipment/service providers and health technology, to discuss investment in healthcare infrastructure and services to meet Asia’s ageing population, chronic disease burden and growing healthcare services demand. It is the must attend platform to learn, meet, network and establish business partnerships in Asia’s healthcare sector.

**3 Conferences in 1 Location**

**Healthcare FACILITIES ASIA**

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**Tertiary HOSPITAL - SERVICES**

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Tel: + 65 6508 2469 • Email: [Catherine.Wong@ibcasia.com.sg](mailto:Catherine.Wong@ibcasia.com.sg)



## Tertiary Hospital Services

### 6 EASY WAYS TO REGISTER

MAIL the attached registration form with your cheque to  
**IBC Asia (S) Pte Ltd**  
 c/o Informa Regional Business Services  
 111 Somerset Road,  
 TripleOne Somerset #10-06,  
 Singapore 238164



Scan the QR Code with your smartphone and register today

Customer Service Hotline  
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Email  
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 www.tertiaryhospitalsservices.com

This label contains your priority booking code. To expedite registration, please do not remove label. If you have already received a copy of this brochure, we apologise. For reasons of confidentiality, your full particulars were not available to IBC Asia (S) Pte Ltd for deduplication prior to mail drop.

### RESERVE YOUR PLACE TODAY!

- Yes! I/We will attend the **Tertiary Hospital Services**, 8 – 11 June 2015, Carlton Hotel, Singapore
- I would like to purchase the conference presentations at SGD1000 + GST (SGD1070) per log in.

FEE PER DELEGATE	Early Bird Rate Register & pay on or before 10 April 2015	Special Rate Register & pay on or before 8 May 2015	Normal Rate Register & pay after 8 May 2015	Group Rate (3 or more delegates)
<b>Hospitals &amp; Government Rate</b>				
<input type="checkbox"/> 4 Day Package: 2 Day Conference + all Workshops	SGD 2,895	SGD 3,095	SGD 3,295	SGD 2,795
<input type="checkbox"/> 3.5 Day Package: 2 Day Conference + 3 Workshops <input type="checkbox"/> A OR <input type="checkbox"/> B + <input type="checkbox"/> C	SGD 2,795	SGD 2,995	SGD 3,095	SGD 2,695
<input type="checkbox"/> 3 Day Package: 2 Day Conference + 2 Workshops <input type="checkbox"/> A + <input type="checkbox"/> B OR <input type="checkbox"/> C	SGD 2,495	SGD 2,695	SGD 2,795	SGD 2,395
<input type="checkbox"/> 2.5 Day Package: 2 Day Conference + Workshop <input type="checkbox"/> A OR <input type="checkbox"/> B	SGD 2,195	SGD 2,395	SGD 2,495	SGD 2,095
<input type="checkbox"/> 2 Day Conference only	SGD 1,895	SGD 2,095	SGD 2,195	SGD 1,795
<b>Industry Rate</b>				
<input type="checkbox"/> 4 Day Package: 2 Day Conference + all Workshops	SGD 4,295	SGD 4,495	SGD 4,595	SGD 4,195
<input type="checkbox"/> 3.5 Day Package: 2 Day Conference + 3 Workshops <input type="checkbox"/> A OR <input type="checkbox"/> B + <input type="checkbox"/> C	SGD 4,095	SGD 4,295	SGD 4,395	SGD 3,995
<input type="checkbox"/> 3 Day Package: 2 Day Conference + 2 Workshops <input type="checkbox"/> A + <input type="checkbox"/> B OR <input type="checkbox"/> C	SGD 3,695	SGD 3,895	SGD 3,995	SGD 3,595
<input type="checkbox"/> 2.5 Day Package: 2 Day Conference + Workshop <input type="checkbox"/> A OR <input type="checkbox"/> B	SGD 3,295	SGD 3,495	SGD 3,595	SGD 3,195
<input type="checkbox"/> 2 Day Conference only	SGD 2,895	SGD 3,095	SGD 3,195	SGD 2,795
<input type="checkbox"/> Site Tour (for registered delegates only)	SGD 100		The Site Tour is Free for the First 10 Participants that Register before the Early Bird Rate	

- Multiple Bookings Discount pricing is applicable to groups of 3 or more delegates from the same organisation registering for the same event, at the same time. Fee stated is the discounted price PER DELEGATE. Only one discount applies; either the early bird rate OR special rate OR group rate.
- All fees stated include luncheons, refreshments and complete set of documentation. It does not include the cost of accommodation and travel.
- Registration fees are subject to the prevailing government tax

#### Delegate 1 Details

Name: Dr/Mr/Ms \_\_\_\_\_  
 Job Title: \_\_\_\_\_  
 Department: \_\_\_\_\_  
 Tel: \_\_\_\_\_  
 Mobile No.: \_\_\_\_\_  
 Email: \_\_\_\_\_

#### Delegate 2 Details

Name: Dr/Mr/Ms \_\_\_\_\_  
 Job Title: \_\_\_\_\_  
 Department: \_\_\_\_\_  
 Tel: \_\_\_\_\_  
 Mobile No.: \_\_\_\_\_  
 Email: \_\_\_\_\_

Please photocopy for additional delegates

Who is Head of your Department?

Who is Head of Training?

#### Company Information

Company Name: \_\_\_\_\_ Main Business/Activity: \_\_\_\_\_  
 Address: \_\_\_\_\_ Postal Code: \_\_\_\_\_

#### PAYMENT METHOD

(Please tick)

- I enclose my bankers draft / cheque payable to IBC Asia (S) Pte Ltd
- I am paying by bank transfer (copy attached)
- Payment by Credit Card. (AMEX, VISA or MasterCard accepted)

#### CREDIT CARD PAYMENTS

The best way to pay by credit card is through our secure on-line registration process, simply log on to the website at [www.tertiaryhospitalsservices.com](http://www.tertiaryhospitalsservices.com) and click "Register On-line". If you would prefer to pay over the phone please complete the contact name and details and our Customer Services Team will call within 24 hours to take payment. As we treat your credit card information in the strictest confidence, please do not send payment details by email.

Credit card contact: \_\_\_\_\_ Department: \_\_\_\_\_  
 Direct phone number: \_\_\_\_\_ Email: \_\_\_\_\_

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#### HOTEL INFORMATION

##### CARLTON HOTEL SINGAPORE

76 Bras Basah Road  
 Singapore 189558  
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 Contact: Daniel Soon, Director of Sales  
 Tel: +65 6311 8154  
 Email: [daniel.soon@carltonhotel.sg](mailto:daniel.soon@carltonhotel.sg)

#### PAYMENT TERMS

Payment must be received 10 business days prior to the event. To take advantage of discounts with an expiry date, registration and payment must be received by the cut-off date.

- Payment by bankers draft or cheque in S\$ or US\$ should be made in favour of "IBC Asia (S) Pte Ltd" and mailed to:  
 IBC Asia (S) Pte Ltd  
 c/o Informa Regional Business Services  
 111 Somerset Road, TripleOne Somerset #10-06  
 Singapore 238164  
**Attn: The Accounts Receivable Team**
- Payment by bank transfer in S\$ or US\$ made payable to:  
**IBC Asia (S) Pte Ltd**  
**A/C No.:147-059513-001 (S\$)**  
**A/C No.:260-457866-178 (US\$)**  
 The Hongkong and Shanghai Banking Corporation Limited  
 21 Collyer Quay, HSBC Building  
 Singapore 049320  
**Bank Swift Code: HSBCSGSG**  
**Bank Code: 7232**
- Payment by Credit Card (AMEX, VISA or MasterCard). The best way to pay by credit card is through our secure portal built into the website. To pay by phone please indicate the contact name and details below and our Customer Services Team will call within 24 hours to take payment. Please do not send credit card information by email.

#### CANCELLATIONS / SUBSTITUTION

Should you be unable to attend, a substitute delegate is welcome at no extra charge. Cancellations must be received in writing at least 10 business days before the start of the event, to receive a refund less 10% processing fee per registration. The company regrets that no refund will be made available for cancellation notifications received less than 10 business days before the event.

#### IMPORTANT NOTE

Please quote the name of the delegate, event title and invoice number on the advice when remitting payment. Bank charges are to be deducted from participating organisations own accounts. Please fax your payment details (copy of remittance advice, cheque or draft to +65 6508 2407).

Attendance will only be permitted upon receipt of full payment. Participants wishing to register at the door are responsible to ensure all details are as published. IBC assumes no further liability or obligation, beyond the refund of the paid registration fee, in the event of postponement or cancellation by IBC.

#### DATA PROTECTION

The personal information entered during your registration/order, or provided by you, will be held on a database and may be shared with companies in the Informa Group in the UK and internationally. Occasionally, your details may be obtained from or shared with external companies who wish to communicate with you offers related to your business activities. If you do not wish your details to be used for this purpose, please contact our Database Department at Email: [database@ibcasia.com.sg](mailto:database@ibcasia.com.sg), Tel: +65 6508 2400 or Fax: +65 6508 2408.