SEMESUR Assistance

INTERNATIONAL MEDICAL ASSISTANCE

EXPERIENCE AND PROFESSIONALISM TO SERVE YOUR HEALTHCARE NEEDS

SPAIN, PORTUGAL AND WORLDWIDE ASSISTANCE

- House Calls
- Medical Escort & Repatriation
- Air Ambulance
- Hospitals & Specialist Care
- Ground Ambulance Transport
- Medical Clearance

Medical Escort & Repatriation

ACTIVATION OF PROCEDURE *SEMESUR*

2016 IN **FIGURES**

- **336** Medical Escort Cares 2016
- **382** People Repatriated
- **62** Stretcher Cases (20%)
- **60%** Repatriation With Nurse Escort
- **100%** Booking and Tickets Purcharse SEMESUR Group
- **2.278.000km** Like 56 Rotations to Earth

SEMESUR Assistance

Medical Escort & Repatriation

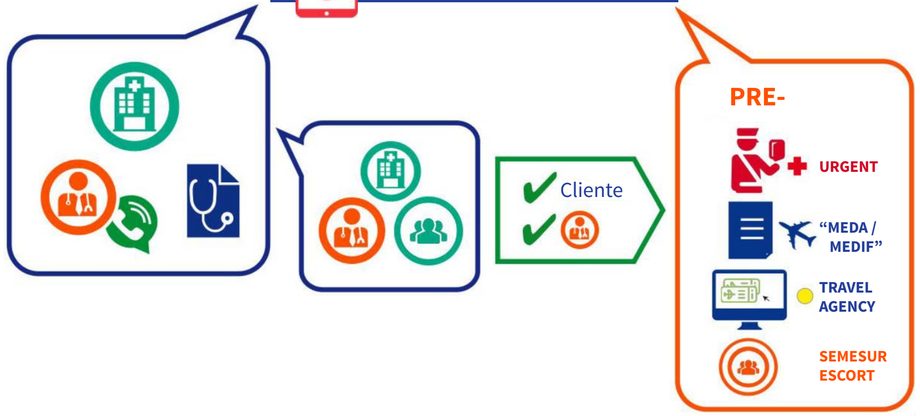
PROCEDURE ***SEMESUR***

PHASE 0

Client Consultation Request → Call Center 24 / 7 / 365 → Semesur Assistance Application

Client Requests Help to Define the Escort Case

Medical Clearance



Stated Service Conditions

Chronological and Economically Detailed Quote

Medical Escrot & Repatriation

PROCEDURE ***SEMESUR***

PHASE 1

SEMESUR Assistance

Medical Escort & Repatriation

PROCEDURE ***SEMESUR***

PHASE 2

Medical Escort & Repatriation

PROCEDURE ***SEMESUR***

PHASE 3

Medical Escort & Repatriation

PROCESURE ***SEMESUR***

PHASE 4

Medical Escort & Repatriation

ACTIVATION OF PROCEDURE *SEMESUR*

NEW MEDICAL ESCORT SERVICE SUBMITTED
SERVICE SUCCESSFULLY ACCOMPLISHED

2016 IN **FIGURES**

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SEMESUR Assistance

SEMESUR Assistance

House Calls

2016 IN **FIGURES**

5076 House Calls performed in 2016
3251 In Cites and Metropolitan Areas
2836 Rural Areas and Towns

We have **86 Doctor** on Staff

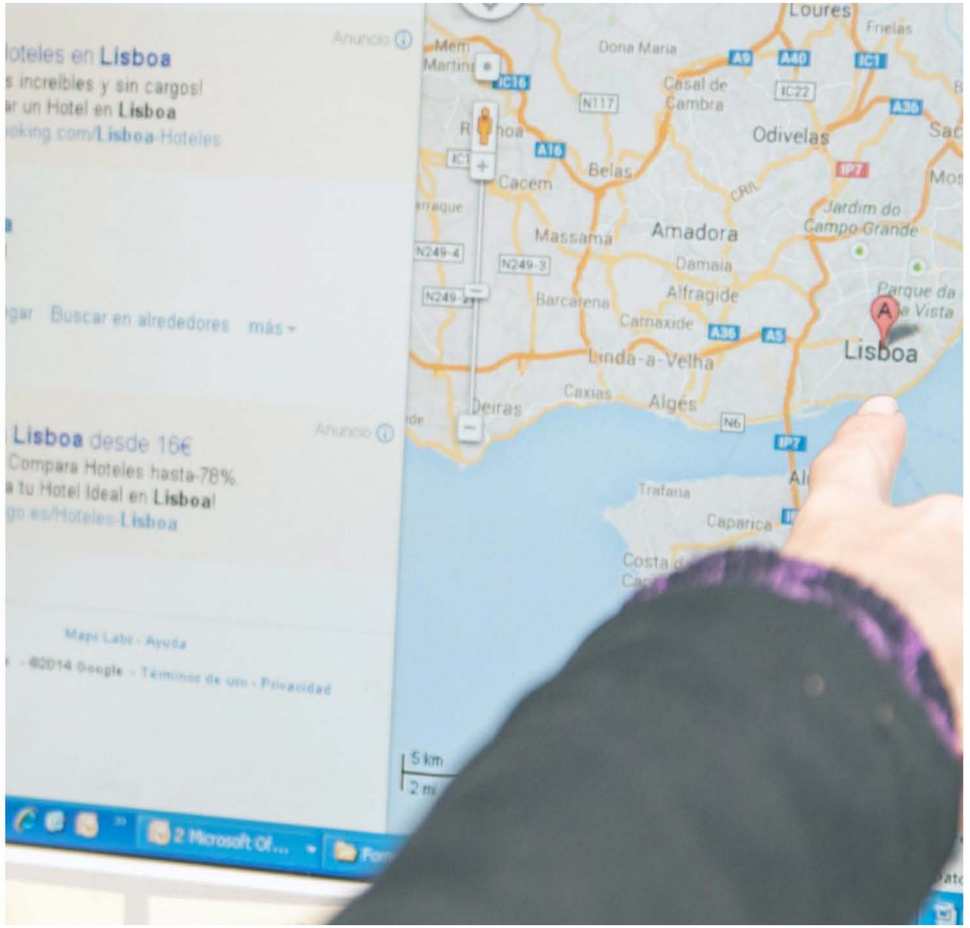
Response time, average
To PATIENT: **1:37 h**
Provision of MEDICAL REPORTS: **< 48h**

BEST TIME
0:06:37
0:18:26

House Calls

PROCEDURE ***SEMESUR***

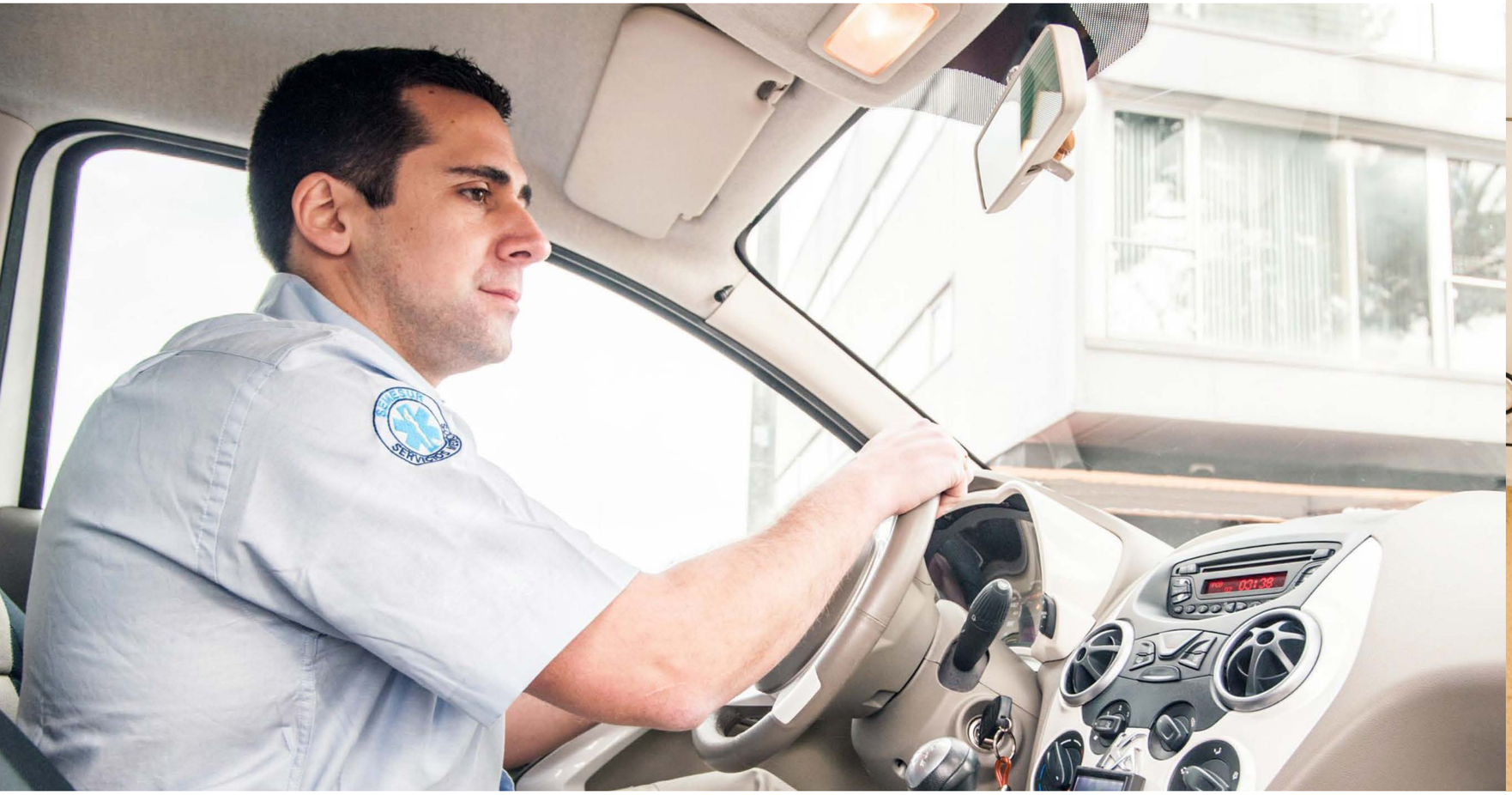
Client Consultation Request → Call Center 24 / 7 / 365 → Semesur Assistance Application → Service Evaluation → Doctor's Assignment → Data Device



House Calls

PROCEDURE **SEMESUR**

Doctor → Patient



House Calls

PROCEDURE **SEMESUR**

Doctor → Client

24/48 h. Medical Report

House Calls

HOUSE CALL SERVICE COMPLETED

2016 IN **FIGURES**

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SEMESUR Assistance

SEMESUR Assistance

Air Ambulance

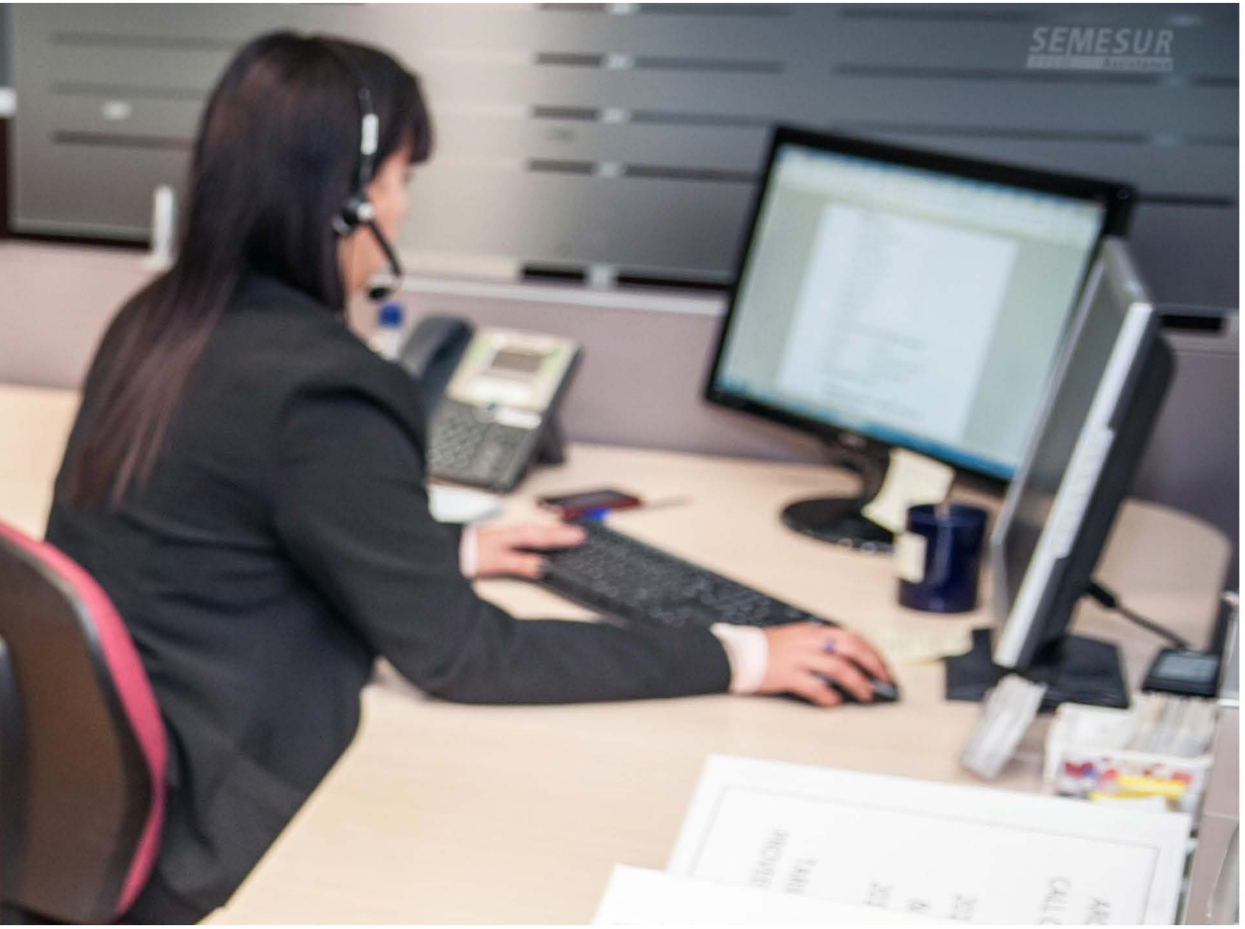
TRANSFERS IN **FIGURES**

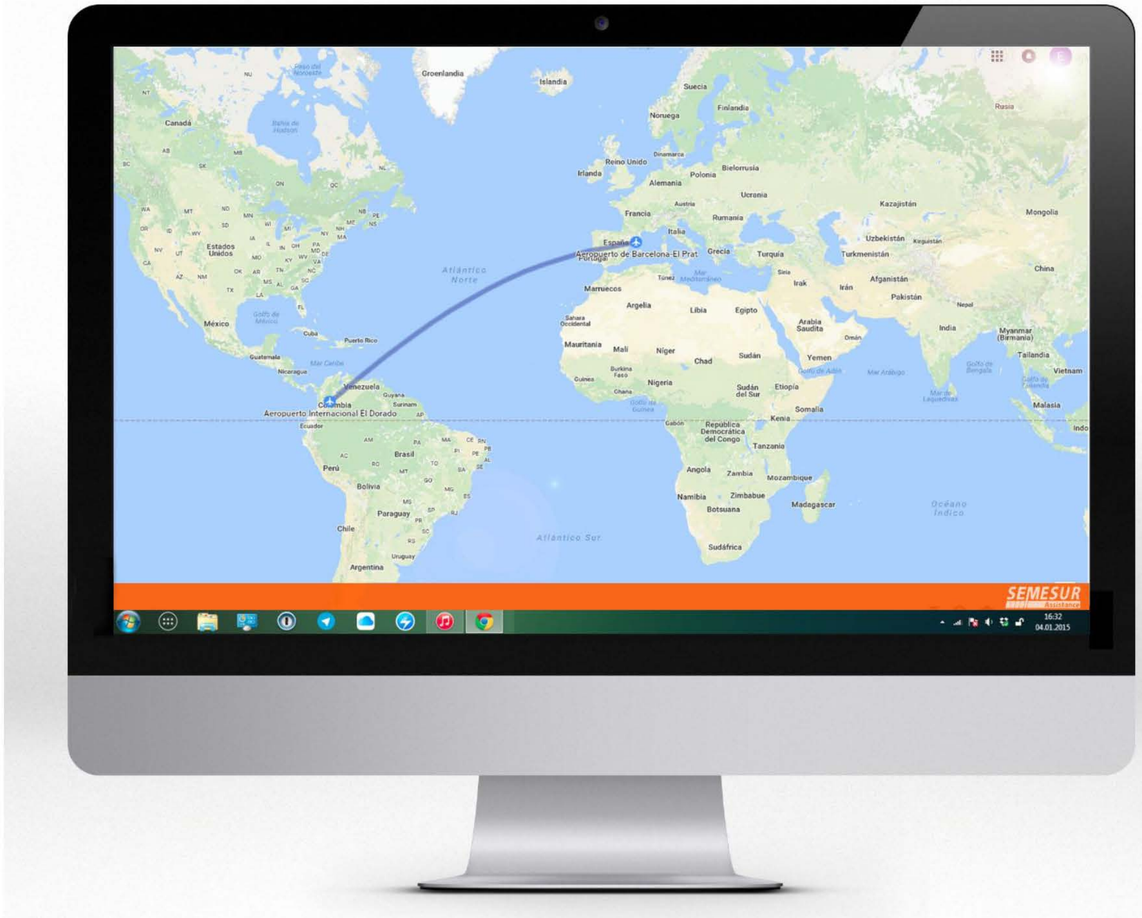
- **89** Services Performed in 2016
- **110** People Repatried
- **5** Continent
- “Bed to Bed” , **100% Satisfacción**

Air Ambulance

PROCEDURE ***SEMESUR***

Client Request → Call Center 24 / 7 / 365 → Air Ambulance Semesur Application → Service Evaluation

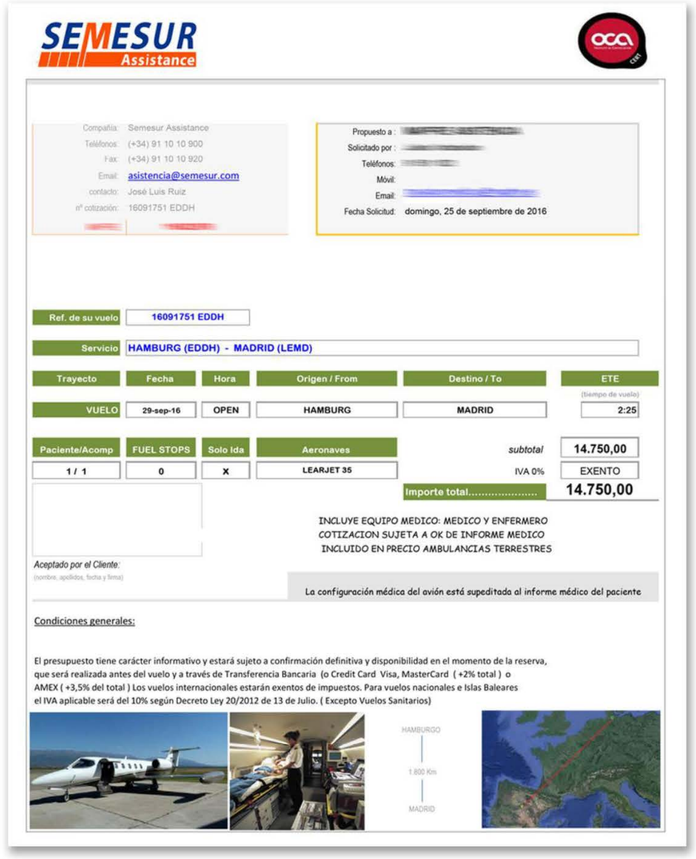




Air Ambulance

PROCEDURE SEMESUR

Client



SEMESUR Assistance

Compañía: Semesur Assistance
Teléfonos: (+34) 91 10 10 900
Fax: (+34) 91 10 10 920
Email: asistencia@semesur.com
contacto: José Luis Ruiz
nº cotización: 16091751 EDDH

Propuesto a :
Solicitado por :
Teléfonos:
Móvil:
Email:
Fecha Solicitud: domingo, 25 de septiembre de 2016

Ref. de su vuelo	16091751 EDDH
Servicio	HAMBURG (EDDH) - MADRID (LEMD)

Trayecto	Fecha	Hora	Origen / From	Destino / To	ETE (Tiempo de vuelo)
VUELO	29-sep-16	OPEN	HAMBURG	MADRID	2:25

Paciente/Acomp	FUEL STOPS	Solo Ida	Aeronaves		
1 / 1	0	X	LEARJET 35	subtotal	14.750,00
				IVA 0%	EXENTO
				Importe total.....	14.750,00

INCLUYE EQUIPO MEDICO: MEDICO Y ENFERMERO
COTIZACION SUJETA A OK DE INFORME MEDICO
INCLUIDO EN PRECIO AMBULANCIAS TERRESTRES

Aceptado por el Cliente:
(nombre, apellidos, fecha y firma)

La configuración médica del avión está supeditada al informe médico del paciente

Condiciones generales:

El presupuesto tiene carácter informativo y estará sujeto a confirmación definitiva y disponibilidad en el momento de la reserva, que será realizada antes del vuelo y a través de Transferencia Bancaria (o Credit Card Visa, MasterCard (+2% total) o AMEX (+3,5% del total) Los vuelos internacionales estarán exentos de impuestos. Para vuelos nacionales e Islas Baleares el IVA aplicable será del 10% según Decreto Ley 20/2012 de 13 de Julio. (Excepto Vuelos Sanitarios)

SEMESUR Assistance

Compañía: Avijesa flight service
Teléfonos: (+34) 91 10 10 910
Fax: (+34) 91 10 10 920
Email: comercial@avijesa.com
contacto: José Luis Ruiz
nº cotización: 15121287 SLVR

Padre paciente :
Teléfonos:
Móvil:
Email:
Fecha Servicio: martes, 05 de enero de 2016

CRONOGRAMA 05 de Enero de 2016

FLIGHT NUMBER	[redacted]	AERONAVE / MATRICULA	CHALLENGER 604 / [redacted]
Servicio	SANTA CRUZ de la SIERRA (Clinica INCOR) - BILBAO (Hospital Cruces)		

5 ENE	8:30	VISITA DEL EQUIPO MÉDICO AL PACIENTE EN CLINICA INCOR. TOMA DE DATOS
	17:00	RECOGIDA DEL PACIENTE EN CLINICA. TRANSFERENCIA A AMBULANCIA TERRESTRE Y TRAYECTO A AEROPUERTO VIRU VIRU
	18:30	HORA SALIDA VUELO AIR AMBULANCE (8:15 horas de vuelo)
6 ENE	5:45	PARADA TECNICA (REPOSTAJE) EN GVAC (CABO VERDE)
	6:30	SALIDA VUELO DIRECCIÓN BILBAO - LEBB (4:15 horas de vuelo)
	12:45	LLEGADA AEROPUERTO DE BILBAO
	13:00	TRANSPORTE EN AMBULANCIA A HOSPITAL CRUCES
	13:30	INGRESO EN HOSPITAL. FIN DE SERVICIO

Agente Handling en Bolivia
BOLIVIAN AV GRND HNDLG SVC
Tel: 954-323-2789 (U.S.)

Agente Handling en Bilbao
BILBO AIR
Tel. 944-711-559 / 659-308-758

Todos los horarios se reflejan como HORA LOCAL.

EQUIPO MÉDICO	Pediatra: Dr. [redacted] Enfermera : Sra. [redacted] Tel. Mov. [redacted]
TRIPULACIÓN AVIÓN	Tel. Mov. 0049 1761 [redacted]

Air Ambulance

PROCEDURE ***SEMESUR***

Air Ambulance

PROCEDURE ***SEMESUR***

Client

Air Ambulance

AIR AMBULANCE SERVICE SUBMITTED

TRANSFERS IN **FIGURES**

- **89** Services Performed in 2016
- **110** People Repatried
- **5** Continent
- “Bed to Bed” , **100% Satisfacción**

SEMESUR Assistance

SEMESUR Assistance

Ground Ambulance Transport

SERVICES **PERFORMED**

- **1496** Services Performed in 2016
- Monitoring Guaranteed **100%**
- BEST PRICES GUARANTEED
- Synchronization of Operations with Handing Agent

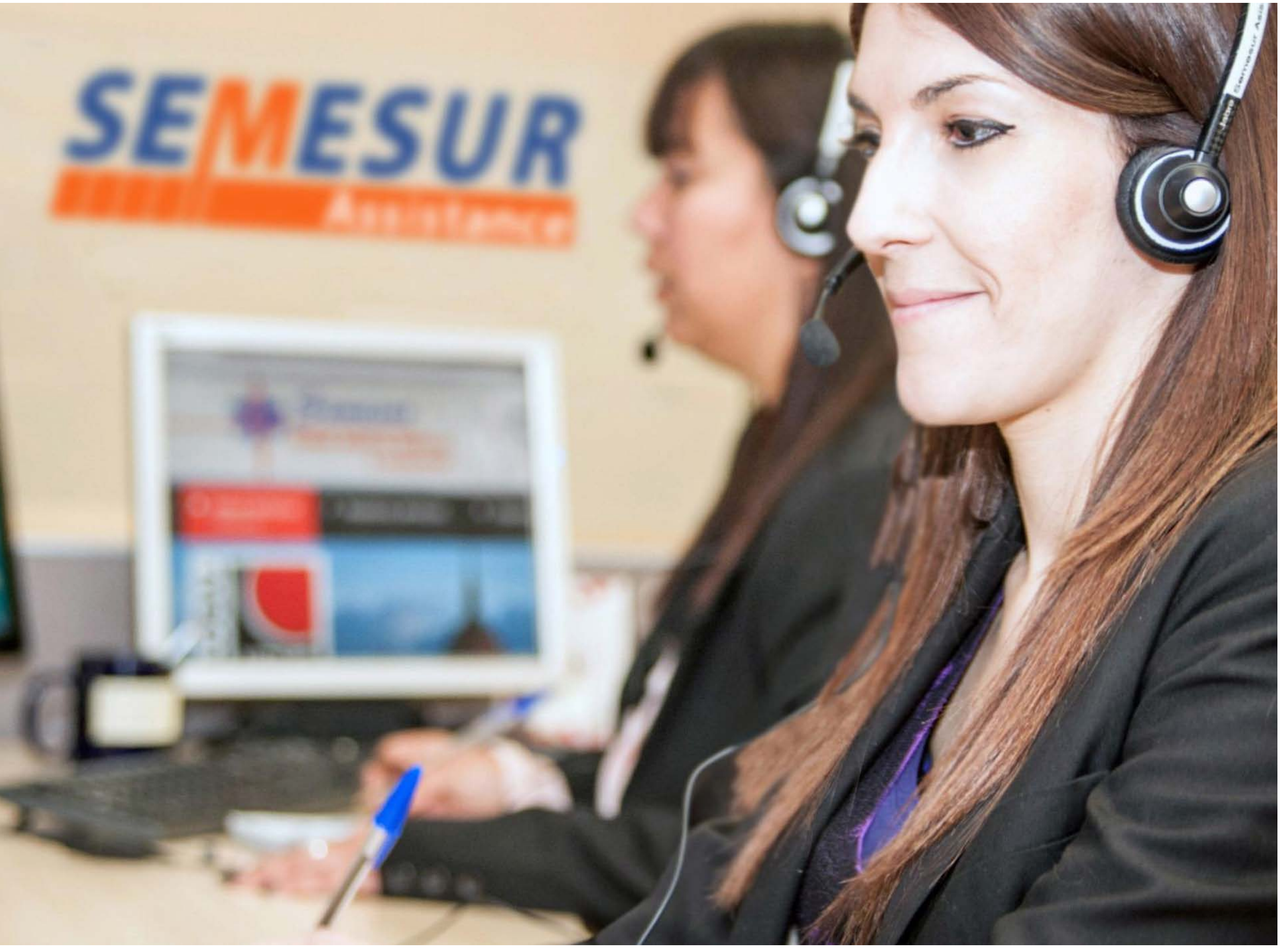
Ground Ambulance Transport

PROCEDURE SEMESUR

Client Request → Call Center 24 / 7 / 365 → Ground Ambulance Semesur Application

Client → ✔ → ✔

New Requirement → Client → ✔



COTIZACION DE SERVICIO DE AMBULANCIA:

SEMESUR Assistance

1) DATOS DEL SERVICIO:

Fecha: miércoles 30 de marzo de 2016

Paciente:

Tiempo estimado: Ida: 10 h. 21 min; Regreso: 10 h.; Total: 20h 15 min

Expediente: 1603300700

Origen: SEVILLA

Destino: HOSPITALET DE LLOBREGAT

2) PLANTILLA DE PRESUPUESTOS AMBULANCIA TERRESTRE:

ORIGEN: SEVILLA

DESTINO: HOSPITALES DE LLOBREGAT

Km. Nacionales — Kms (I+D): 1.957

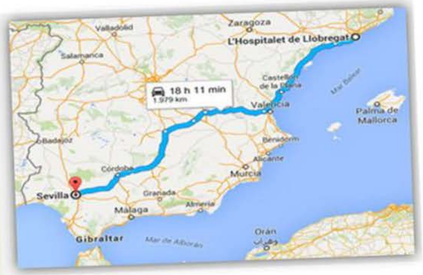
Km. Internacionales — Kms (I+D): 1.957

Peajes (I+D): 38,95 €

Ferry:

3) AMBULANCIA TIPO: CONVENCIONAL (tipo A1)

				Subtotal
Servicio Urbano		0		-
Salida		0	37,80	37,80
Km, Nacional	0,80	Kms	1.565,60	1.252,48
Km, INTERNacional		Kms	-	-
Aeropuerto		0	-	-
H. Espera	28,35	0	-	-



NOTA: *AMBULANCIA CONVENCIONAL, A1*

SUMA TOTAL PRESUPUESTO 1.329,23

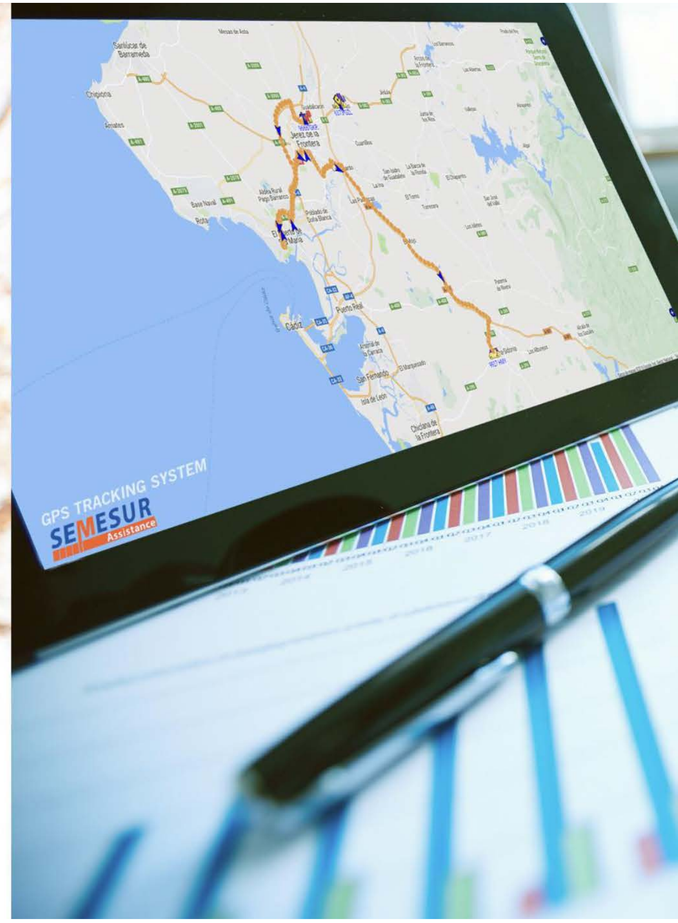
Ground Ambulance Transport

PROCEDURE ***SEMESUR***

Data Devices

Tracking

Service Comnpleted Client



Ground Ambulance Transport

GROUND AMBULANCE TRANSPORT SERVICE SUBMITTED

SERVICES **PERFORMED**

- **1496** Services Performed in 2016
- Monitoring Guaranteed **100%**
- BEST PRICES GUARANTEED
- Synchronization of Operations with Handing Agent

HH

2016 IN **FIGURES**

- **1350** Assistances with Specialists
- **3791** Patients Assisted in 2016
- Medical Report in Less than **24h**
- Own **ASSISTANCE NETWORK**

Hospital & Specialist Care

PROCEDURE ***SEMESUR***

Client's Direct Request

Patient's control after telephone call

EMERGENCY

- ER GENERAL CONSULTATION
- ER PEDIATRIC CONSULTATION
- TRAUMATOLOGIST
- GYNECOLOGIST
- PEDIATRICIAN

Client's Direct Request

PROGRAMMED CONSULTATION

Hospitals & Specialist Care

HOSPITAL & SPECIALIST CARE SERVICE SUBMITTED

2016 IN **FIGURES**

- **1350** Assistances with Specialists
- **3791** Patients Assisted in 2016
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SEMESUR Assistance

Medical Clearance

2016 IN **FIGURES**

112 Cases

In one out of 3 repatriations, companies trust our local intervention to secure the success of the mission

Medical Clearance

PROCEDURE ***SEMESUR***

✓ **WE SOLVE YOUR INMMEDIATE MEDICAL NEEDS**

CLIENT

BUROCRATIC ISSUES

/ SOCIOCULTURAL

MEDICAL OR ADMINITRSTIVE DEPARTMENT

Medical Clearance

PROCEDURE ***SEMESUR***

Medical Clearance

CASE FILE SUCCESSFULLY CLOSED

2016 IN **FIGURES**

112 Cases

In one out of 3 repatriations, companies trust our local intervention to secure the success of the mission

SEMESUR Assistance