

SCIENTIFIC PROGRAM

Monday, December 4, 2017

09:00 Session 1 (Ballroom)

Chairs: Prof. Dr. Rupert Gerzer, Dr. Claudia Mika

Welcome

City of Düsseldorf

Prof. Dr. Andreas Meyer-Falcke

Düsseldorf Tourismus

Ole Friedrich

Conference President

Prof. Dr. Rupert Gerzer

Conference Organization

Dr. Claudia Mika

Temos Alliance news 2017

CEOs perspective and Temos Assessors' Advisory Board Chairman's perspective

Dr. Claudia Mika, Dr. Hashem Al-Fadel

Leadership and governance towards the healthcare-related sustainability development goals

Dr. Edgardo R. Cortez

10:30 Coffee break and visit of exhibition

11:00 Session 2 (Ballroom)

Chair: Dr. Hashem Al-Fadel

Best practice in medical tourism and international patient management

Measuring success - do you know how you are doing compared to the market?

Dr. Sophie Chung

Away from home, feeling at home: a success story

Dr. Maria Cecilia Aponte

The DNA of successful brands in medical tourism

Ilan Geva

12:30 Lunch break and visit of exhibition

14:00 Workshops (Satin, Brocade, Ballroom)

Workshop 1:

The perfect storm? Climate change, sustainability, healthcare

In the last few years, the world has seen a rise in disasters at an unprecedented rate. Join us for an interactive session on preparedness and risk reduction, taking the understanding of climate change, sustainability and healthcare to the next level.

Dato' Dr. Sharifah Fauziah Al Habshi

Dr. Navindra Nageswaran, Nadiah Hanim Abdul Latif

Workshop 2:

Calling oneself a facilitator is not enough...

How to assure security, effectiveness and continuum of care for the traveling patient from decision making to the follow-up process? Role of the patient, the facilitator and the international patient department Tools for a standardized, transparent and effective patient handling.

Carine Hilaire, Morgan Darwin

Workshop 3:

Lead conversions: balancing "touch" and "tech" to increase patient numbers

The success of providers offering services to domestic and international patients depends on strong conversion rates, turning enquiries into patients. It is not enough to have high quality clinical services, a terrific website and excellent marketing if you are unable to convert leads into customers. A well-designed system that combines personalized relationship building with smart use of technology has a direct impact on lead conversions.

Elizabeth Ziemba, Irving Stackpole

15:45 Coffee break and visit of exhibition

16:00 Guided tours

German best practice - organized by Düsseldorf Tourism Board

1. University Hospital Düsseldorf - ZOM II

2. VKKD Group, West German Diabetes and Health Center - WGDZ

Supported by Düsseldorf Tourism Board a bus will bring the Temos Conference participants to the destinations and back to the conference venue.

18:30 Departure to Conference Dinner

Diplomatic Council award ceremony for Temos certified facilities "DC Preferred Partner Hospital/Clinic/Medical Travel Coordinator"

Thi Thai Hang Nguyen

Tuesday, December 5, 2017

09:00 Session 5 (Ballroom)

Chair: Keith Pollard

Blessing or curse? Digitalization in international patient management

New ways of patient steering and cost control through emergency apps, video consultation and realtime payment solutions - Benefits for the communication between patient, assistance company and hospital

Robert Kulesa

International telemedical diabetes care - a new way of diabetes treatment

Prof. Dr. Stephan Martin

Improving patient care and clinical decision making through intelligent digitalization - a show case

Dr. Klaus Heumann

Session 6 (Cashmere 1)

Chair: Angeliki Katsapi

Medical wellness: rather hotels with medical treatment or hospitals with wellness services?

International cooperation for medical wellness - hotels, clinics, resorts

Lutz Lungwitz

Medical wellness for elder people, home care and hospitals

Axel Donald Sauer

Medical wellness: rather hotels with medical treatment or hospitals with wellness services?

Mike Wallace

10:30 Coffee break and visit of exhibition

11:00 Session 7 (Ballroom)

Chair: Dr. Rainer Hilgenfeld

Getting there and away: challenges in patient transportation

Added value: Air ambulance transportation for critically ill patients

Eva Kluge

Financial risks and hidden costs in international patient treatment

Uwe Walz

Evolving medical infrastructure - a call for action for international private and travel health insurances

Dr. Jadwiga Dutsch

Session 8 (Cashmere 1)

Chair: Ilan Geva

Innovation in international patient acquisition and management

International Patient Management System Technology (IPMSC)

Abdallah Al Hindawi

In, out, shake it all about ... the UK medical travel market

Keith Pollard

Innovation pathway management - new ways of patient hospital interaction

Artur Steffen

12:30 Lunch break and visit of exhibition

13:30 Session 9 (Ballroom)

Chair: Ralf Krewer

Medical tourism: the insurers' perspective

Payer provider relationship

Layla Al Jassmi

An insurer's perspective on medical travel

Laurent Pochat-Cottilloux

Development of non covered treatments in Europe

Andreas Knörr

15:00 Closing comments

15:15 Coffee break and visit of exhibition

Networking and B2B meetings

17:00 Closure of Conference

ADVISORY BOARD

Prof. Dr. Rupert Gerzer / Russia
Dr. Hashem Al-Fadel / Jordan
Dato' Dr. Sharifah Fauziah Al Habshi / Malaysia
Dr. Alejandro C. Dizon / Philippines
Eszter Jopp / Germany, Switzerland
Lutz Lungwitz / Germany
Prof. Dr. Andreas Meyer-Falcke / Germany
Dr. Navindra Nageswaran / Malaysia
Keith Pollard / United Kingdom
Frank Schrader / Germany
Dr. Klaus Schäfer / Germany

In Cooperation with



Source: InterContinental Düsseldorf

GREETINGS



Dear participants of the 8th Temos Conference, welcome to Düsseldorf, Germany!

Big Data, machine learning, individualization, nanotechnologies, “Omics”, 3D printing and so on are some of the many buzzwords that indicate

the increasing speed of upcoming changes in every field of life including medicine. Web based services are now entering the field of medicine and will dramatically increase their share in the market of the future. Also, patient care in hospitals will profit tremendously from the digital revolution. This also means that decisions on treatment procedures rapidly shift from personal expertise of individuals towards collective knowledge of information systems. This is certainly a threat to classical medicine, but will allow dramatic improvements of medical care in general and on individualized decision making.

This year the Temos Conference will have a special focus on the challenges and threats of this upcoming new age in medical care. We will invite leading experts in this field and I am sure that we will have lively discussions. We will also discuss possible special future joint activities that might be beneficial for the Temos Alliance.

The Temos family is further growing solidly. We have opened further offices and have several new hospitals, clinics but also medical travel coordinators (facilitators) and assistance companies as partners. We are looking forward to meeting good friends and making many new friends. As always, it will be great to see, how the participants use the opportunity to discuss with each other, learn from each other and discuss joint activities.

Looking forward to seeing you in Düsseldorf!

Rupert Gerzer

Professor, Provost, Director Center for Applied Biomedicine
Skolkovo Institute of Science and Technology, Moscow
Temos Conference President

GENERAL INFORMATION

Venue

Hotel InterContinental Düsseldorf
Königsallee 59
40215 Düsseldorf, Germany

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Conference President

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Professor, Provost,
Director Center for Applied Biomedicine
Skolkovo Institute of Science and Technology, Moscow
Temos Conference President

Organization

Temos International GmbH
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Conference language: English

Exhibition Opening Hours

9:00 am - 5:00 pm
Monday December 4, 2017
Tuesday December 5, 2017

Conference Homepage:
www.temos-conference.com

Social program

Sunday, December 3, 2017
19:00 Welcome Reception at Restaurant Be-Luga

Monday, December 4, 2017
19:00 Conference Dinner at Maxhaus

Tuesday, December 5, 2017
19:00 Visit of Christmas market (optional)



PROGRAM



8th INTERNATIONAL

TEMOS CONFERENCE

„Healthcare Abroad
and Medical Tourism“

December 3 - 5, 2017

Düsseldorf / Germany