



FREQUENTLY ASKED QUESTIONS

Questions and answers to the most common questions about Veiovis GlobalAccess

What is Veiovis GlobalAccess?

Veiovis GlobalAccess is an easy way for individual patients to access a world of healthcare options through Veiovis. An innovative solution against the high cost of healthcare, long wait times for treatments, and procedures that aren't available or are/aren't covered by health plans, Veiovis GlobalAccess gives patients access to superior *and* affordable medical care.

How does Veiovis GlobalAccess work?

Veiovis has developed medical travel products for a variety of clientele, from large employer groups, to health insurance companies, to individual patients. For individual patients seeking one-time access to our services, Veiovis GlobalAccess is the solution. It lets individual patients tap into Veiovis' international network of world-class medical providers, doctors, and travel and concierge partners so that patients can get the best, fully-coordinated medical care, with or without health insurance. Patients seeking a specific medical procedure can simply inquire online at www.veiovis.com where they begin their GlobalAccess journey to discovering a array of attractive options for medical providers that specialize in that particular procedure, along with cost comparisons and host-country options.

What sets Veiovis GlobalAccess apart from Medical Tourism services?

Proven Medical Expertise

Veiovis offers patients 20 years of overseas healthcare proficiency. Its medical expertise follows the same care model developed over the last two decades by TakeCare Insurance, selected by the U.S. Federal Employee Health Benefit Program as the sole Guam-based health insurance provider.

Affordable and high-touch

Medical travel by Veiovis is a rewarding experience of high-touch, personalized care at patient-friendly medical destinations across Asia-Pacific and the United States. Offering a full range of medical procedures at a fraction of the cost from most US providers, GlobalAccess makes medical travel an attractive and affordable option.

Regional Knowledge

Veiovis' two-decade presence in Guam, a U.S. island territory in the Western Pacific, affirms a deep understanding of both Asian and American culture, unsurpassed by stateside-based competitors.

What facilities are part of the Veiovis GlobalAccess network?

Veiovis GlobalAccess empowers patients with quality healthcare options in desirable medical and travel destinations. Signature hospitality and patient support services; modern, high-tech facilities; and comparable, if not better quality of treatment to domestic healthcare characterize Veiovis network providers.



Each provider in the Veiovis network meets stringent international standards, and is seamlessly integrated into the Veiovis system for maximum patient convenience.

ASIA

Philippines

St. Luke's Medical Center, Quezon City
St. Luke's Medical Center, Global City
The Medical City
American Eye Center

Thailand

Bumrungrad International Medical Center
Bangkok Hospital

Taiwan

Taiwan Adventist Medical Center

Singapore

Raffles Hospital
Parkway Health Hospitals

Japan

Kameda General Hospital

South Korea

Kangbuk Samsung Hospital

Malaysia

Sime Darby Medical Centre Subang Jaya

New Zealand

Mercy Hospital Group
Ascot Hospital Group

HAWAII

Straub Clinic and Hospital
Kapi'olani Medical Center at Pali Momi

CALIFORNIA

Cedars-Sinai Medical Center
Good Samaritan Hospital
Long Beach Memorial Medical Center
Millers Children's Hospital
UCLA Medical Center

PACIFIC NORTHWEST

Oregon Health and Science University



What medical procedures are available through Veiovis GlobalAccess?

Veiovis GlobalAccess can facilitate most non-acute/emergency procedures and a large range of specializations are readily available for quotation upon inquiry at www.veiovis.com. High success rates and manageable aftercare procedures – these benefits make medical travel a viable option for a host of medical treatments. With special discounted rates and coordination through Veiovis GlobalAccess, harnessing the vast resources of the Veiovis network and traveling for care has never been easier or more beneficial.

What can a patient expect from the Veiovis GlobalAccess experience?

The journey to better health and savings begins with registering for Veiovis GlobalAccess online at the Veiovis website. Our Patient Care Coordination Process, facilitated by the Veiovis team of medical experts and travel partners, ensures that all our services are personal, customized, and attuned to every patient’s unique needs.

Online Registration and Transfer of Medical Records

Records Review and Pre-selection of Hospital & Physician

Patient-Physician & Physician-Physician Dialogue

Schedules and Bookings

**Medical travel arrangements & medical procedure
Selection of travel and concierge services**

**Travel & Medical Treatment
Discharge & Follow-up Care**

How does Veiovis GlobalAccess ensure quality of care?

Access to safe and high quality care is the core of Veiovis operations. Every medical facility in the Veiovis global network has earned accreditation from internationally recognized bodies. These accrediting bodies evaluate a healthcare organization’s systems and provide standards to ensure positive outcomes for patients the world over.

International Accrediting Bodies:

- Joint Commission (JC)**
- Joint Commission International (JCI)**
- International Society for Quality in Healthcare (ISQua) &
Quality Health New Zealand (QHNZ)**

VEIOVIS GLOBALACCESS

Customer Service and Contact Information

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