



INTERNATIONAL
PATIENT

Patient oriented



hm hospitales

Prestige and Commitment



HM Hospitales
has been fully
committed
to offering its
international
patients the very
highest standards
in healthcare right
from the start



HM Hospitales is the leading Hospital Group in Madrid, covering all medical and surgical specialties, with 6 General Hospitals and 3 Comprehensive Centres super-specialised in Oncology, Cardiology and Neuroscience.

After 25 years, our Group remains faithful to the values that have made us an international benchmark, thanks to our advanced levels of specialisation, research and technological equipment, and our prestigious professional medical staff, which altogether ensure that our patients receive a 24/7 fully personalised and comprehensive service.

**Presenting the first healthcare
reputation monitor.**

Merco 2014

Madrid, 2 December 2014

At the top of the private hospitals ranking are Clínica Unviuersidad de Navarra, **HM Montepíncipe**, **HM Sanchinarro – HM CIOCC**, Quirón de Madrid and Ruber Internacional.

2,399 doctors, nurses, patients and healthcare journalists selected the hospital services and doctors with the best reputation in Spain.

**“HM Montepíncipe
and HM Sanchinarro,
located in Madrid,
are the private hospitals
with the best reputation
in Spain”.**



**Patient
oriented, a
philosophy based
on experience
and the pillars
that have made
us an international
benchmark in
healthcare**



#1 in professional staff of recognised standing. Only the best

HM Hospitales is a company managed by doctors who know that **having the best specialised staff in each and every specialty is the best way to achieve excellence in medicine**. This is why we have the best internationally recognised medical staff who, apart from being the leaders within their specialties, have chosen to embark on their careers with our Hospital Group, to work with a multidisciplinary perspective, whether it is in Care, Translational Research and/or Teaching in an orchestrated manner.

This is why one of our basic principles is to provide our professionals with all the technological facilities they might need to help them be the best.

#1 in medical technology and innovation

Our ongoing commitment to ensuring that our medical teams have access to the latest technologies and innovations in medicine is the key to our success and our view of medical practice. This has made us the leading Hospital Group in Madrid and allows us to offer our patients personalised treatments, providing them with access to the latest breakthroughs that occur in the field of medical-technological progress every single day.



First PET-MRI acquired simultaneously in Spain.



#1 in research applied to the patient

Our Research and Teaching practices also make us the leading private Hospital Group in this important aspects of medicine. Since the beginning, **our principle has always been to incorporate research in each unit and speciality's daily work**, which ensures that our medical teams will have quick and easy access to the latest breakthroughs that can be immediately applied to the patient.

University students can train at our hospitals under doctors and teachers with the highest qualifications. Furthermore, we receive doctors from all over the world who come to complete their studies at our centres every year.

#1 in installations and facilities

Our hospitals are designed to make life easier to our patients and make the work of our professionals easier.

With exquisite care paid to detail, we create **hospitals that compete with the best cutting-edge private hospitals in the world**. Facilities that guarantee that patients will have the peace of mind of knowing they will be cared for in an extraordinary hospital, but with the levels of comfort they could expect in a hotel. **A perfect balance between health, design and comfort, so that the patients feel at home at all times.**





Low Intervention Birth Room. Hospital Universitario HM Nuevo Belén. 

Success oriented. A solution for every problem

Patient oriented. International care

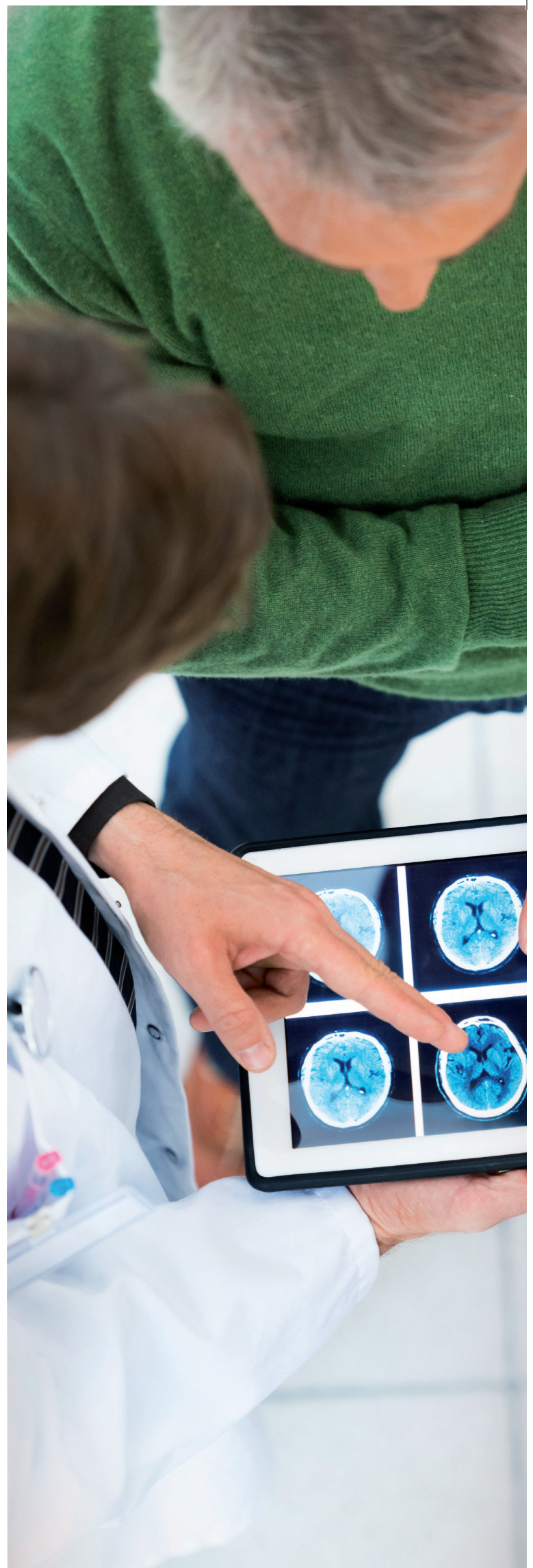
HM Hospitales offers a patient oriented vision of medicine that focuses on their health and needs. For this reason, **each patient has a medical team created specially based on the patient's illness**, guaranteeing that each professional on the team is the best in their specialised field.

This team **works in coordination with the rest of the specialists in the hospital and with the patient's doctors at their place of residence**, to guarantee the best pre and post-treatment comprehensive care.

Success based on specialisation

Our concept of SUPER-SPECIALISATION is born of our conviction that experience combined with complexity is the basis for finding a solution to every problem. **Because it is only through treating a great number of cases that one gets the level of experience needed to face every new challenge with the best guarantees of success.**

This concept of specialisation comes true in our 3 Comprehensive Centres in Madrid because they based on the best medical professionals in their fields.



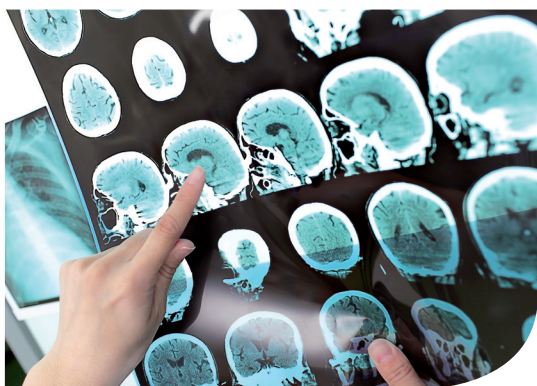
Our Super-specialised Comprehensive Centres

• HM CIOCC

The **Centro Integral Oncológico “Clara Campal” HM CIOCC** is designed to carry out diagnoses and treatments with a multidisciplinary approach, pre-agreed with oncologic patients.

Our patients are treated by different doctors who specialise in many aspects of their illness and the possible complications that may arise. **At HM CIOCC, Healthcare, Research and Translational Medicine go hand-in-hand to create a unique and personalised approach to each tumour.**

This centre treats more than 2,000 cases of cancer with high levels of complexity, with over 2,500 new cases every year.



• HM CINAC

The **Centro Integral de Neurociencias A.C. HM CINAC** is an innovative and cutting-edge pioneer in comprehensive healthcare, covering the whole area of Neurosciences from a multidisciplinary perspective focused on achieving the best diagnoses and providing the best treatment for patients with neurodegenerative, neurofunctional and psychiatric illnesses.

Therefore, the Centre has **the latest technology**, with the first PET-MRI by Siemens Healthcare purchased simultaneously in Spain and **the best professionals in the specialties involved**. As is the case in the Group's other hospitals, the doctors at HM CINAC provide teaching and ongoing training centred on Neurology, Neurosurgery, Neurophysiology and Psychiatry.



• HM CIEC

The **Centro Integral de Enfermedades Cardiovasculares HM CIEC** concentrates all the highly specialised cardiologic and vascular processes of HM Hospitales, constituting an **example of efficiency in the use of resources and a benchmark for its business volume and healthcare results**.

Located in Hospital Universitario HM Montepíncipe, it has the latest cutting-edge technologies and a great team of professionals specialising in heart diseases.

HM CIEC is famous for the comprehensive, multidisciplinary and personalised care provided to the patients and is designed to offer the best solution for each and every case.



Designed for you.

Because your health travels with you



HM Hospitales has a long-standing experience as it has been treating many **international patients** for many years who come from all over the world, whether they are **expatriates**, such as **diplomats** from the different embassies located in Madrid, employees of international companies, or **students** who are over on an exchange programme, as well as a great amount of **tourists** who have required medical assistance at some point during their trip.

Furthermore, in many of our Hospitals we treat **international patients** who come to us from their country of residence for a **second medical opinion**, attracted by the prestige of medicine in Spain, by our professional specialists, our advanced technologies and the well-recognised quality of our healthcare services.

Once the patient contacts us, our international personnel will answer any queries and respond to any needs they may have, so that they can be treated in our Hospitals, in a personalised, efficient and effective manner. The patient can trust and be sure of total confidentiality if they wish to come to one of our Hospitals.

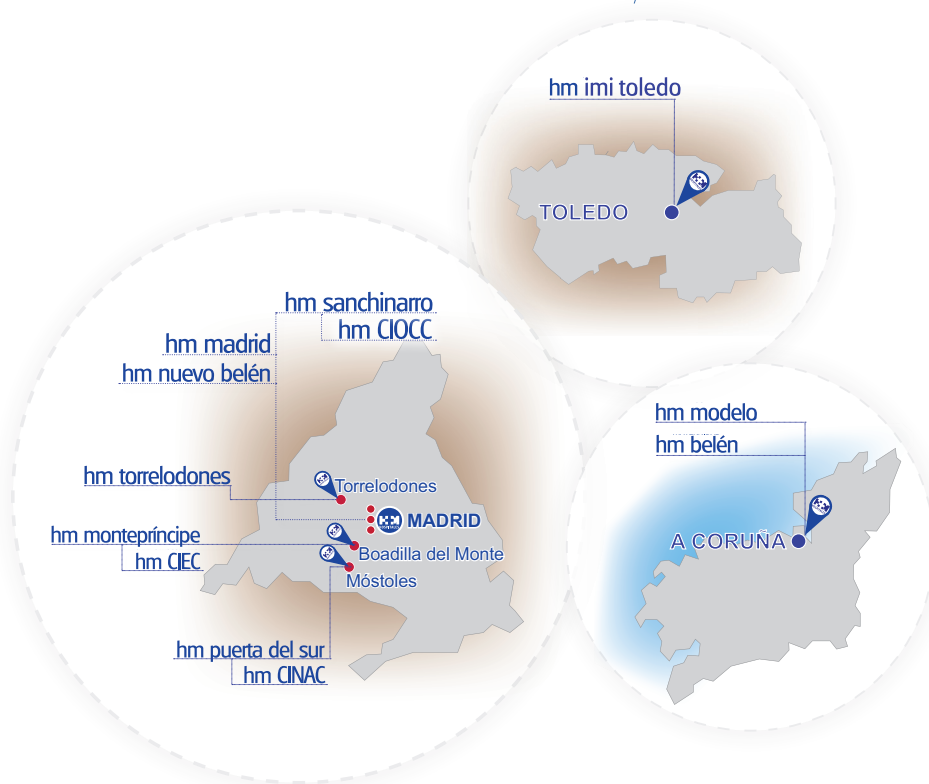
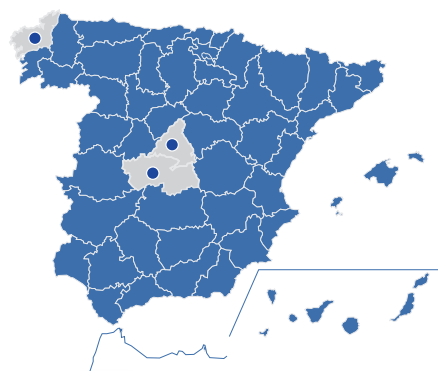
Our **multilingual employees** will receive the patient personally and accompany them throughout the whole process, so that the patient feels **safe and confident** and so that there is no potential language barrier between the doctor and the patient.

Nevertheless, regardless of any possible language barrier, our international staff will be at the patient's disposal throughout their treatment process, in coordination with the whole Hospital, so that all care services and procedures are carried out directly, quickly and efficiently. And of course, always with the assistance of the **best specialised doctors**.

Likewise, we will ensure that the patient's doctor at home, their family members or their healthcare insurance providers are duly and constantly informed of the patient's medical evolution, whenever required.



- + Interpreters speaking over 6 languages who will accompany the patient continuously, respecting their opinions and culture.
- + 24-hours a day/365 days a year emergency service.
- + Home doctor and ambulance service.
- + We liaise with the patient's international insurers, carrying out all the necessary procedures on their behalf.
- + Management of appointments with the medical specialists, according to the patient's availability in a personalised manner.



Call us

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EMERGENCIAS

24
HOURS

INTERNATIONAL PATIENT DIVISION

For more information or to schedule an appointment, contact our international staff directly. We speak more than 6 languages.

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