

Part of Bupa

The peace of mind that comes with knowing you're being looked after by the best

> SANITAS CUSTOMISED HEALTHCARE PLAN INSTITUTO DE EMPRESA

> > > Read more

### Sanitas

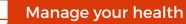
Part of Bupa

## With you whenever you need us

The services and cover included in your policy



### **Medical chart**



Sanitas customised healthcare Plan INSTITUTO DE EMPRESA



Build your policy

### **Additional services**



Sanitas Dental



Sanitas Mayores



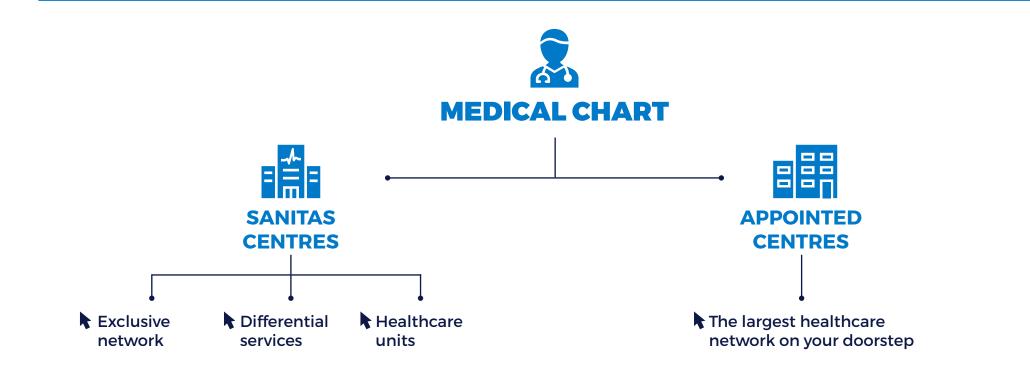
More solutions to take care of you

Medical chart



# The most comprehensive medical chart and the leading benchmark health centres in Spain

Being a Sanitas customer means benefiting from the highest quality, professional excellence and widest experience in all our services, with significant benefits and an extensive Sanitas and appointed healthcare network designed and organised to be close to you whenever you need it.



- 4 Sanitas hospitals
- 25 Milenium multi-speciality centres

- More than 57,000 professionals
- More than 4,500 appointed centres

### Sanitas centres: the best medical care right on your doorstep

#### There are:

### 4 Sanitas hospitals

and 25 Sanitas healthcare centres

Our customers can enjoy exclusive benefits and innovative care units to meet all of their healthcare needs.

### HOSPITALS

Sanitas provides its customers with a network of hospitals equipped with cutting-edge medical technology and staffed by the best healthcare specialists.

### MULTI-SPECIALITY

Our Milenium Medical Centres bring together the principal medical specialties under one roof so that our customers can attend appointments and diagnostic tests more conveniently and quickly, thereby saving time and without needing to travel.



Milenium Centro Médico Córdoba
 Milenium Centro Médico La Buhaira

**BASQUE COUNTRY** 

### Sanitas centres: a benchmark of quality healthcare



#### Sanitas Hospitals, quality reference:

- Joint Comission Excellence for the hospitals La Moraleja, La Zarzuela and CIMA.
- •9 "Best in Class" awards for global hospital management.
- ISO 9001, EFQM European 500+ Seal of Excellence.

### CENTRES PROVIDING WALK-IN HEALTHCARE FOR HIGH-FREQUENCY SERVICES

- Milenium Centro Médico Costa Rica: Paediatrics (including Saturday mornings).
- · Milenium Centro Médico Las Rozas: General practice, nursing and paediatrics.
- Milenium Centro Médico Alcorcón: General practice and paediatrics.
- Milenium Centro Médico Alcobendas: General practice, paediatrics and assisted reproduction.
- · Milenium Centro Médico Iradier: General practice, paediatrics and nursing.
- Milenium Centro Médico Valencia: General practice and paediatrics.
- Milenium Centro Médico Córdoba: General practice.
- Milenium Centro Médico A Coruña: General practice.
- Milenium Centro Médico Zaragoza: General practice.
- Milenium Centro Médico Murcia: General practice, day hospital, physiotherapy and nursing.

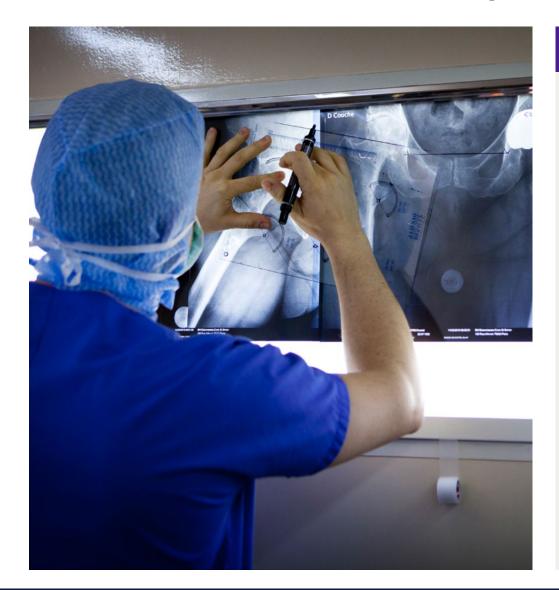
### THE BENEFITS PROVIDED BY THE SANITAS CENTRES

- · Continuous care with or without an appointment.
- Emergency Waiting Times: Sanitas customers can consult the waiting times for emergency services at La Moraleja and La Zarzuela Hospitals in Madrid, and at the Sanitas CIMA Hospital in Barcelona online and in real time.



- **Radiological Database:** This enables any of our radiologists to analyse and issue reports on the radiological images stored in one place.
- Electronic Health Record: The medical information is processed via computer in an online environment to make it accessible to all our doctors and has proved extremely useful for: speeding up requests, tests, appointments and results, sharing opinions and generating instant reports.
- 2nd Online Appointment: Gynaecology and Obstetrics, Oncology and Paediatrics at La Zarzuela Hospital.
- Advanced Equipment: Neonatal ICU equipped to care for babies younger than 30 weeks.

### Sanitas centres: An efective response for every patient



### **HEALTHCARE UNITS**

We have been specifically developing our healthcare units to improve prevention, diagnosis and treatment of specific illnesses:

#### ADVANCED GENETIC DIAGNOSIS UNIT

Diagnoses the illness before any symptoms appear and ascertains the individual risk in certain illnesses.

#### **SPORTS MEDICINE UNIT**

Designed to help people who, on suffering a sports-related injury, are looking for an efective and satisfactory solution.

#### **NEUROSCIENCES UNIT**

Studies increasingly common illnesses, most notably cerebrovascular diseases and dementia.

### CONGENITAL HEART DISEASE

Its function is to detect and treat, as soon as possible, the congenital heart defects that began during the gestation of the child.

#### LOCOMOTOR SYSTEM REHABILITATION UNIT

Treatment of musculoskeletal conditions that diagnoses and assesses the needs of the patient. It enables the patient to resume a normal life within a shorter timeframe and with results that are generally extremely satisfactory.

#### **STROKE PROTOCOL**

A rapid and protocolled response to a stroke or brain haemorrhage thanks to our ambulance, home emergency and specialised healthcare services.

#### **GERIATRIC CARE PROGRAMME**

Scheduled and exhaustive geriatric care and assessment with the collaboration of the best professionals and the principal healthcare areas. Sanitas has the most

complete medical

chart and the most

innovative resources for

preventing, diagnosing

and treating illnesses..

4,500 medical centres

nationwide, you will

always find a **Sanitas** 

professional on your

Check the complete

medical chart at

sanitas.es

With over **57.000** 

professionals and

healthcare

doorstep.

### The largest appointed medical chart with the leading benchmark centres

### BENCHMARK MEDICAL CENTRES IN SPAIN

#### NORTH

- · Hospital Quirón (Vizcaya) · Clínica IMQ Zorrotzaurre (Vizcava)
- · Hospital Quirón Vitoria (Álava)

· Hospital La Esperanza

(A Coruña)

Hospital Povisa

(Pontevedra)

· Hospital Quirón Donostia (Guipúzcoa) Policlínica Gipuzkoa (Guipúzcoa)

### GALICIA

- · Hospital Quirón A Coruña
- (A Coruña)
- Hospital Modelo/Belén (A Coruña)

### **CASTILE AND LEON**

- · Grupo Recoletas Castilla y León · Hospital Sagrado Corazón
- (Valladolid)

#### **CENTRAL**

- H.M. Montepríncipe (Madrid)
- Hospital Quirón Madrid (Madrid)
- · Hospital Ntra. Sra. de América (Madrid)
- · Hospital San Rafael (Madrid)
- · H.M. Puerta del Sur (Madrid)
- · Hospital Tres Culturas IDC Salud
- (Toledo)

#### **CANARY ISLANDS**

- · Clínica San Roque (Gran Canaria)
- Hospitén Lanzarote (Lanzarote)
- · Hospital Clínica Roca (Gran Canaria)
- Hospital Quirón Costa Adeje (Tenerife)

- Hospital Santísima Trinidad (Salamanca) · Clínica San Francisco (León)
- · Obra Hosp. Ntra. Sra. de Regla (León)
- · Clínica Marazuela
- (Talavera de la Reina) · IDC Salud Hospital (Ciudad Real y
- Albacete) · Clínica La Antigua (Guadalajara)
- Hospital Recoletas (Cuenca)

### **EXTREMADURA**

· Clínica Quirúrgica Cacereña (Cáceres) · San Francisco (Cáceres) · Capio Clideba (Badajoz)

ARAGON

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- Clínica Montecanal (Zaragoza) · Clínica Quirón (Zaragoza)
  - · Clínica Ouirón Floresta (Zaragoza) · Clínica Médico Quirúrgica · Montpellier (Zaragoza)

### CATALONIA

- · Centro Médico Teknon (Barcelona) Hospital Universitari Quirón Dexeus
- (Barcelona) · Hospital Quirón Barcelona (Barcelona)
- · Hospital General de Catalunya (Barcelona)
- · Clínica Sagrada Familia (Barcelona)
- · Hospital Montserrat (Lleida)

### **BALEARIC ISLANDS**

- · Hospital Quirón Palmaplanas (Mallorca)
  - · Clínica Rotger (Mallorca)
  - Policlínica Miramar (Mallorca)
  - · Clínica Juaneda (Mallorca)
  - · Clínica Salus Menorca (Menorca)

### VALENCIA AND MURCIA

- · Hospital 9 de Octubre (Valencia)
- · Hospital Casa Salud (Valencia)
- · Hospital Aguas Vivas (Valencia)
- · Hospital Quirón (Valencia)
- · Centro Médico Gandía (Valencia)
- · Hospital San Juan de Dios (Córdoba)
- · Hospital Ouirón Sagrado Corazón (Sevilla)
- · Hospital Infanta Luisa (Sevilla)
- Hospital Quirón Málaga (Málaga)
- · Hospital Quirón Marbella (Málaga)
- · Hospital Nuestra Señora de la Salud (Granada)
- · Hospital Costa de la Luz (Huelva)





# Everything you need to take care of your health anytime, anywhere

Sanitas provides complete and high quality healthcare designed to cover all your needs: primary medicine and specialities, diagnostic tests, therapeutic methods, hospitalisation, etc. You can also customise your insurance policy using a wide range of optional cover. In order to offer you customised treatment and the best healthcare options, Sanitas is constantly striving to be at the forefront in technological development and to incorporate new and innovative cover in its products.



- Manage everything online
- App for tablets and smartphones
- Sanitas 24 hours
- Home healthcare services

- 150 Branches at your disposal
- Medical advice



## In the most convenient way: the peace of mind that comes with knowing that we provide full support



### App available for iPhone and Android that will enable you to find your nearest doctor, make appointments and manage of your policy. All in the palm of your hand.

Mobile app



### Anytime: by your side whenever you need us

### **BY PHONE**

### **24-hour medical care**

The 24-hour Service is your telephone medical care service provided by a team of agents, nurses and doctors who are at your disposal to deal with any medical query you might have or incident you might experience.

#### **Medical advice**

With just one call we can provide you with the guidelines and tools to answer any questions or queries regarding your illness. We shall also help you to find the specialist best suited to treat your illness.

### **AT OUR CENTRES**

### 24-hour centres and specialists

Sanitas has many centres to attend to your medical needs 24 hours a day. For more detailed information please visit our Medical Guide.

#### **Emergency service**

By sending doctors to your home, mobilising ambulances/mobile ICU or by sending you to the centre best suited to provide you with the best medical service.

Nationwide transfer management

### AT YOUR HOME

### **Home medical care**

We provide a home medical care service and we also offer you the chance to address any medical queries you might have and interpret your test results.

#### Home hospitalisation (consult availability in your area)

You can also enjoy the same level of medical care you would receive in a hospital in your own home.

Our Adapted Care Plan enables us to establish a periodic follow-up schedule for assessing the progress of your health.

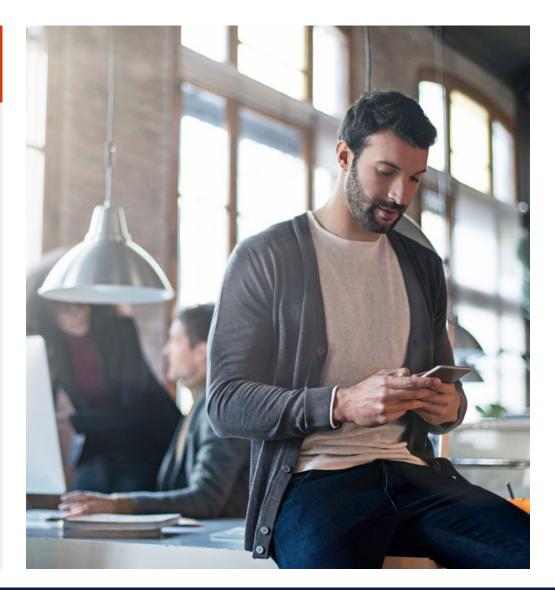


### Anywhere: technology helps you manage your health

## Mi Sanitas: all the details of your policy at a click

Sanitas customers can enjoy a world of benefits via **MI SANITAS.** 

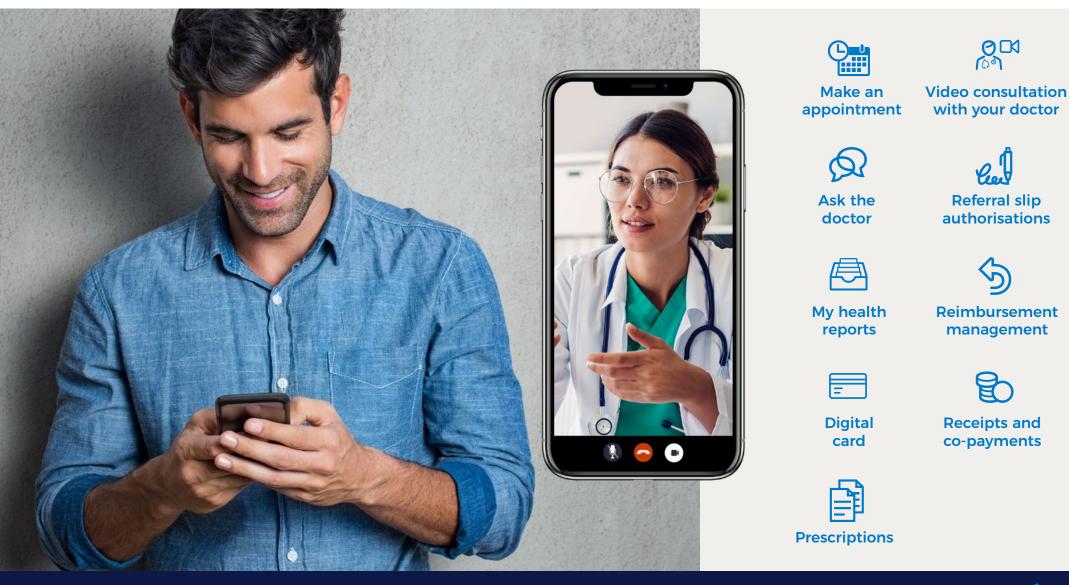
- Make appointments quickly and simply. Without waiting or travelling.
- **Digital card:** your usual card always available, without needing to carry the physical card.
- **Consult health-related information.** Access the results of your clinical tests and manage the medical documentation you need.
- Ask the doctor. You can send confidential queries to a Sanitas doctor who will respond in less than 72 hours.
- **Resolve your paediatric concerns.** Your questions about paediatrics in general and breastfeeding.
- Request authorisation of medical services.
- Manage the details of your policy. Check invoices, request reimbursements, include new insured parties, modify your contact details.
- Save your favourite doctors.



Manage your health



### Sanitas is digital on your mobile, wherever you want, whenever you want





### **Video consultations**



- All specialities.
- More than 3,100 digital doctors, you can also attend in-person.

### **Emergency video consultation / Healthcare Plans**

- 24-hour emergencies: general and paediatric care.
- **Personalised healthcare plans,** both digital and via video consultation.

### More digital benefits available

- **Prescriptions** and tests during the video consultation.
- Health folder, with your results and doctor's reports.





### HPS Health Promotion Service

We accompany our customers in every stage of their lives to work on prevention and address their health issues.

### Via video consultation or phone



### Personal Trainer

Get fit or boost your level of fitness with the best specialists in physiotherapy and training.



### Nutrition

Advice on how to follow a correct and healthy diet.



### Psychology

Our psychologist will help you to boost your wellbeing and will support you in everything related to mental health.



### **Child Health Programme**

A midwife will accompany you throughout your pregnancy and post-partum to help you and your baby.



### Healthy Child Programme

Our team of paediatric nurses will answer all of your questions about the health of your children up to 4 years old.



### **Pelvic Floor Rehabilitation**

Our physiotherapists will help you to take care of your pelvic floor with tips and exercises to do at home.



### Medical Advice

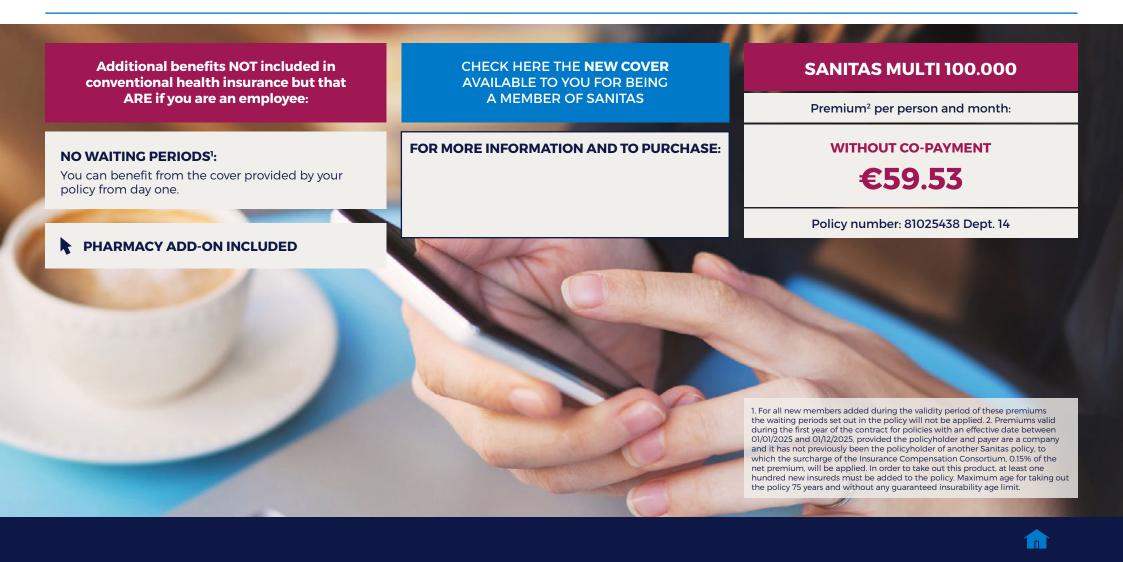
A doctor will always be on hand to answer any question related to your health.





### Sanitas customised healthcare plan INSTITUTO DE EMPRESA

Sanitas has designed an offer for **INSTITUTO DE EMPRESA** employees and their families at an extremely competitive price and with special terms and conditions. **This makes it the best comprehensive healthcare option for you and your loved ones**.







### From the Mi Sanitas app **you will be able to access all of the most innovative digital services**<sup>1</sup> **to take care of your health**

### **BLUA, SANITAS' DIGITAL HEALTH**

### ຼື ດື Check your health

- You can have a general check-up to find out your current overall state of health just with your mobile or tablet.
- In just a few minutes, you will get information about your hearing, skin lesions, heart health, diabetes and blood pressure and find out what your emotional state is.
- Through its built-in Artificial Intelligence you will get reliable results, you can detect health problems and make a doctor's appointment, if necessary.
- You can get answers to your questions or review the results by making an appointment with the specialist you need, either via video consultation or in person.

### 🧦 Digital physio

• To prevent future injuries and treat symptoms on the main parts of the body.

### **•** Take care of your mind

• To help you to take care of your mental health and emotional wellbeing and prevent issues.

### Video consultation

- In all specialties and with your usual doctors2.
- Use of Artificial Intelligence in the dermatology video consultations.
- 24-hour general and paediatric emergencies.
- Digital consultation today: connect with doctors from 10 specialties on the dame day.

### 🔊 Digital health programmes

Child health, nutrition, pregnancy, personal trainer, etc.

### **Health prevention service**

· Quit smoking, emotional wellness, pelvic floor, etc.

1. These services do not comprise a medical diagnosis from a medical professional. Their purpose is to improve knowledge of overall wellbeing. They do not diagnose, treat, mitigate or prevent any disease, symptom, disorder or abnormal physical condition. Patients must consult a medical professional or emergency service if they believe they have a medical problem. 2. Includes all specialties that can be treated in a digital consultation.



### **Optional add-ons** Choose the add-on that best suits your daily life





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## **Additional services** for tailored protection





**Sanitas Dental** The best oral care with the sanitas guarantee



Sanitas Mayores Our senior citizens deserve the best care



More solutions to take care of you Effective solutions adapted to you

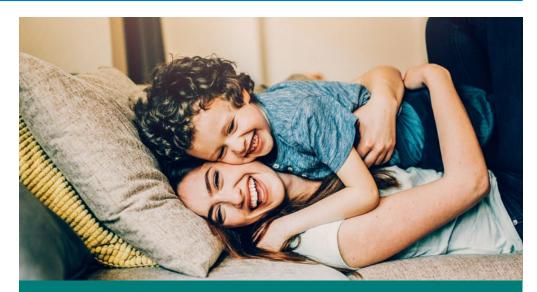


## The best oral care with the Sanitas guarantee

Sanitas knows that taking care of your oral health is an essential part of our overall health and vital for enjoying a healthy smile.

### **Benefits of our dental policies:**

- Prevention for you and your loved ones **from day one.** No waiting periods or pre-existing conditions.
- Dental insurance that helps to **prevent** future **more expensive**, **invasive and painful treatments**.
- Includes all the services necessary to take care of your oral health, such as annual check-ups, polish and scale, x-rays and diagnostic tests, such as dental CT scan and all types of extractions and better prices than you would pay without insurance on other treatments.
- Unlimited visits at our clinics
- Covers every stage of your life.
- No age limit, our policies are for all ages.
- Children under 6 do not pay the premium, provided that one of their parents is included on the policy.
- The best prices with the Family Pack option (flat rate for 3 to 6 insureds).
- We back innovation, including a comprehensive range of treatments to adapt to the needs of every customer and continue being the benchmark in our industry.



We back innovation and digitalisation in our clinics

- **Augmented reality** to provide visual explanations of the treatments.
- Dental CT scan and intraoral scanner in the clinic.
- Digital document management.
- **Wi-Fi** in the dental clinics and payment via Near-field Communication (NFC).
- What's more, you can always manage your oral health wherever you are at **www.sanitas.es/ misanitasdental**

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### The best oral care with the Sanitas guarantee

For this reason, we offer the most comprehensive dental insurance to both **CUSTOMERS AND NON-CUSTOMERS** with 4 modalities, so that you can choose the one that best suits your needs:

Dental insurance modality (optional)	What does it include?
SANITAS DENTAL PREMIUM Check prices and excesses	<ul> <li>More than 58 services included.</li> <li>The most comprehensive insurance.</li> <li>Includes 2 fillings or reconstructions per year, and if you don't use them, they will be accumulated up to a maximum of 8 for the duration of the policy.</li> <li>Discounts of up to 40% off other treatments.</li> </ul>
SANITAS DENTAL Check prices and excesses	<ul> <li>More than 50 services.</li> <li>Discounts of up to 40% off other treatments.</li> </ul>
SANITAS DENTAL MILENIUM Check prices and excesses	<ul> <li>More than 40 services.</li> <li>Discounts of up to 40% off other treatments.</li> <li>Exclusive to the network of Milenium Dental Clinics.</li> </ul>
SANITAS DENTAL 21 Check prices and excesses	<ul> <li>More than 30 services.</li> <li>Discounts of up to 21% off other treatments.</li> </ul>

All modalities WITH NO WAITING PERIODS OR PRE-EXISTING CONDITIONS, so that you can enjoy all the benefits from day one MILENIUM DENTAL CLINICS, Sanitas' vast experience to take care of our customers' oral health in more than 190 Sanitas dental clinics nationwide.

#### At Sanitas Dental Clinics you can benefit from:

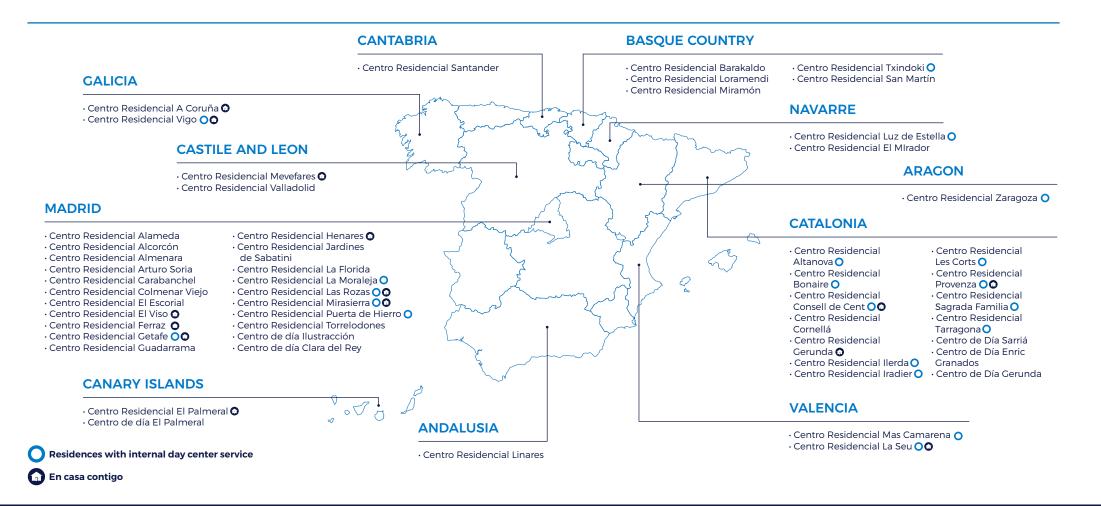
- Care from professionals with proven experience.
- All dental services and the latest technology.
- Consultations and diagnostic tests in the same clinic.
- Treatments and professionals for every age.
- Maximum quality standards in dental materials.





### We take care of what you most care about. Sanitas Mayores. Where are our centres?

Sanitas Mayores has **47 care homes** and **23 day centres** and we hire the best professionals who strive every day to discover the needs of each resident, providing high quality care and making them feel at home.

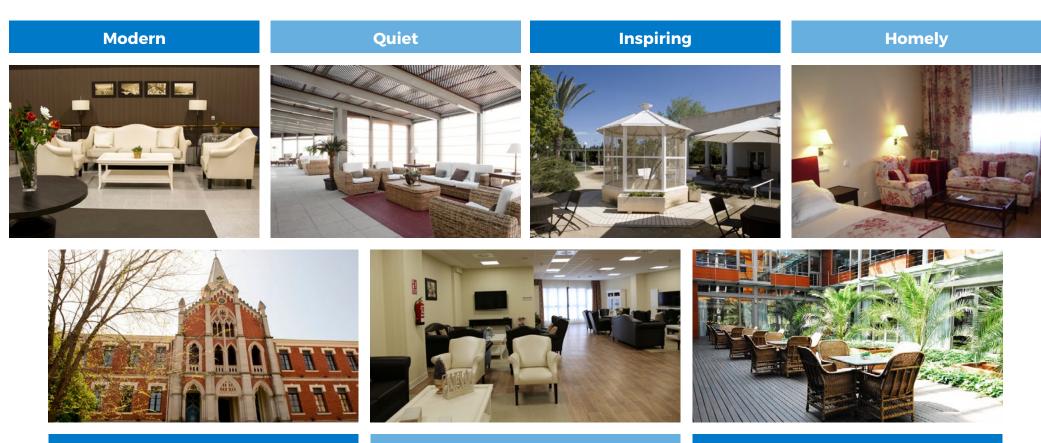


Sanitas mayores



### We take care of what you most care about. Sanitas Mayores. What are our centres like?

### You are unique for us



Unique

**Spacious** 

Social



### We take care of what you most care about. What does Sanitas Mayores offer?

### Where the person comes first

Preferential offer for users and relatives of

### **INSTITUTO DE EMPRESA**

Valid until 31/12/2025, cannot be used in conjunction with other discounts, not applicable to current residents

Sanitas Mayores helps users and relatives of **INSTITUTO DE EMPRESA** (up to 2nd level of lineal consanguinity) who might find themselves in a situation of being dependent or requiring one-time care during temporary stays and who enjoy special offers and a telephone service exclusively for them. Sanitas Mayores also offers a consultancy service specialising in the Spanish Law on dependency, dementia, day centres, etc.

#### **Sanitas Mayores**

offers you all of our experience and that of our professionals to guarantee that your relative ages actively and happily and gives you the peace of mind that comes with knowing that they are in the best hands. Services:

- Indefinite residence.
- Temporary residence. For:
- Rehabilitation
- Post-operation
- Carer's break
- · Day centres.

#### Our commitment:

care

- We help you to choose the best
- This is your home.
- You are unique for US.
- We give you our best.
- We are experts in dementia and we take care of you without restraints.

#### **Everything you need on hand:**

- · Experts in Alzheimer's and dementia.
- · Physical and cognitive rehabilitation.
- Palliative care.
- ·24-hour medical care.
- · Workshops on dementia, Parkinson's, stroke, etc.
- Nutrition and medication control.
- · Free geriatric assessment.
- New app for relatives: medication, reports, menus, messaging, activities, etc.



Services for the elderly person and the family in which, after a Full Assessment of the needs of the elderly person, a personalised Care **Plan** in the home is drawn up.

A Care Coordinator and specialised multi-disciplinary team offer expert advice.



### **Discount in Care Homes**

For stays shorter than one month, the discount will be applied in proportion to the number of days.



### **En Casa Contigo Discount**

Equivalent off the the full day rate.

For more information: 900 818 682 ventasresidencial@sanitas.es



### **Effective solutions adapted to you**

We offer special terms and conditions if you wish to access a selection of complementary services, separately from your insurance policy, provided by a medical chart chosen by Sanitas for its quality and experience.\*



professionals at all times

Wellness Centres: looking after your wellbeing is also looking after your health

The purpose of our centres is to suggest how to maintain or improve your physical health, to get fit via our complete and customised healthcare programme and to make you feel good.

### Read about the services and treatment offered by our centres

\*Services offered by Sanitas S.L. de Diversificación, a Sanitas Group company. These services are not generally covered by any of our insurance products, except for policies where their inclusion in the insured cover has been expressly agreed. Sanitas S.A. de Seguros customers can access these services under special terms and conditions, check the prices.

Check availability of the services in each region, prices and finance terms and conditions subject to approval by the financial entity.



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