



2. What are the advantages?

ON CALL 24/7

- ▲ We offer a complete healthcare service in Spain through our telephone helpline available 24hrs/7 days a week.
- ▲ Simplified administration process. We are the information support to all hospitals which enables us to provide a coordinated response and a speedy service with simplified procedures. As a result, we make paperwork procedures related to appointment scheduling and admission easier for you.
- ▲ We are Spain's first hospital group and first in Europe along with Fresenius (Helios).
Our Group has more than 125 hospitals and health centers, all medical specialties, emergency services, etc.

We prioritize patient experience from the very start

- ▲ Strengthening a **unified image of our group**



- ▲ **360-degree vision of health care. Multi-channel management.**

Attend to patients using any channel (phone, email, website, social media, etc.).

- ▲ Implementation of **specific multi-channel technology**



- ▲ **Prioritizing patient loyalty**





3. Our Tasks

Support for your patients' health care needs

- ▲ On Call 24/7
- ▲ We help you with all your international Patients' needs

Problem-solving and language support

- ▲ **Solutions to queries and incidences:** Specific cases when guarantees of payment are not accepted and/or when pre-existing conditions are not covered, etc.
- ▲ **Contact point for emergencies:** Any request patients and/or insurance companies may have.
- ▲ **Translation of case-related documents:** Medical reports and treatment-related documentation are translated into different languages, upon request.
- ▲ **Partner support: General support to all our partners:** business companies, associations, shipping companies, etc.





5. House call 24h



- ▲ 24h immediate house call service of premium quality.
- ▲ Our doctors ready at all times to make a visit to patient's home place, hotel, aparthotel or conference venues.
- ▲ The service is already available in Madrid, Toledo, Barcelona, Gipuzkoa and Bizkaia.
- ▲ Just call to G24 Service and request the house call +34 901 123 456

