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PRESS RELEASE

DEVELOPMENTS IN HYGEIA GROUP:

High quality services and development

ACCREDITATION BY JCI (JOINT COMMISSION INTERNATIONAL)

HYGEIA is the only hospital in Greece, after intensive preparation of two years, to have been awarded the top accreditation in the world by JCI (Joint Commission International); this accreditation has only been awarded to 90 hospitals in Europe and 250 worldwide. The JCI standard application upgrades the quality of hospitalization services as it ensures:

- Application of a patient-centered quality system focusing on every patient's needs.
- Compliance with the International Objectives on Patients Safety, established every year by the JCI and the World Health Organization.
- Recording of patients' information in a single medical file, ensuring thus access to all health professionals in order to provide prompt and specialized care.
- Adoption of international protocols of clinical practice and ongoing integration of new ones to cover all services.
- Establishment of a mindset of continuous training so that the entire personnel are at the spearhead of knowledge and progress in the healthcare sector.
- Elaboration of plans to deal with emergencies aimed at a safe environment for patients, escorts, visitors and employees.
- Performance monitoring through quality indicators with ongoing integration of new ones to cover all services.
- Training of patients & family in order to learn and participate in care.



QUALITY SERVICES - SCIENTIFIC APPROACH

In the last months, the infrastructure level and hospitals organization have been further bolstered in order to correspond to high requirements. Out of the new initiatives, the most important ones refer to:

Equipment: Acquisition of five ultra-modern linear accelerators (3 in Greece and 2 in Albania). Installation of the Stereotactic Body Radiotherapy Axesse system. The only Stereotactic Radiation Therapy γ -Knife Perfexion for head areas in Greece and the 4th in the world. The first PET-CT installed in Greece.

Reference Centers: The only integrated surgery and invasive treatment center for children with heart disease. The largest center of neurosurgery and invasive neuroradiology (embolisms) in Greece. Integrated diagnosis and therapy center for oncology patients.

Computerization: Application of an integrated information system in all Group hospitals. Installation of PACS (Pictures archiving and communication system) and Medilab systems in order to complete patients' electronic file with 24-hour access capacity by the attending physician.

Patients Service: Room admission and discharge capacity, provision of pay TV, creation of a VIP floor.

Scientific work: Application of pioneering therapeutic and invasive methods in Greece, such as the Cardiac Surgery By-Pass and Thyroidectomy with the use of the robotic system Da Vinci. Plethora of research protocols and clinical trials.

PRICING POLICY- VAT ABSORPTION

The Group Management decided to absorb the entire VAT (11%) imposed for the first time on healthcare services in order not to encumber patients. Moreover, economic packages are being promoted for patients with limited economic capacity.

PERSONNEL

During the last four years, 189 new jobs were created in HYGEIA, 346 new jobs in all hospitals in Greece and totally 487 new jobs in all HYGEIA Group companies in Greece.

The average annual salary increases in the Group for the period 2006-2010 stood at circa 6%. An annual evaluation system was established for the entire personnel as well as annual bonus and rating-dependend increases. The personnel are offered a leave besides the statutory one, depending on their past service.



SOCIAL CONTRIBUTION

- Free radiotherapy and tests required for children of the Parents Association of Children with Neoplastic Disease 'Floga'.
- The Foundations 'Friends of the Child' and 'Together for Children' provide free transfer and treatment at the outpatient departments of MITERA Pediatric Clinic to children in need.
- Free hospitalization and tests to individuals facing social problems and being unable to receive treatment in public hospitals.
- Increase in pro bono work.

EXPANSION ABROAD

Commencement of operation of the newly-built hospital 'Hygeia Tirana' on July 1st 2010. With transfer of know-how from Greece, the hospital will break a new ground in healthcare services provision in the neighboring country and will constitute a reference point in Western Balkans.