

Cleveland Clinic Airport Welcome Lounge

March 9, 2022



Cleveland Clinic

Founded in 1921 by four physicians to bring a novel group practice approach to patient care, research and caregiver training.

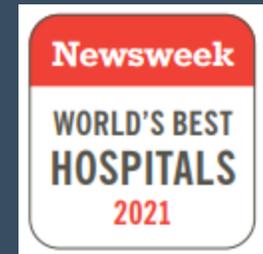
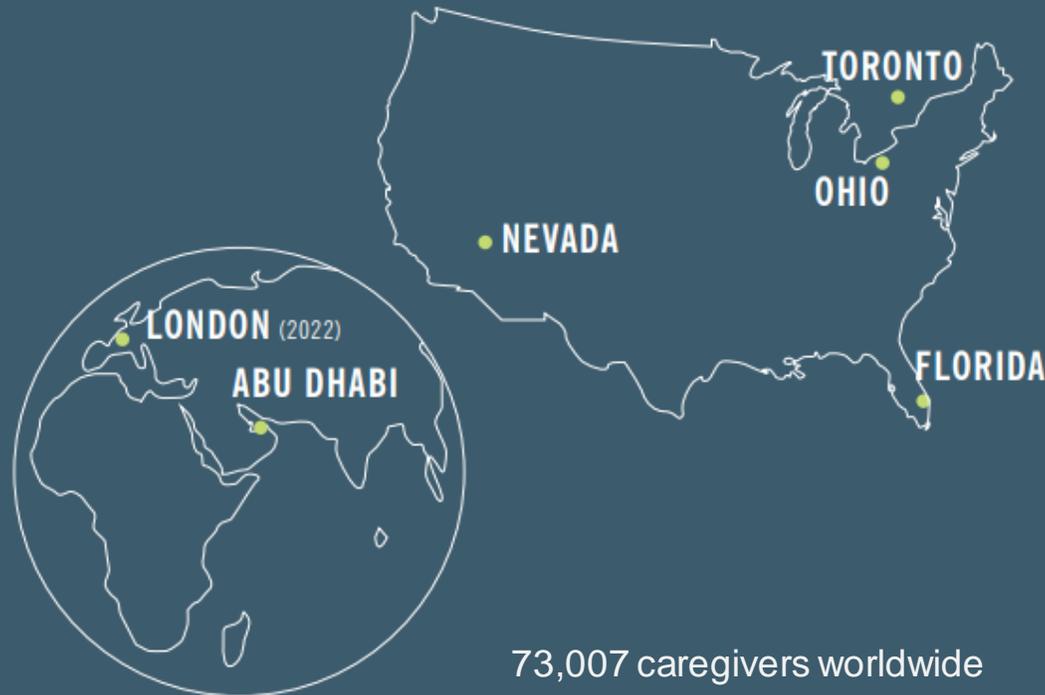
A nonprofit organization and multidisciplinary care team that cares for patients through 19 patient-centered institutes.

Caring for 2.45 million patients annually with 8.7 million outpatient visits in locations around the globe.

Cleveland Clinic is the first major academic medical center to make patient experience a strategic goal, appoint a Chief Experience Officer, and one of the first to establish an Office of Patient Experience.



#2 IN THE U.S.



#2 IN THE WORLD.

Global Patient Services (GPS)

- Cleveland Clinic has been receiving international patients for **100** years
- Global Patient Services department was established in **1976**
- Cleveland Clinic (OH+FL) has the **highest** market share of international patient care in the U.S.
- Patients visiting us from **120+ countries**
- We have a team of **100+ caregivers** working at GPS offices speaking 15+ different languages
- Global Healthcare Accreditation with **Excellence for Medical Travel** received since 2017



Cleveland Clinic Hopkins Airport Lounge



Mon - Sun: 7am - 7:00pm

Why?

Cleveland Hopkins Airport 2019

400K

Monthly Avg
Domestic Travelers

7K

Monthly Avg
International Travelers

Annual Patient Volumes 2019

53K

Domestic Patients & Companions

10K

International Patients & Companions

Enhanced Patient Experience



59% of patients find that ease of travel to hospital facilities/ transportation are important to patient experience

Deloitte Center for Health Solutions: 2015 Survey of US Health Care Consumers

Elevated Airport Presence



5M traveler views annually*

Competitive Edge



1 of 2 hospitals in the U.S. to have airport presence

Global Brand Awareness



Boost Cleveland Clinic's image

Concierge Services Benchmark

Compared to Competitors Around the Globe

Service Offerings	Cleveland Clinic Cleveland Hopkins	Mayo Clinic Rochester International	Johns Hopkins Baltimore/Washington International	New York Presbyterian JFK International	Bumrungrad Suvarnabhumi Thailand	Parkway Hospitals, Singapore Singapore Changi
Airport greeting		✓			✓	✓*
Airport Lounge		✓			✓	
Airport to hotel transportation	P	✓	✓*		✓	✓*
Transportation to and from hospital campuses	P	✓	✓*	✓*	✓	✓*
Assist with government extension of stay (visa)	P	✓	✓	✓	✓	✓
Transition families from hotels to houses/apartments and arrange for furniture/utilities		✓			✓	✓

*: For a Fee

P: Partial Service Offered

Enhanced Patient Journey

From Arrival to Departure



PRE-ARRIVAL COORDINATION

- 24/7 Access
- Patient information and preference gathering
- Visit Logistics



AIRPORT PRESENCE

- Patient Greeting
- Lounge Open to Public
- Orienting to the City
- Connecting to the Ground Transportation
- Service Introductions (MyChart, Distance Health)



ON-DEMAND COORDINATION

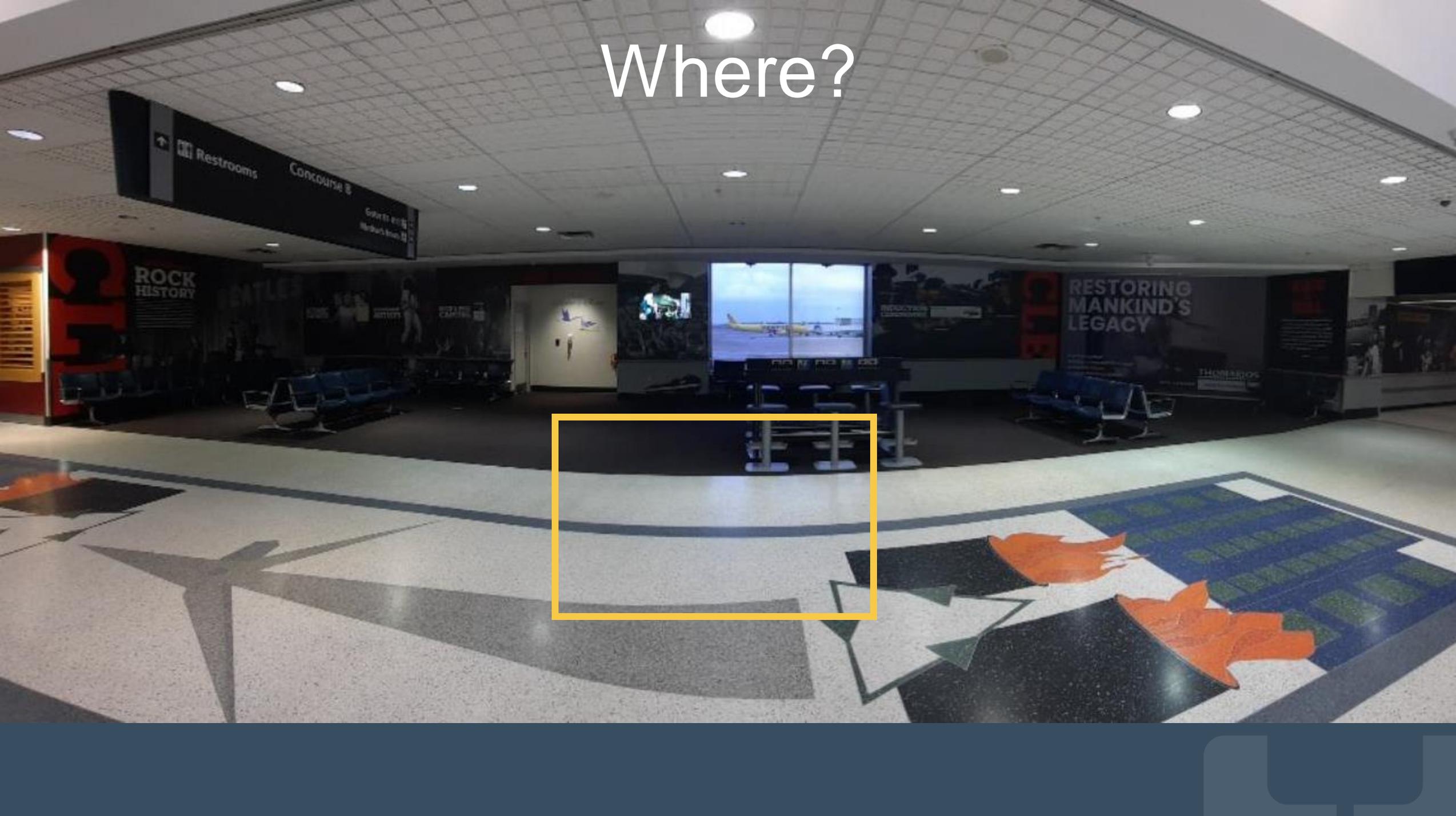
- Appointment Escort & Interpretation
- Local Amenity Recommendations
- Long-term Lodging
- Visa Extension



PATIENT DEPARTURE

- Return Logistics
- End-of-stay Arrangements
- Ground Transportation
- Check-in Support
- Survey

Where?





Cleveland Clinic

Every life deserves world class care.

