




**THE MEDICAL CITY**  
Where Patients are Partners

# CORPORATE PROFILE



 Ortigas Avenue, Pasig City  
Metro Manila, Philippines, 1600

 (+632) 8988-1000  
(+632) 8988-7000

     /themedicalcity



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# WHO WE ARE?

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## COMPANY PROFILE

The Medical City (TMC), owned and operated by Professional Services, Inc. (PSI), is the largest healthcare network in the Philippines under a single brand. It is composed of a flagship hospital in Pasig City, Metro Manila; four hospitals in the provinces of Iloilo, Laguna, Pampanga, and Pangasinan; and over 60 stand-alone clinics nationwide.

TMC's strategically located hospitals and clinics across the country is proof of PSI's commitment to make high-quality healthcare accessible to its growing customer base, encapsulated in its guiding principle of Quality Healthcare Anytime, Anywhere.

TMC is also present in the U.S. territory of Guam, through PSI's wholly owned and operated Guam Regional Medical City (GRMC), the first and only private hospital in Guam.

## VISION

To always be a leader in shaping how Filipinos think, feel, and behave about health and how health services are accessed by and delivered to them, and to use such leadership to serve equity in health, life, and development.

## MISSION

The pursuit of our vision is animated by a passion to always keep our patient on center stage and deliver service of greater worth, engaging strategic partners who share our vision and passion, constantly proceeding from what we do best, and in the process of carrying these out, align the interests of our employees, our professional staff, and our shareholders with the interests of those we serve.



## CORE VALUES

### **Excellent and Compassionate Service**

We aspire to excellence in the provision of our services, achieving increasingly superior performance through organizational efficiency and synergy that is always animated with passion.

### **Client Partnership**

We forge sustainable partnerships with enlightened and empowered clients—our patients, physicians, and payors—finding and creating opportunities for active engagement, informed participation, and shared responsibility.

### **Primacy of the Human Resource**

We invest in the personal and professional development of our staff, providing them with the opportunity, capacity, voice, and the requisite technology to exercise their primacy as a resource in serving our customers, creating value for our stakeholders and the growing institution.

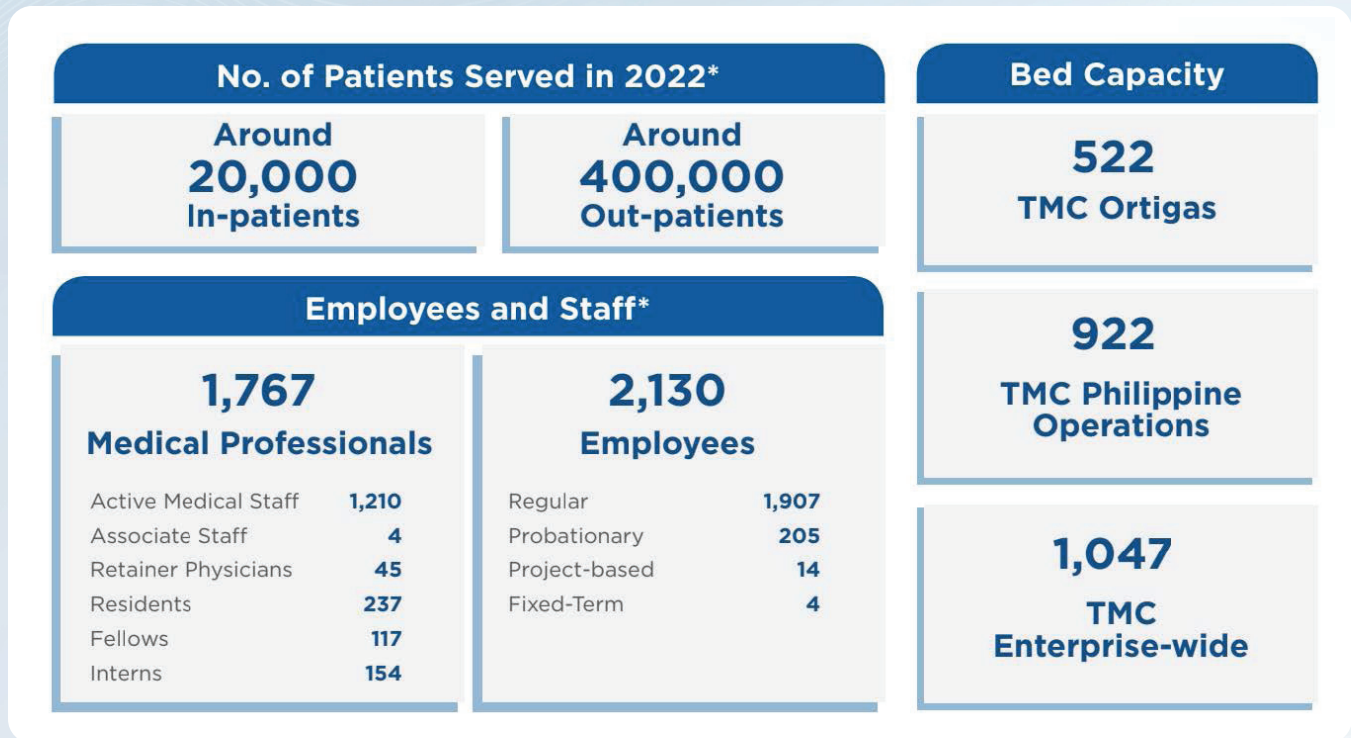
### **Integrity**

We uphold personal and institutional integrity, consistently seeking alignment between the strategies, decisions, and actions that we pursue and the values that we espouse.

### **Innovation**

As we learn from the past and observe the present, we encourage curiosity and inquisitiveness, the desire to experiment and take risks, and openness to creativity and new ideas, convinced that the way to the future is by embracing the innovator's mindset for execution.

## PERFORMANCE HIGHLIGHTS



## AWARDS & RECOGNITIONS

### Hospital of the Year 2020, 2022, 2023

Healthcare Asia Awards

### Top Level 3 Hospital 2022

Department of Health (DOH), Hospital Star Awards

### Medical Tourism Initiative of the Year 2022

Healthcare Asia Awards

### Marketing Initiative of the Year 2022

Healthcare Asia Awards

### Most Inspiring Executive

Asia Corporate Excellence & Sustainability Awards (ACES) 2022



## **Eugenio Jose F. Ramos, MD, MBA**

President and Group CEO, PSI The Medical City

## **Level IV AccreditaKon (effective 2023 to 2027)**

Institute of Pediatrics

## **Philippine Pediatric Society (PPS) Hospital Accreditation Board**

5-star ranking for Mechanical Thrombectomy

## **Society of Vascular and Interventional Neurology (SVIN)**

Mission Thrombectomy 2020+ campaign

*\*Only for TMC Ortigas, as of January 2024*

# **ACCREDITATIONS**

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## **Accredited by the Joint Commission International since 2006**

The Medical City Main has been conferred accreditation by the Joint Commission International for attaining and maintaining the highest standards of quality for healthcare organizations. JCI is widely recognized as the most prestigious accrediting body for international healthcare organizations.

In its evaluation by JCI, TMC has received perfect scores in standards related to Access to Care and Continuity of Care, Quality Improvement and Patient Safety, Patients and Family Education, and Governance, Leadership and Direction, a truly exceptional achievement by any measure.

With the JCI's gold seal, each person who comes to TMC is assured of receiving health care services that are at par with the best hospitals in the world.

The Medical City's Acute Myocardial Infarction (AMI) Clinical Care Program has also retained its consecutive certification by JCI from 2015 to present. As of December 2023, TMC's AMI Program continues to be the first in the country and one of only 15 around the world that is certified.





# FLAGSHIP PROGRAMS

## Our Services

TMC Main's world-class facility is the staging area for the delivery of cutting-edge healthcare services with Acute and Critical Care Institute, Augusto P. Sarmiento Cancer Institute, Cardiovascular Institute, ENT Head and Neck Institute, Eye and Vision Institute, Institutes in Neurological Sciences, Pediatrics, Regenerative Medicine, Wellness and Aesthetics, and Women's Health.

### Acute and Critical Care Institute (ACCI)

The Acute and Critical Care Institute (ACCI) goes beyond the norm to enhance the quality of emergency medical care. It achieves this by smoothly combining pre-hospital emergency services with a patient-focused clinical pathway for managing sepsis. Understanding the crucial moments prior to hospital admission, ACCI's pre-hospital emergency medical services are carefully planned to offer prompt, life-saving actions. This guarantees that patients receive critical care right from the start of their medical emergencies. Such proactive measures not only speed up response times but also improve patient results, setting a strong base for further medical interventions upon reaching the facility.



Moreover, their dedication to personalized care is evident in ACCI's patient-centered immediate and specific care. ACCI has developed a system that simplifies the process of diagnosing, treating, and managing illnesses. This system incorporates practices that are supported by evidence and are tailored to each patient's unique needs. By adopting a structured approach involving various medical disciplines, ACCI ensures that patients receive the necessary interventions promptly.

From speedy diagnosis to targeted treatments, this comprehensive approach promotes a seamless continuum of care, with a focus on achieving recovery and enhancing quality of life.

### Augusto P. Sarmiento Cancer Institute (APSCI)

The AUGUSTO P. SARMIENTO CANCER INSTITUTE (APSCI) identifies as a committed medical institution that specializes in cancer diagnosis, treatment, and continuous cancer research to help in developing new techniques and improve existing ones for the betterment of its patients.

The institute is united by the vision of becoming an internationally recognized leader in the provision of compassionate cancer care that would help diminish the burden of the disease through high-quality and accessible healthcare among Filipinos. Comprised with a roster of high caliber surgical, medical and radiation oncologists who work together with competent nurses, radiation specialists, and other allied healthcare professionals all dedicated to providing holistic care through a multidisciplinary team approach cancer care.



In succession of its groundbreaking Screen and Prevent (SCRAP) Cancer Program in 2022, APSCI takes pride as it was able to commence the Hope MobiClinic - a pioneering initiative in mobile cancer screening that extends healthcare services beyond the confines of the hospital, ensuring that the same high standards of quality and accuracy are upheld in every procedure conducted. As of December 2023, APSCI's Breast Center have already catered to 480 eligible women for screening; some of which were found to have findings and are subject for treatment.



In addition, APSCI remains to be experts in the fields of Oncologic Surgery, Chemotherapy, and Radiation Oncology. True to its promise of being leaders in transformative healthcare, APSCI continues to take charge in collaborating with various organizations that would spread cancer awareness and educate people on how to get better fighting chance in battling the disease.

Patient Experience. With a common goal in mind of providing patients with total healthcare experience, APSCI pledges to continue crafting programs that would engage and ensure that all patients would receive utmost service excellence and paramount care.

## Cardiovascular Institute (CVI)

The Cardiovascular Institute offers cardiac expertise, integrated, state-of-the-art care, encompassing non-invasive diagnostics, minimally invasive interventional services, open heart surgery, and cardiac rehabilitation.

The Cardiovascular Institute's dedication to expand and excel in the landscape of advanced heart treatment is manifested through revolutionizing outpatient percutaneous coronary interventional (PCI) procedures, such as angioplasty, resulting in high success rates and remarkable clinical outcomes. Patients are more empowered to take charge of their health. While continuously providing state-of-the-art therapeutic and surgical treatments, CVI amplified its contribution by driving breakthroughs with electrophysiology, Transcatheter Aortic Valve Implantation (TAVI), and other minimally invasive procedures. With the pursuit of redefining heart health and the development of more patient-focused services, prioritizing end-to-end care, CVI seamlessly addresses cardiovascular health concerns through prevention, rehabilitation, and creating new solutions through research and international training.



With its three-time Joint Commission International (JCI) Certified Acute Myocardial Infarction (AMI) Program, the Cardiovascular Institute of The Medical City serves as a model center for the treatment of myocardial infarction (MI) and cardiac emergencies, advancing to the forefront



of medical innovation with a world-class standard and outstanding quality care.

CVI is also committed to fostering the community and aiding its country to become CPR-ready by being the only medical facility in the Philippines to have a CPR Center and conducting mass trainings in hands-only CPR that are held in various locations.

## Ear Nose, Throat, Head and Neck Institute (ENT)

The ENT, Head and Neck Institute specializes in the medical and surgical management of patient partners with ear, nose and throat (ENT) head and neck concerns. Compassionate patient care and innovative therapies are the foundations for the institute's skilled otolaryngologists' excellent services in multi subspecialties such as audiology, otology, pediatric otolaryngology, laryngology, rhinology, head and neck surgery, facial plastic surgery, and maxillofacial surgery.

ENT offers comprehensive programs catering to advanced care and including the Total Hearing Care Solution for Pedia and Adult, Cochlear Implant Program, Hearing Conservation Program, Tinnitus Management Program, Vocal Fitness for the Industry Program, ENT On Wheels, Robot Assisted ENT Procedures, and Endoscopic Skull Base Surgery.



## Eye and Vision Institute (EVI)

The Eye and Vision Institute (EVI) caters to a myriad of world-class diagnostic, medical, and surgical eye care services for both the young and young-at-heart. Over the years, EVI revolutionizes eye health in the Philippines by providing excellent service through a combination of cutting-edge research and innovative technologies, all the while ensuring each patient partner receives the utmost care they deserve.

Its three comprehensive units - Eye Instrument Center, Laser Refractive Center and EVI Surgery Suite - allow EVI to create a holistic eye care center that focuses on every eye concern and reshapes the way people view eye health. The institute's team of specialized ophthalmological experts are committed to utilizing innovative and trustworthy techniques which sees procedures such as LASIK, cataract and glaucoma treatment, and retina testing done with precision and ease.





## Institute of Neurological Sciences (INS)

The Institute of the Neurological Sciences (INS) stands as a pinnacle of integrated care that provides a seamless and integrated approach to taking care of patients. Bringing together the fields of Neurology, Neurosurgery, and Psychiatry, ensuring a holistic experience for those seeking holistic brain and mind health. This comprehensive model allows for a smooth transition between inpatient and outpatient services, creating a comprehensive nexus for diagnosis, treatment, and rehabilitation. At the heart of INS's array of services are specialized units such as the Acute Stroke Unit (ACSU), the Neurological Intensive Care Unit (NICU), and centers that focus on Movement Disorders and Neurophysiology.



With a group of skilled specialists in neurology, neuropsychology, and psychiatry, INS is a center of excellence for advanced diagnosis and treatment. Offering state-of-the-art services such as Stereotactic Radiosurgery (SRS) for tumors in the brain and spine, as well as pioneering Mechanical Thrombectomy, leading the way in providing exceptional stroke care. INS is an epitome of excellence that guarantees best patient outcomes across different neurological landscapes.

INS has taken steps to deal with the growing problem of mental health. The Center for MeLT (Memory, Learning, and Thinking) and the Center for Behavioral Health are examples of INS's holistic approach to care that includes early detection tools and comprehensive psychological services.

## Institute of Pediatrics (IOP)

The Institute of Pediatrics (TMC IOP) stands as a beacon of excellence, leading the charge in pediatric medicine with a formidable team of over 100 pediatricians. Renowned for its commitment to comprehensive care, TMC IOP offers an impressive array of 19 subspecialties and 10 affiliate subspecialties, ensuring that every child receives specialized attention for their unique healthcare needs.



At the heart of TMC IOP's success lies its commitment to providing unparalleled diagnostic and therapeutic services. The hospital's state-of-the-art facilities are equipped to cater to a diverse range of pediatric health concerns. From cutting-edge diagnostic technologies to interventional therapeutic services, TMC IOP has positioned itself as a one-stop destination for comprehensive pediatric care.



## Institute of Personalized Molecular Medicine

The Medical City Institute of Personalized Molecular Medicine (IPMM) is at the forefront of revolutionizing healthcare through innovation and research that focuses on regenerative medicine such as Cellular Therapy Program and Hematopoietic Stem Cell Therapy or commonly known as Bone Marrow Transplant.

Since its inauguration in 2016, the institute has catered to 80 patients in both pediatric and adult demographics with the most recorded cases such as Multiple Myeloma, Acute Myeloid Leukemia, and Diffused Large B-Cell Lymphoma. In addition, IPMM also takes pride on its 89% success rate and continues to be committed innovators in trailblazing blood cancer management which by far is one of the costliest procedures brought about by its complexity. That said, the institute also takes a leap as it works together with various associations and organizations to help indigent patients find adequate funding and support that would pave the way for them to receive treatment and attain the optimum care that they deserve.

In addition, The Medical City Institute of Personalized Molecular Medicine remains optimistic as it pushes for the Department of Health's Accreditation to legitimize the implementation of Cellular Therapy to new patients that would be another transforming gateway for patients. Furthermore, last April 19, 2023, The Medical City launched the new Quantum Cell Expansion System Bioreactor - the first of its kind in the country that will serve as a gateway for further improvement and development on Regenerative Medicine.



## Institute for Women's Health (IWH)

The Medical City's Institute for Women's Health recognizes the importance of taking a holistic approach to women's health, understanding that a woman's well-being is best comprehended by considering her entire life journey. With this philosophy in mind, IWH is dedicated to delivering all-encompassing healthcare services tailored to women, enabling them to enhance their health and wellness at every phase of life. Our specialized services encompass various aspects, including pregnancy and childbirth, imaging and ultrasound, fertility and reproductive health, gynecology, cancer care, and minimally invasive surgery.

Women's Health Care Center offers diagnostic ultrasound imaging services in the range from basic transvaginal ultrasound to advanced ultrasound procedures that can detect ovarian masses and assess the individual patient's risk of malignancy, and procedures that can map out deep infiltrating endometriosis. WHCC also offers various fetal imaging techniques and diagnostic





tools that can detect potentially fatal birth defects before birth. Our subspecialists are trained to look for fetal abnormalities using advanced imaging techniques such as comprehensive congenital anomaly scan, fetal echocardiography, and 3D/4D/5D imaging. IWH also offers first-trimester screening for chromosomal anomalies and advanced cell-free DNA non-invasive prenatal testing.

For gynecologic conditions requiring open surgery, our gynecologic surgery team works to give women the best quality of life with little downtime. For other conditions amenable to minimally invasive techniques, our surgery team offers the most advanced surgery options for comfort and quick recovery, including laparoscopy and physician-assisted robotic surgery. When it comes to cancer, our team of experts offers the most advanced gynecologic cancer diagnosis, treatment, and support.

## Wellness and Aesthetics Institute (WAI)

The Wellness and Aesthetics Institute (WAI) is deeply committed to enhancing holistic well-being, epitomized by its core theme: “Transform your wellness, Transform your life.” This one-stop-integrated facility offers a wide range of comprehensive, personalized, precise and predictive healthcare options, encompassing preventive care, therapeutic services, and aesthetic treatment, thereby establishing a complete sanctuary for those seeking healthcare excellence. Serving as a dedicated healthcare partner for individuals of all ages, WAI has carefully tailored its programs to meet the changing needs of pediatric, adolescent, adult, and geriatric patients. Moreover, the institute takes pride in providing gender-sensitive healthcare, embracing the diverse spectrum of gender identities.



The institute’s services go beyond traditional medical boundaries, showcasing its flagship program: Executive Health Check-up, along with Lifestyle Medicine, Precision Medicine, specialized Gender Health and Wellness program, Aesthetics Dermatology, and Aesthetics Surgery. The institute boasts nearly a hundred seasoned and globally trained doctors across different areas of specialty, such as lifestyle medicine certified physicians, pediatricians, geriatricians, plastic surgeons, and board-certified dermatologists.

WAI is located in a welcoming, hotel-like, and nurturing two-story facility, occupying the 6th and 7th floors of The Medical City-Ortigas, Podium Building, offering a comforting, warm and seamless patient experience while prioritizing patients’ health and well-being.



## Clinical and Translational Research Institute (CTRI)

In addition, the Clinical and Translational Research Institute (CTRI) provides an efficient and high-quality research management system catering to the needs of clinical trialists and biomedical researchers under The Medical City and its network. From understanding disease processes, to developing alternative cures, and validating new diagnostics and therapeutics, the institute is capable of translating research products from the laboratory setting to actual bedside applications for patients. Bridging these research gaps is made possible through the different research units of CTRI and TMC: The BRU Laboratories, The Clinical Trial Enterprise, and The Medical City Ventures.



TMC also has a strong bone marrow transplant program with a remarkable success rate of over 90 percent for 2019 and successful liver transplant operations since 2016, making it the leader in the management of end-stage liver disease and liver transplantation in the Philippines.

## OUR SERVICE PHILOSOPHY

TMC has defined for itself the value proposition: “Where Patients are Partners.” This phrase finds its fullest meaning when the patient is viewed not as a problem to be solved or a charge to be cared for, but as a partner in his own health. Patient partnership means acknowledging the patient’s fundamental accountability for his own health, then supporting this with systems, tools and venues for education, open communication, and informed choice. This fresh perspective on the patient’s role in health care represents a radical departure from the traditional idea of the patient as a passive recipient of medical service.