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## In Patients' service

After World War II., the Hungarian Healthcare System has been based on the main principal of solidarity. The technical and technological revolution of the health care industry as well as the wide-spread use of modern medicines seen over the last 15-20 years have put a questionmark over the reasonability for the existence of the solidarity-driven healthcare system resulting in social and economic tensions for both individuals and health care professionals.

Social changes and the rise in standard of living seen in the last decade could not be followed by appropriate improvement of the health care service. Under current inadequate circumstances health care industry is able to offer, only very low standard of health care service can be offered to the patients: reduced condition of real estates, the low level of technology used, crowded hospital wards and clinics can all be blamed for dissatisfaction.

The dissatisfaction of patients can also be explained by the way they are usually handled during health care service: patients get perfunctory information, and lack for proper attention and descretion.

The current health care service is focused on curing of actual diseases instead of concentrating on prevention. As a matter of fact, the attitude towards health preservation could result in lower health expenses for both individuals and health insurance providers, higher level of life quality and longer life period.

## Traditions in Health care

After realizing the problems mentioned above and with the aim of creating the conditions for a quality health care service, well ahead of its time, R-Clinic was started 1991 in Budapest. R-Clinic was Hungary's first private full health care provider with its 3 well-equipped operating rooms as well as dental unit. The Clinic introduced a patient-orientated and high-quality service in its every-day practice. The R-Clinic was managed and owned by dr. Tamas **Racz**.



Personal consultations have taken place on pre-arranged appointments in elegant and cosy surroundings, with the help of well-named specialists as well as highly educated and empathyc medical crew.

Polite and discrete attitude towards patients, proper information of patients and pre-planned time period of consultation have all been basic principles.

Screening test -of which significance has just been realized in the last couple of years- has become the main operational profile of the Clinic.

## **NEW MEDICAL CENTRE – INVESTMENT AND FACILITY MANAGEMENT**

### **One-day Surgery and Rehabilitation Centre in Várpalota**

The Investor of the New Medical Centre in Várpalota is MEDICOMPLEX GROUP, of which owner founded R-Clinic in the early 90's.

Before building of the medical centre started, professional working program and planning operations have all been pre-agreed with local authorities (local government, National Health Insurance Fund, etc.).



As a result of a well arranged project, the One-Day Surgery and Rehabilitation Centre with 120 medical beds was opened on January 1, 2007. representing a net investment worth of 3 billion HUF.

The New Medical Centre aims to standardize the chronic and rehabilitation treatment procedure in the Middle-Transdanubian Region of Hungary by introducing high-quality and patients-orientated health care service.

With the rising number of women employed and the breakup of the big families over the last decades, it has become a severe problem for both individual families and the whole society itself to take care of those elderly/sick people who have not been able to return to their homes after a medical treatment in a Hospital.

These elderly people usually cannot be taken care of their own relatives at home for a longer period of time. Reason has it first of all, that relatives usually dont possess sufficient medical knowledge to offer continuous, 24 hour treatment. Secondly, but not less importantly, relatives who are usually employed and have to work on a regular basis, cannot leave their work for a longer period of time without facing a risk of being dismissed.

It is therefore a well-known fact, that a lot of elderly or sick people, who need special chronic or rehabilitation treatment, are being put into hospitals with acute medical diagnosis in order to relieve their relatives.



The new Medical Centre was built near the old Hospital building, and they were connected on 2 floors with outside corridors. The 2 buildings have completely different but complementary functions.

The old Hospital building still includes – among others – the radiology, the sterilizer, the textilstore as well as the pharmacy resulting in significant cost reduction. We did not build a new kitchen either, but increased the capacity of the old one's.

## One-day Surgery

Supplementing the 3 operating room-capacity of the old Hospital building, another 3 operating rooms have been set up in the basement of the new medical centre for one-day surgery.

The Hospital has been completing one-day surgery since 2001, therefore it has a tradition of long time.

The number of one-day surgery completed a year exceeds 1000 and has been showing a permanent rise. We have set up a separated side-wing for our one-day surgery patients in order that they can take their beds right after their hospitalization.



We rebuilt and refurnished the floors and wards of the old Hospital building in a hotel-style to make it more comfortable for our patients. In this area of healthcare service, organization of medical attendance plays an extremely important role, therefore we set up a separated reception for quick administration.

In order to complete as many medical treatments as possible, we successfully applied for non-refundable funds offered by the Ministry of Health in October 2006 to increase capacity.

Our aim is to exceed the current number of one-day surgery considerably as early as next year.

## Non-traditional Out-patient service

The performance-based financing of the health care industry introduced in 1993. had - among its benefits- a disadvantage as well: even those patients have been hospitalized who could have been examined and cured successfully during out-patient care, since hospitalization itself resulted in a higher financing compared to that of out-patient care.

The fact itself, that buying of modern medical instruments has never been refinanced by the National Health Insurance Fund, has also represented another disadvantage and prevented medical service providers from using most recent instruments in ambulant medical treatments.

Therefore it was highly recommended for the management of a health care provider to hospitalize its patients instead of offering them an out-patient service in order to provide funds -among others- for amortization.

This practice has resulted in an increase in the number of in-patients over the years representing a refund need that could not be met by the National Health Insurance Fund.

All for these reasons, the restructuring process of the health care industry to reduce the number of in-patient beds is heading into the right direction but it should also be supplemented by the increase of out-patient capacity as well as refinancing tools for modern medical instruments.

It is a well-known fact, that modern medical instruments and medicines help to shorten the period of medical consultations and also help to prevent patients from unwarranted, long lasting and expensive hospitalization.

Having said that, Medicomplex Group has built a medical centre including 12 out-patient rooms of very high standard. The out-patient service is set on the ground floor of the building where patients are welcome on a pre-arranged appointment at the central reception. Appointments can be arranged personally as well as on the phone or Internet. Patients can pay us a visit between 8 a.m. and 19.00 p.m every working day. Late consulting hours are mainly suitable for those who are generally not able to make an appointment in usual working hours.

Our aim is to introduce a very high standard of medical treatment which is supported by not only a tasteful and cosy waiting room but also by the high standard of medical instruments used in the out-patient service.

While waiting for their turns, patients can even have TV access.

Our employees are keen to make our patients feel as comfortable as possible.

It is very important for us to work with high educated medical crew, therefore we are on a permanent search for committed employees.

### **In-patient rehabilitation and chronic treatment**



The standard of the in-patient service is characterized by the united aspect of the building: air-conditioned double and triple rooms are set with own bathrooms and have a terrace; tasteful and cosy lounge areas on the floors also make it more comfortable for the patients.

All in all, the building offers a hotel-style service to its patients representing a huge difference to other in-patient service providers.

The building offers pleasant working conditions for our employees as well.

### **Facility management**

We have been operating the Hospital and Clinic of Várpalota since September 1. 2005. gaining practical facility management experiences.



Due to the capital injection as well as the restructuring of the Hospital's operational procedures by our Group, the Hospital's economic situation has been restored. Operation was characterized by stability in 2006. despite deteriorating external conditions.

The Hospital of Várpalota had been operating as a so called matrix hospital with 76 medical beds until the end of 2006. Due to the ongoing healthcare restructuring, the Hospital has become a rehabilitation and chronic treatment centre with 230 beds.

The New Medical Centre in Várpalota helps to further increase the capacity utilization of minor healthcare providers. The Centre meets all the requirements for a modern and well-equipped chronic treatment and rehabilitation service. Its importance spreads over the borders of the region serving as a model for the whole country.

## **Rehabilitation and Chronic Clinic – Kulcs**

In November 2006, Medicomplex Group became the owner of the Rehabilitation and Chronic Treatment Clinic in Kulcs (by motorway M6) with 85 beds (3500 nm) and has been running operation since then.

The Clinic with its 85 beds was generally operated by Szent Pantaleon Hospital (Dunaújváros) until January 1. 2007.

After the take over by Medicomplex Group has taken place, our aim is to restore the rentability of the Clinic followed by development of the hotel functions of the Centre.

To operate the Clinic, no new management was needed. The Clinic's demand for medical materials and medicines are controlled and managed with the needs of the Hospital in Várpalota together.

HR and financial matters are an issue for professionals in Várpalota.

The take over of the Clinic in Kulcs plays a very important role in making preparations to operate the different Hospitals as a part of a chain.

## **Building for Out-patient service – Dunaújváros**

Last year Medicomplex Group became the owner of the building (5000 nm) that has been serving as one of the main healthcare providers in town. The building is rented by Szent Pantaleon Kórház and being utilized as the number one out-patient clinic of the city.

Medicomplex Group currently operates over 300 medical beds, 6 operating rooms and out-patient clinics in different places all over in the Middle-Transdanubian Region.

## Staff

The profitable operation of the whole system requires an educated management experienced in healthcare industry and possessing modern EPR knowledge.

Dr. Tamás Rácz, as the owner and chief executive officer of the Group, hired professionals as management members who meet the challenging requirements.

Dr. Ildikó Tóth became a management member in 2005. Having spent almost 20 years in the healthcare industry as a doctor and manager, she is one of the most experienced and successful professionals available. As chief medical and executive officer, she had been running the County Hospital of Tatabánya for 5 years, where she had turned an existing operational loss of 1 billion HUF into a profitable operation resulting in an operational reserve of 1,3 billion HUF within 3 years.

As a medical counsellor, Professor dr. László Czirják joined us in 2007. He is the medical director of the Immunology and Rheumatology Clinic of Pécs Medical University.

Dr. Magdolna Gál has been working for more than 10 years as Chief Medical Officer for Professional Controlling at the Baranya County Branch Office of the National Health Insurance Fund and therefore has a great practical routine of on-site examinations as well as controlling of performance reports.

Our management team was attended by Pozsár Ferenc in 2005. As an economist, former banker and successful entrepreneur, he is responsible for complete financial project management.

For every-day business, financial and accounting matters the chief financial officer is Mrs. Margit Rácz. She has a practical managing experience of more than 10 years in the financial administration. Such as her, also our chartered auditor, Mrs. Fenyvesi Gáborné is an experienced health care professional.

Mr. Győző Tóth is a well-experienced engineer who is responsible for the whole process of contracting works. Having worked for more than 10 years in Germany as a specialist, his professional experience can be taken as a guarantee for accurate and qualitative constructing in line with European standards.

The employees of Medicomplex Group work in a united team spirit with great success. The management includes experts of different fields, like -among others- economics, engineering, controlling, quality management, logistics. These professionals work in a close co-operation complementing each other as well as the other 200 medical employees.