WELCOME TO
OUR WORLD

VPS Healthcare was founded in the UAE, in 2007. The nation’s accelerated evolution has inspired our own rapid growth in the GCC, India, and Europe.

Our integrated healthcare network makes health and wellness solutions accessible, affordable, and sustainable across the economic spectrum. Our clinical excellence and commitment to quality standards has made us the largest private hospital network in the UAE to be awarded Joint Commission International (JCI) accreditation.

We also pride ourselves on being a community-centric organization, with social responsibility ingrained in our ethos. We were the first private healthcare group to deploy mobile mammography units to increase awareness about breast cancer. We also undertook a global initiative to pledge 1,000 free cardiac surgeries for economically-disadvantaged people, 175 of which have already been performed.

In little over a decade, we have demonstrated the true power of disruption through the success of our patient-centric, intuitive healthcare model, and we are now committed to sharing our pioneering approach with the world.

Dr. Shamsheer Vayalil
Chairman and Managing Director
THE PILLARS OF TRANSFORMATION

OUR VISION
To be the preferred choice in quality healthcare and associated services, wherever we operate.

OUR MISSION
To achieve world-class corporate governance in healthcare, using technology and the latest medical advances to provide services and outcomes that exceed expectations.

OUR CORE VALUES
- Compassion for our patients
- Teamwork with our staff and partners
- Integrity in our professional conduct
- Responsible corporate citizenship

QUALITY
Although designed to cater to different market segments, all our healthcare entities share the same principle of premium quality – in patient care, clinical excellence, and across all administrative functions. Guided by a group-wide quality committee, each facility has its own dedicated quality team that strives to achieve ever-higher standards.

GOVERNANCE
Our strength as a dynamic organisation guided by teams of global professionals, is reflected in our commitment to sound governance policies and practices.

We have several specialist committees working on the integration and sharing of governance-related services, and on establishing common standards for best practices across all entities. Our teams work diligently to ensure compliance with regulatory requirements across multiple domains and sectors. This is particularly relevant in the GCC, where states and constituent emirates tend to vary in their control requirements.

Recognition by international accreditation authorities like Joint Commission International (JCI), the College of American Pathologists (CAP), and ISO – the International Standards Organisation, underlies our resolve to ensure the highest standards of quality.

Additionally, our pharmaceutical products that are manufactured at a state-of-the-art plant are approved by the US Food and Drug Administration (FDA), the UK’s Medicines and Healthcare Products Regulatory Agency, and regulators and health ministries in the Americas, Europe, Africa, and Australasia.

Eight VPS Healthcare hospitals are accredited by Joint Commission International (JCI) – the global authority on healthcare standards.

Two VPS Healthcare hospital laboratories are accredited by the College of American Pathologists (CAP) – the prestigious authority on laboratory standards.

Three VPS Healthcare hospitals have ISO 9001 certification, and seven VPS Healthcare hospital laboratories have ISO 15189:2012 certification.
THE PILLARS OF TRANSFORMATION

CORPORATE SOCIAL RESPONSIBILITY

Our commitment to wellness goes beyond the walls of our hospitals and clinics and into the communities around us. Our empathy and solidarity with various communities and causes has enabled us to build strong and lasting relationships.
Our journey began in the UAE, and we are extremely proud of our contributions to the healthcare industry in our home nation. However, our brands hold universal appeal and we are dedicated to offering the same quality of care and service to people around the world.

The diversity and extent of the VPS Healthcare network is one of our greatest strengths, enabling patients to be referred from geographically remote facilities located in various specialities or departments of our hospitals. This allows us to offer a truly integrated approach, and enables us to deliver innovative solutions to complex healthcare problems, thereby improving the overall quality of life wherever we operate.

Our brands serve very different individual purposes, but they are united in their emphasis on quality and the drive to achieve ever-higher standards. We are continuing to grow at an exponential rate to meet the evolving needs of the markets in which we operate, and those where we believe we can make a difference.

Our reach extends from the UAE to India, with 15 brands covering 22 hospitals, 125 medical centers, and 13,000 employees.

We have developed an extensive international network of primary, secondary, and tertiary healthcare coverage that enables us to offer a truly integrated approach and enables us to deliver innovative solutions to complex healthcare problems, thereby improving the overall quality of life wherever we operate.

Our multidisciplinary teams across various specialties enable us to provide multi-patient care, deliver site-specific services, and integrate various healthcare solutions to meet the needs of patients. Our VPS Mobile App allows users to search physicians and locations, and make appointments all in one go.

VPS Healthcare’s dynamic and interactive mobile application allows users to search physicians and locations, and make appointments all in one go.

### OUR HEALTHCARE LANDSCAPE

#### GCC:
- Burjeel
- Medeor
- LLH
- Lifecare
- Response Plus Medical Services
- ZIVA
- Keita

#### India:
- Medeor
- VPS Lakeshore
- Dynamed
- Educare

### DIVERSITY AND EXTENT OF NETWORK

Our interdisciplinary approach and integration of services enable us to deliver innovative solutions to complex healthcare problems, thereby improving the overall quality of life wherever we operate.

### OUR VISION

Our vision is to provide a truly holistic approach to health and wellness for every section of society.

Our multinational operations comprise hospitals, medical centers and clinics, on-site services, homecare and occupational health, patient concierge services, dental education, pharmaceutical manufacturing, catering and retail pharmacies.

Though our brands serve very different individual purposes, they are united in their emphasis on quality and the drive to achieve ever-higher standards.

### OUR BRANDS

- Burjeel
- Medeor
- LLH
- Lifecare
- Response Plus Medical Services
- ZIVA
- Keita

- VPS Lakeshore
- Dynamed
- Educare
UAE
- Premium hospitals in Abu Dhabi (tertiary care) and Dubai (advanced surgery)
- Medical Centers in Abu Dhabi (Al Bahia, Al Shamkha, Yas Mall and Al Zeina) and Al Ain (Barari Outlet Mall)
- Burjeel Day Surgery Center at Reem Island
- Marina Mall Health Promotion Center in Abu Dhabi
- Burjeel Pharmacies, Abu Dhabi

Oman
- Hospital in the Al Khuwair area of Muscat
- Multi-specialty Outpatients Medical Center in the Al Azaiba area of Muscat

New Projects:
- Burjeel Specialty Hospital, Sharjah
- Burjeel Medical City in Mohammed bin Zayed City

THE ART OF HEALING:
A NEW STANDARD IN HEALTHCARE

VPS Healthcare: Reaching beyond an extraordinary blend of healthcare excellence and 7-star hospitality, Burjeel’s essence, ‘the art of healing’ is so much about medical excellence as it is about an architecturally pleasing and comforting environment and warm, personalized attention.

The brand essence is evident everywhere: from world-class medical professionals, sophisticated diagnostic equipment, and advanced healthcare services to exceptional hospitality that includes VIP lounges, spacious lobby and garden areas, premium seating facilities, and valet parking.

Burjeel operates hospitals, specialized centers, day surgery centers, and medical clinics in the UAE and Oman. The new Burjeel Medical City, slated to be the UAE’s largest private healthcare facility, spearheads the group’s US$1.5 billion expansion programme.

www.burjeel.com
Round-the-clock, Multi-specialty, Family Healthcare Provider

Medeor Hospital combines state-of-the-art medical facilities and diagnostic equipment with hand-picked medical professionals and support staff, to offer a bold new concept in healthcare.

Medeor’s mission is to develop superior quality healthcare services that patients recommend, employees take pride in, insurers select, and investors prefer for the long term. Our highly-qualified and well-trained staff ensure that each patient receives the individual care needed for rapid recovery as well as for long-term health.

Services provided by the Medeor Hospitals in Abu Dhabi, Dubai and Al Ain include emergency rooms and on-site pharmacies.

Medeor’s three multi-specialty hospitals in Delhi NCR provide superior care through a combination of advanced medical facilities, clinical excellence, and high-end technology. The 20,000m² hospital in Qutab has advanced intensive care services. In Dwarka, a compact 102-bed hospital offers services from basic specialties to advanced neuro-spinal and cancer surgery. The third hospital in Manesar is a 505-bed, tertiary care facility occupying a 2-hectare campus and a built area of 50,000m².

www.medeor.ae
www.medeor.in

Abu Dhabi
Al Ain
Dubai
India
UAE

Medeor Hospitals in Abu Dhabi, Dubai and Al Ain

Medeor Hospitals in Delhi NCR
LLH Hospital complements its affordable healthcare services with the same level of medical expertise and quality that is synonymous with all VPS Healthcare brands.

LLH constantly keeps abreast of the latest developments in medicine and adopts international best practices to improve service quality. This has earned it recognition by various international accreditation authorities.

Services include 24-hour emergency care, in-house pharmacies, and a wide range of support services. To meet the healthcare needs of its target market, the hospitals and medical center in Abu Dhabi are situated close to business and industrial hubs.
EASY ACCESS TO PREMIUM CARE

Lifecare Hospitals offer superior services, conveniently accessible to communities in Abu Dhabi’s Mussafah and Baniyas areas. The two multi-specialty hospitals are fully equipped with state-of-the-art technology and offer more than 15 medical and surgical specialties and clinical services. Accredited by Joint Commission International (JCI), Lifecare Hospitals have experts in various fields including general medicine, gynaecology, paediatrics, dermatology, dentistry, cardiology, neurology, ophthalmology, pulmonology, and critical care. Hospital personnel including paramedics and support staff are committed to a compassionate, patient-centric approach that addresses day-to-day healthcare needs.

UAE
Abu Dhabi

UAE
Hospitals in the Mussafah and Baniyas areas of Abu Dhabi
SUPER-SPECIALTY HOSPITAL AND MEDICAL RESEARCH CENTER

VPS Lakeshore Hospital in Kerala, India, is a multi-faceted, super-specialty hospital, widely recognised as a leader in medical education, research, innovative diagnostic and therapeutic medical technologies, and patient-centric clinical care.

The hospital offers multi-organ transplantation, gastroenterology, gastrointestinal surgery, medical and surgical oncology, joint replacement, accident and trauma orthopaedics, sports medicine, neurology, neurosurgery, cardiology, cardiovascular surgery and gynaecology. It also supports pioneering research and treatment for life-threatening diseases through core facilities and services. Special attention is paid to diseases endemic to Kerala.

It is also one of India’s leading academic medical centers with a range of postgraduate programmes. Training in advanced procedures is given to doctors from India and abroad, and Continuing Medical Education and Continuing Nursing Education courses are conducted on a regular basis to enhance students’ skills.

The hospital opened its doors in 2003, and became part of VPS Healthcare in 2016.

www.vpslakeshorehospital.com
Committed to providing comprehensive, state-of-the-art treatment in all dental specialties to adults and children, Tajmeel sets a new benchmark in oral care, especially in cosmetic dental procedures.

The company aspires to become the most trusted brand in the region, through leadership and innovation.

Tajmeel currently operates from three strategic locations in Abu Dhabi, and will soon expand its spectrum of quality care to Al Ain and Dubai.
The world is getting increasingly health conscious, seeking destinations that offer scalable and reliable healthcare solutions. At VPS Healthcare we are committed to providing comprehensive patient management in countries around the world. By constantly staying abreast of the latest innovations and technology, we are able to deliver medical services that are on par with global standards.

With distinguished doctors of global repute at the helm, our centers of excellence specialize in multi-organ transplant, oncology, neurosciences, orthopedics and sports medicine, gastroenterology and gastrointestinal surgery, urology, plastic surgery and In-Vitro Fertilization (IVF).

Our mission is to support the journey to good health from start to finish. We build amenity packages and ensure complete pre-admission and post-discharge support for patients looking for world class medical treatment across India, UAE and Germany.

The services we provide include identifying specialists, providing detailed hospital information, and assisting with second opinions, language translations, visa formalities and religion-related preferences.

High quality care, strict ethical standards, quick access to specialized departments, and some of the world’s best doctors have made Germany a popular destination for medical travellers.

Ludwig Royal Service (LRS) GmbH, a medical value travel division of VPS Healthcare was founded in February 2012 to serve as a full-service provider for international patients seeking medical treatment in Germany and Europe.

Medical emergencies are unpredictable. With highly trained in-flight paramedics, the Air Ambulance Transport Services department of VPS Healthcare specialises in the following services:

- Medical repatriation
- Air-lifting patients to specialised medical centres
- Fitness assessments for flying along with medical escorts
- Medical evacuations from various environments
One of our key differentiators in the market is that we have proven experience in building hospitals from the ground up, while also helping existing hospitals to perform more efficiently in adherence to world class standards.

In addition to medical services, VPS Healthcare’s expertise includes design and engineering, facilities management, manpower supply, IT and informatics, medical logistics, catering and event management.

We also offer advanced training and development for nursing and lab technicians to ensure a standardized level of care across all our facilities. Our expertise in medical coding and billing is a particularly important part of our offering.

We are highly experienced in running hospitals in an extremely efficient and cost-effective way whilst maintaining the highest standards of care. As part of our services, we can either transform a particular function, or build an entire hospital and its requisite infrastructure, from the construction phase through to the opening and running of the facility.
Aiming to become a global player in pharmaceutical manufacturing, LIFEPharma has created production facilities of the highest standards in Dubai. The company manufactures tablets, capsules, liquid suspensions, and syrups, and exports them to the GCC, Africa, Europe, North and South America, Asia, and Australia.

LIFEPharma is the only company to have a US FDA-approved facility in the UAE. It has also achieved accreditation from the EU GMP, as well as health ministries in the UAE, Kenya, Ethiopia, Uganda, Bahrain, the Ivory Coast, and Iraq.

Within the next decade, LIFEPharma will grow to become a multi-million dollar enterprise in finished-dosage medication, with a presence in the US, Europe, Canada, Russia, Brazil, South Africa, Mexico, Japan, and China, as well as licensing arrangements in other parts of the world.
OccuMed Clinic is an occupational health solutions provider with a long history of working across a range of industries and business sectors.

Based in Abu Dhabi, the company conducts occupational health risk assessments and identifies hazards that could cause illness. Occumed also works with companies to minimise employee absence and promote a healthy work environment.

The facility is fully equipped to meet all occupational medicine requirements with audiometric tests, spirometer testing, treadmill test, ECG, ultrasound, ophthalmology, X-ray, and full-scale laboratory services, delivered on-site or at the clinic. An experienced team of occupational health specialists provides all the services.

Screening services include health surveillance and medicals for a wide range of industries including construction, automotive, SME manufacturing, heavy industrial equipment, food, and oil and gas.

RESPONSE PLUS MEDICAL SERVICES
Here to save lives

As one of the largest providers of on-site healthcare management, occupational health solutions, emergency medical services and ambulance services, Response Plus Medical Services delivers healthcare to more than 270,000 people in the UAE workforce.

The company has eight areas of specialised operation:

• Onsite medical services assess workers’ health conditions at operational sites and provide support for preventive measures, emergencies, and day-to-day treatments.
• Medical manpower outsourcing services provide licensed, well-trained, efficient, and cost-effective medical staff.
• Ambulance services provide fully equipped ambulances for emergencies, from evaluation to resuscitation, treatment, diagnosis, stabilization and monitoring. RPM operates the largest fleet of private ambulances in the UAE.
• Event-centric medical support involves coordinating specialized medical and ambulance services with a focus on sporting and entertainment events.
• Healthcare for educational institutes develops superior and specific healthcare solutions that meet the needs of youth and parents.
• Occupational health services provide customized employee health check-ups, promote a healthy lifestyle, and help in the prevention of transmissible diseases.
• Healthcare facilities management provides bespoke, comprehensive solutions for efficient, cost-effective management and operation of healthcare facilities.
• Mobile clinics bring high-quality medical care and critical medicines directly to patients, using vehicles with examination rooms and laboratory services; and X-ray, ultrasound, ECG, and ancillary resources to provide the best medical care in hard-to-reach areas.

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The future opens up endless possibilities to innovate, collaborate and raise industry benchmarks.

We are well positioned to move from strength to strength and to add to our growing equity as an end-to-end provider of healthcare solutions. Although the Group is relatively young, and entrepreneurial, the collective expertise across disciplines allows us to innovate continuously and formulate strategy for the coming years.

ON THE HORIZON
UPCOMING PROJECTS

The landmark project focuses on ultra-specialised domains like medical, surgical and radiation oncology; long-term care, and wellness. It also includes an advanced imaging department, an emergency department, a rehabilitation center with prosthetic and orthotic services, outpatient clinics, state-of-the-art operating theatres and associated critical care areas, and a large retail area.

The new facility will comprise a 400-bed hospital, long-term care villas, administrative buildings, an educational tower, and a mosque, together covering 120,000 m².
Burjeel Hospital in the Al Faya area in Sharjah, UAE, will be a 170,000 sq ft multi-specialty hospital with premium healthcare services, scheduled to open in March 2019. Experienced physicians and the most advanced facilities will support the best clinical outcomes in 16 specialties. The facilities include a neo-natal intensive care unit, an intensive care unit, VIP suites, cath lab, operation theatres, well-baby nursery and endoscopic units.
Supporting the Healthcare Landscape

Keita Catering UAE

More than catering, it’s an experience.
At Keita, food is created and presented by people who are truly passionate about the art of cooking. From the dishes we design to gracious hospitality and efficient service organization, every aspect of your catering requirement is taken care of.

We are experts in catering to diverse tastes and for a range of activities from staff feeding to institutional catering and from private events to royal weddings. Each representative at Keita brings with them years of experience in the F&B industry, which reflects in the service we provide to our clients.

Ziva Wet Wipes UAE

Personal care, hygiene and cosmetic products
Following international best practices, and continually innovating and collaborating to raise industry benchmarks, Ziva is on course to becoming an industry leader in personal care, hygiene and cosmetic products.

With the group’s unique healthcare legacy into years of research and development, Ziva assures expertise into every product it offers and stands by its promise, which is ‘Pure Brilliance’.

Educare Institute of Dental Sciences

Kerala, India

A new generation of dental professionals
Based in Kerala, India, the Educare Institute of Dental Sciences provides advanced dental education. The institute also has a long-standing reputation for providing easy access to dental treatment at affordable rates.

The institute is affiliated with Kerala University of Health Sciences and is recognized by the Dental Council of India. Students learn in a fully-equipped dental laboratory, complete with specialized pre-clinical and clinical facilities. Education is based primarily on practical exposure to a large number of patients and dental conditions, thus producing skilled professionals.

Hostel accommodation is provided for out-of-town students and the library offers a vast collection of academic books as well as professional papers, international journals, reference materials, and newsletters. The institute is also extensively involved in research, studying baseline dominance of dental diseases and establishing strategies to control them, as well as monitoring long-term effects.

Dynamed Healthcare Solutions

Infopark, Kochi, India

VPS Healthcare has expanded the scope of medical coding, billing and resubmission solutions, with the launch of Dynamed Healthcare Solutions, in October 2017.

Medical coding is the transformation of healthcare diagnosis, procedures, medical services, and equipment into universal medical alphanumeric codes.

Dynamed is a ISO/IEC 27001-certified organization currently employing 225 people at its new 17,500 sq ft, state-of-the-art facility in Kochi. Initially, Dynamed will cater to the requirements of VPS Healthcare, eventually extending to meet overseas requirements as well.

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