

COMPLICATED ROTATOR CUFF SURGERY W/SLAP REPAIR

Name	Sally Smith
Occupation	Customer Service
Gender	Female
Age	41

REBUILDING STRENGTH IN THE PHYSICIAN-PATIENT EXCHANGE

Sally is a power lifter so her approach to surgery and length of recovery was a major consideration. She had spoken to three other US surgeons but none had satisfied her. With BICC, she had a one hour video conference call with one of our surgeons and was brought to tears by his empathy and approach. While she had never previously been out of the US, she had very positive outcomes.

Center of Care Location	Puerto Vallarta
Payer Net Saving Percentage	45%



DOUBLE BUNIONECTOMY

Name	Carol Steel
Occupation	City Administrator
Gender	Female
Age	53

ENABLING A FAMILIAR CONSUMER EXPERIENCE

Carol needed to have her procedure but had not seen her family in several years. Utilizing the BICC platform, she discovered a Center of Care near Pittsburg that gave her an opportunity to see her grandchildren and rest and recover with family. Following her procedure, she used her in-pocket-savings to take a trip to see her son in Dallas, Texas.

Center of Care Location	Pennsylvania
Payer Net Saving Percentage	42%



CARPAL TUNNEL / COLONOSCOPY

Name	Ali Ling
Occupation	City Administrator
Gender	Female
Age	42

ORCHESTRATING LONGITUDINAL LOYALTY IN HEALTHCARE

After a bad experience with local provider, Ali decided to explore BICC. Having already had Carpal Tunnel surgery on her left wrist with BICC, she decided to leave for the Cayman Islands with two friends. Orchestrated again by BICC, she will be having a Colonoscopy and a Carpal Tunnel surgery on the other wrist under same anesthesia session.

Center of Care Location	Pennsylvania / Cayman Islands
Payer Net Saving Percentage	41% / 31%



COLONOSCOPY FOR TWO

Name	Jack and Jill Hill
Occupation	Finance Executive + Spouse
Gender	Male + Female
Age	51 + 50

DIAGNOSING DOUBLE THE SAVINGS

Board member of one of our Carrier customers wanted to experience BICC. Jack went with his 19 year old daughter to Pittsburgh for an endoscopy for her, as well as a Steelers game with the savings. The experience was so positive that Jack and his wife, Jill, decided to travel to a BICC Center of Care in Costa Rica for Couple's Colonoscopies.

Center of Care Location	Costa Rica
Payer Net Saving Percentage	50%

