



The Medical City (TMC) is a tertiary care hospital with over forty years experience in hospital operation and administration. Its world-class health care complex serves some 40,000 in-patients and 400,000 out-patients annually. TMC has a medical staff of over 1,000 physicians who are established experts in their various fields of specialization. This core of professionals is complemented by a 2,200-strong human resource complement, engaged in allied medical, administrative and support services.

At the heart of TMC's service philosophy are new paradigms of hospital care addressing the entire continuum of health needs, and the patient as an equal, informed and empowered partner in the pursuit and preservation of health. TMC is accredited by the Joint Commission International (JCI), the world's most prestigious accrediting body for international health care organizations.

## **Corporate Profile**

### **OUR FACILITY**

The facility is located on a 1.5-hectare property along Ortigas Avenue in the business district of Pasig City, Metro Manila. It is composed of 115,000 square meters of floor space and includes two Nursing Towers, which can be fitted for up to 800 beds, joined by a Podium, bridge ways, and a Medical Arts Tower. The 18 floors of the Medical Arts Tower house 280 doctors' clinics and select commercial spaces. Located within the six-floor Podium are diagnostic and intervention facilities, as well as support and administrative offices. The three-level basement parking accommodates over a thousand vehicles. The complex is also equipped with a broad range of state-of-the-art security features, an advanced building management system, and biosafety features incorporated into sensitive patient areas.

TMC also serves as the hub for a network of satellite clinics and hospitals, delivering a full range of diagnostic and therapeutic services to patients in Manila and select provinces. TMC's aggressive national expansion strategy demonstrates a commitment to bringing its unique, world-class brand of health care straight to the communities of its patients.



## **OUR ORGANIZATION**

TMC boasts of a distinguished medical staff of 1,100 physicians, all of whom are experienced and recognized experts in their various fields of specialization. All of these physicians, many of whom are internationally trained, have passed a strict credentialing process. The medical staff is supported by a 2,200-member organization composed of allied medical and administrative staff, many of whom have honed their expertise over many years of loyal service to the institution.

## **JOINT COMMISSION INTERNATIONAL ACCREDITATION**

In 2006, and again in 2009, TMC submitted itself to the rigorous review and accreditation process of the Joint Commission International (JCI), the world's most prestigious accrediting body for health care organizations. The hospital secured this accreditation, even receiving perfect scores in the critical standards on Access of Care, Continuity of Care, Quality Improvement, Patient Safety, Patient and Family Education, and Governance and Leadership Direction. With the JCI's gold seal, each person who comes to TMC is assured of receiving healthcare services that are at par with the best hospitals in the world.

## **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 services.

The organizational base for engaging this unique service philosophy is the Center for Patient Partnership, which develops and delivers individual and group programs designed to provide accurate and actionable health education and information for the benefit of patients, family members, and caregivers.