

# The Virgin Islands Consortium

## JFL And Metro Pavia Health System Announce Medical Tourism Agreement

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Metro Pavia Health System -- the largest network of affiliated hospitals in Puerto Rico and the Caribbean specialized to receive international patients under the medical tourism program -- and the Juan F. Luis Hospital have achieved a collaborative agreement to provide medical services to patients referred by JFL at reasonable costs, JFL announced today.

"We are very pleased to share this collaborative interest with regards to transfers of patients based on CMS & Joint Commission standards and requirements. Metro Pavia Health System and JFL want to ensure the continuity of care and treatment appropriate to the needs of each patient in our respective institutions," said Metro Pavia Health

System President Karen Z. Artau Feliciano. "The provision of high quality hospital medical services and continuity of patient care is the primary purpose of this agreement," added the executive. On the other hand, attorney Richard Evangelista, acting chief executive officer at JFL, said, "The partnership with Pavia will provide patients with greater access to specialized health care within close proximity to St. Croix."

As the private hospital network with more medical tourism certifications, Metro Pavia Health System and its affiliated hospitals have the commitment to quality and service with the community in providing extra services not available at JFL, and in supporting local doctors to improve the quality of life of residents, according to the release. The hospital network possesses a distinguished and specialized medical faculty, trained at the best universities in the United States and fluent in English and Spanish. In addition to offering a Free Medical Concierge Program, the system is the only one with information centers located in Puerto Rico, Tortola, St. Thomas and St. Croix, the release added.

With this new agreement, the patients referred by JFL and their companion will receive all the benefits under the International Patient Medical Concierge Program at Pavia, which include: specialized treatment coordination in a timely manner according to medical recommendation, assistance 24/7 during the process of admission and/or hospital transfer, coordinated ground transportation amongst others.

"In addition to a personalized attention from our fully bilingual patient advocate (English/Spanish) that will be available to assist with their needs during the hospital stay," explained Madeliza Ramirez, director of the medical tourism program at Metro Pavia Health System. "Also we will be able to offer medical education to JFL's faculty and clinical consultation by our medical specialists."

Metro Pavia Health System has six hospitals specialized under the medical tourism program: Hospital Pavia Santurce, known for its specialties in cardiology, gynecology, obstetrics, urology, and neurosurgery; Hospital Pavia Hato Rey for orthopedics and plastic surgery; Hospital Dr. Pila, with specialties in urology and orthopedics; Hospital Metropolitano in Río Piedras with services in oncology and women's care; Hospital Pavia Arecibo, with its hyperbaric chamber and specialty in gastroenterology; and Hospital San Francisco for pediatric and general surgery services, according to the release.

Metro Pavia Health System accepts most health insurances, including the following: Mapfre, United Healthcare, Medicare, Corvel, Atlantic Southern/Redbridge, Triple S, Aetna, Blue Cross Blue Shield, Nagico, Colonial, NHI, MAP, among others. For uninsured patients, the system offers preferred rates in most of the outpatient services by joining the free Extra Care Card, a preferred patient membership program.

The Pavia St. Croix Information Center office hours are 8:30 a.m. to 3:30 p.m., Monday-Friday. If you are interested in receiving more information about this topic, please contact the office at 340-719-6631/340-715-1190 or go [here](#).