01. HIMCHAN Network
Korea’s Top Expert in Articular and Spinal Diseases, HIMCHAN Hospital!

We are experts in articular and spinal diseases, with 8 hospitals and 1,500 employees, including 115 full time specialists and 865 nurses.

In our 1,183 wards, we provide specialized medical systems for articular and spinal diseases affecting knees, backs, shoulders, hips, and feet. Procedures include artificial joints, arthroendoscopy, joint preserving surgery, restoration of cartilage, neurosurgery, and non-surgical treatment.

We are running a joint research center and have published 63 papers including 41 in the SCI (SCIE) paper list.
No.1 Korea’s largest hospital specializing in joints & spines

Himchan Hospital is committed for healthy joints and spines.

- 2006. August: Mokdong Branch
- 2009. October: Gangnam Branch
- 2010. September: Gangseo Branch
- 2013. November: Changwon Branch
- 2008. June: Bupyeong Branch
- 2009. November: Gangbuk Branch
- 2012. November: Busan Branch
HIMCHAN Hospital, Gangnam Branch

Wards: 21
Beds: 114
Employees: 87
Surgeons: 9
Nurses: 32
Admins: 46

#20-8, SongPa-dong, SongPa-ku, Seoul
Opened on October 19, 2009
7 Fl. Building with 2 Fl. underground
HIMCHAN Hospital, Gangbuk Branch

- Wards: 31
- Beds: 153
- Employees: 196
- Surgeons: 14
- Nurses: 129
- Admins: 53

#632-4, Chang-dong, Dobong-ku, Seoul
Opened on November 16, 2009
9 Fl. Building with 3 Fl. underground
HIMCHAN Hospital, Gangseo Branch

Wards 23
Beds 117
Employees 154
Surgeons 13
Nurses 86
Admins 55

#671, Deungchon-Dong, Gangseo-Gu, Seoul, Korea
Opened on September 27, 2010
8 Fl. Building with 5 Fl. underground
HIMCHAN Hospital, Mokdong Branch

Wards 31
Beds 169
Employees 274
Surgeons 22
Nurses 183
Admins 66

#404-3, Mok-dong, Yangcheon-ku, Seoul
Opened on August 10, 2006
6 Fl. Building with 2 Fl. underground
HIMCHAN Hospital, Bupyeong Branch

Wards 32
Beds 172
Employees 254
Surgeons 22
Nurses 122
Admins 110

#512-4, Bupyoung-dong, Bupyeong-ku, Incheon City
Opened on June. 16, 2008
10 Fl. Building with 2 Fl. underground
HIMCHAN Hospital, Incheon Branch

Wards: 30
Beds: 135
Employees: 169
Surgeons: 13
Nurses: 112
Admins: 44

#597-1, Yeonsu 2-dong, Yeonsu-ku, Incheon City
Opened on November 25, 2002
9 Fl. Building with 2 Fl. underground
HIMCHAN Hospital, Busan Branch

Wards 34
Beds 162
Employees 178
Surgeons 11
Nurses 109
Admins 58

#275-7, Suan-dong, Dongnae-ku, Busan City
Opened on October. 08, 2012
11 Fl. Building with 3 Fl. underground
HIMCHAN Hospital, Changwon Branch

Wards 30
Beds 161
Employees 152
Surgeons 9
Nurses 92
Admins 51

#130-136, Sogye-dong, Uichang-ku, Cangwon City
Opened on November 04, 2013
11 Fl. Building with 3 Fl. underground
02. Introduction to HIMCHAN Clinic
Artificial Joint Center

Himchan Hospital’s artificial joint center with vast clinical experience

Hospital with the largest number of joint surgeries. Specializing in high risk surgery. Surgical clinic for all joints including knees, hip joints, ankles, shoulders, elbows, and wrists.

Features of Himchan Hospital's artificial joint surgery

- Less pain and fast recovery with minimal incision technique
- Ergonomic, and tailored artificial joint for patients
- Surgery using computer navigation
- Aseptic surgery system
Arthroendoscopy Center

Arthroendoscopy with minimum **pain** and the fastest **recovery**

Arthroendoscopy using subminiature camera provides accurate diagnosis and surgery

Low pain, invisible surgical wound, and minimum complications

Fast recovery and return to everyday life

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**Applicable diseases for Arthroendoscopy**

- **Knees**
  - Lateral meniscal tear, cruciate ligament rupture, cartilage damage, degenerative arthritis, dissecting osteochondritis, etc

- **Shoulders**
  - Rotator cuff tear, collision syndrome, frozen shoulder, habitual dislocation, etc

- **Foot**
  - Torn ankle cartilage, ankle I ligament I injury, collision syndrome, Loose body removal, etc
Joint Preserving Center

Joint treatment know-how to preserve patients’ joints

Himchan Hospital enables use of patients’ joint sand prevention of development of arthritis without insisting on artificial joint surgery. Himchan Hospital has the joint clinic know-how to preserve most of the patients’ joints based on its leading experiences in joint surgery.

Key clinical services

- Osteotomy (Corrective Osteotomy)
- Unicondylar artificial joint arthroplasty
- Cartilageplasty, etc
Cartilage Restoration Center

Early detection and treatment of cartilage problem

Himchan Hospital provides accurate diagnosis on cartilage damage which is hard for patients to do themselves and enables early detection and treatment of cartilage problem. Especially ‘BMAC’, which samples Mesenchymal Stromal Cells from a patient and transplants it on problematic part, has 70~80% of cartilage restoration rate and 76~80% of agglutination rate with cartilage around the transplanted part.

Key clinical services

- Microfracture
- Autologous cartilage transplant
- Cartilage plate transplant
- BMAC, etc
BMAC

- Benefits of cartilage restoration clinic
  - Less rejection symptom
  - Rapid restoration of cartilage
  - Low risk of infection and genetic deformation
  - Applicable for large cartilage damage
  - Effective for ostearthritis caused repeated injury

- Operation process
  Extract stem cells from marrow
  ▶ Separate and enrich stem cell ▶ Transplant
  ▶ Develop into cartilage cell and restored to cartilage
Spine Center

Tailored spine clinic specialist, HIMCHAN spine center

Although there is lots of prejudice that spine disease needs surgical operation, Himchan Hospital’s spine center provides highly tailored clinical method for each patient and symptom.

Tailored spine clinic

- Non-surgical treatment
  Drug treatment, physical therapy, kinesiatrics, zero gravity disc decompression, neuroplasty, high frequency neuroplasty, etc.

- Surgical treatment
  microsurgical discectomy and fusion, U-shape aid implant, artificial disc replacement, etc.
Joint and spine specialist
Medical environment and state-of-the-art facility for joint and spine treatment

Podiatry clinic
Ankle joint treatment
Specialized clinical service for various foot joint problem

Arm and shoulder clinic
Tailored treatment for patient
Accurate diagnosis
Non-surgical treatment

Hip joint clinic
High risk operation specialist
Sufficient clinical experiences
Safe operation for the elderly

Arthritis clinic
Accurate diagnosis and systematic care by arthritis specialist
03. HIMCHAN Joint R&D Center
HIMCHAN Joint R&D center

Himchan joint R&D center consists of orthopedic surgeons from each branch of Himchan

Himchan hospital established Joint R&D center to achieve the world’s leading medical knowledge in joint and spine area and continues research activities.

<table>
<thead>
<tr>
<th>Paper (As of October, 2016)</th>
<th>Total 63</th>
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<tbody>
<tr>
<td>SCI (&amp;SCIE)</td>
<td>41</td>
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<tr>
<td>International</td>
<td>15</td>
</tr>
<tr>
<td>Domestic</td>
<td>7</td>
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- Established clinical research ethics committee (HEC)
- Implement research infra for each branch
- Present research paper in international journal and academic conference
- Himchan conference (Hold every year)

Comprehensive research on prevention, treatment, and rehabilitation for joint disease

Joint R&D center is striving for improvement of clinical service via systematic and organized R&D activities and providing high quality medical service by applying the R&D achievements to practical treatment.
International partnership

Support training and educational program for overseas medical specialists

Himchan hospital implemented international network to share new treatment technology and achievements in joint area and operates training program for doctors in APEC region.
04. HIMCHAN Marketing
Himchan’s Marketing Strategy

Communion (Emotional connection)
- Patient training
- Post operation care

Reputation
- Promotion/Ads
- External media
- Web marketing

Make a patient feel grateful
Patient to patient recommendation
Patient Training

Training materials and visual materials that help patients understand treatment

Community presentation
Training brochure
Patient guide book and wall exhibition
Patient Discharge Video
Visiting Care Service
Himchan puts our patients in the top priority

Dedicated team with nurses and drivers visit patient in anywhere including Seoul, Incheon, and Gyeonggi area as well as Busan and Jeju and provide customer satisfaction service. Total of 6 teams (6 nurses and 6 drivers) visits average 1,000 homes every month. (Visited 110,000 patients as of 10, 2016)
Hosting Patient Event
Leap forward for happiness of customers

Himchan makes efforts to get rid of distance with patients and be close to our customers. Himchan gets trust from customers via viral marketing by making our patients happy.

- **Patient love concert**: 8,000 patient and families who received joint surgery
- **Love sharing market**: Periodically host market event to share hope with local community
- **Foot massage event**: Monthly event to get closer to patients
- **Aqua festival**: Provides aquarobic exercise session which helps healthy joint and rehabilitation
Customer Satisfaction Center

Customer tailored service for customer satisfaction

44 service staffs receive average 2,000 calls every day
Appointment, adjustment of appointment, and happy call to patients received operation

“Deliver our mind via one phone call”
Family Doctor for Everyone, Himchan

Dedicated treatment program for patients from overseas

Increasing patients from overseas due to our high quality medical technology and proven achievements

Joint check program

- Basic joint check
- In-dept joint check
- Premium joint check

Non-surgical joint clinic program

- Knee, shoulder and back pain clinic

One-day clinic service

- One day arthroendoscopy and neuroplasty program
Convenient Patient Service

Tailored service for patients from overseas
Provide specially designed service for foreign patients and their schedule

Interpretation service
Interpreters or various languages
- English, Mongolian, Russian, and Chinese

Remote consultation
If receiving related materials via email (X-ray, etc) we provide detailed information including diagnosis, treatment method, period, and quotation, etc.

Airport pick-up
Once appointment is made after consultation, we provide pick-up service from airport
Doctor for People All Around the World, Himchan Hospital

Medical Institution Attracting Foreign Patients

Foreign patients have steadily increased due to Himchan’s high technology and proven achievements on joint treatments. Himchan provides the foreign patients with customized medical services through the programs exclusively designed for foreigners. Medical treatments are available without interpretation for the English-speaking patients. Himchan supports interpreters at all times for Chinese, Russian, Japanese, and French.
06. Patient Service Satisfaction
Patient Centered Communication, Convenient Hospital

The Introduction of Smart Care

Himchan provides patients with diverse information useful for their hospital life as well as their medical information through the private smart TVs which are assigned to each bed. By using wrist band, an inpatient is able to access to the smart TV by which the inpatient can obtain necessary information such as test result, surgery progress, dose, meal information, etc.
Medical Treatment is Basic, Communication with Patients

Kindness Education to Medical Teams

Himchan practices Himchan’s 2016 motto, “Warm Hospital”, and performs various activities including Kindness education in order to realize our vision “Kind Hospital Loving Patients”

All Employees’ Morning Greeting Campaign

All employees say good morning to the inpatients on entire floor 8:40 AM everyday. Not only employees but also inpatients start a day with excitement.
Kind Doctor, Treatment + Empathy & Consideration

Meeting Patients in the Stands
Doctors meet visiting patients in the stands, relieving visiting patient’s anxiety to the medical treatment by giving them trust and a sense of safety.
Kind Doctor, Treatment + Empathy & Consideration

Doctor’s Letter Sent on Discharge Date

Himchan has communicated with patients through 15,000 letters for the past 15 years. All patients receive congratulation letter directly written by the family doctor of each patient when they are discharged. The letter contain guidelines on rehabilitation after joint/spine surgery.
Himchan Joint Center’s Know-How

Books by Himchan Telling Common Medical Knowledge on Joints
Healthy Life with Himchan Hospital!

THANK YOU