Overview

The 2019 Pan American Games will take place in Lima from 26 July to 11 August 2019. The Lima Parapan American Games will be held between 23 August and 1 September. Approximately 7,000 athletes are expected to travel to Lima for the games. The events will be held in 14 districts in the Lima metropolitan area.

The majority of the events will take place at the following venues: Villa Deportiva Nacional (VIDENA), Villa Maria del Triunfo Sports Complex, Callao Regional Sports Village, Villa El Salvador Sports Center and Punta Rocas.

It should be noted that Spanish is the official language of Peru, and that although English is spoken in some tourist areas, travelers may face language barriers outside these surroundings. Travelers planning on attending the event should arrive with security and health intelligence as well as cultural awareness to ensure their health and wellbeing are protected.

This report provides intelligence on the overall health care environment in Peru, along with hospital referrals in each of the host cities, and logistical information factors considered by UnitedHealthcare Global when coordinating medical repatriations. It is followed by a security assessment for Lima, Peru.

Medical Intelligence Report

Ground Ambulance & Emergency Medical Services

Emergency Numbers to be dialed locally:

Ambulance & Medical Emergency Services: 106 (SAMU)
Firefighters: 116
Police: 105

There is no single, centralized emergency system.

Medial Risk Rating

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<tr>
<th>Risk Category</th>
<th>Rating</th>
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<tr>
<td>Overall Medical Risk</td>
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<td>Disease Risks</td>
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The public ambulance system is managed in a non-centralized fashion with independent organizations such as Emergency Medical Services (SAMU), which is managed by the Ministry of Health, the fire department, etc. It is not always reliable and is not recommended. In smaller cities, ambulances may not be available at all. In these areas, travelers should consider arranging private transport or taking a taxi to the hospital.

Most private hospitals in Lima partner with private ambulance services that may be accessed by calling the hospital directly.

By law ("Emergency Law"), all ambulances, private or public, can attend EMS calls and will bring the patient to the closest appropriate public or private facility.

Ground ambulances are classified in three levels by the Ministry of Health (MINSA):

- Level I is BSL, staffed with an RN and paramedic
- Level II is ALS, staffed with a physician and a nurse
- Level III is ACLS, staffed with a physician and a nurse who are specialists and supported by all medical equipment, including ventilator and IV pump.

Health Care Intelligence

Quality & Hospital Care
Peru is a developing country with the majority of its most well-developed health care facilities and providers concentrated in Lima, the capital city. UnitedHealthcare Global recommends that travelers and foreign visitors seek care in specific private hospitals ("clínicas") located in Lima and other major cities in the country, including Arequipa. These facilities offer acceptable care, with many doctors trained internationally.

Elsewhere, medical care is often very limited, characterized by uncomfortable hospital accommodations, a general lack of up-to-date equipment and shortages of basic medical supplies. Public hospitals in Peru are not recommended – except in very specific cases, when a specialty institute ("Instituto") may offer some tertiary care not available elsewhere.

Because the top tourist destinations in Peru are located outside of Lima, travelers should be aware of the scarcity of quality health care services outside of the capital city.

Cusco has many facilities that cater to foreign tourists. While they may appear to provide adequate care for most common and primary care needs, a few of the hospitals will take advantage of tourists by providing unnecessary treatment (e.g., hyperbaric oxygen therapy) and will charge high fees for inappropriate care. Overall, health care in Cusco is not as developed as in Lima, and while some hospitals have only a few well-trained specialists, an evacuation to Lima or other destinations is often necessary for complex or acute cases.

Language Proficiency
Most health care workers speak Spanish, but English-speaking physicians can be found in select private facilities in Lima and in some tourist destinations.

Diseases, Health Risks & Preventive Treatments
Peru has a very diverse environment, ranging from rainforest areas along the Amazon River, the high altitude mountains of the Andes and a coastal area along the Pacific Ocean. The major health risks are as diverse as the environments. Heart attacks, neurological accidents, respiratory conditions related to high altitude and trauma are major health risks for foreign travelers, but malaria, dengue fever, tuberculosis and leishmaniasis also present risks, particularly in rural areas.

Altitude sickness, as well as other altitude-related illnesses, can affect visitors to the Andes region:

- Cusco (11,000 ft / 3,350 m)
- Machu Picchu (8,000 ft / 2,440 m)
- Puno / Lake Titicaca (13,000 ft / 3,960 m)
- Valle de Colca (15,750 ft / 4,800 m)

Travelers should observe strict food and drink precautions throughout Peru, although tap water is considered safe in Lima and other major cities. There is a high risk for travelers' diarrhea, especially outside high-end hotels and resorts.

For recommended and required vaccinations, as well as preventive treatment for travel to Peru, visit the US Centers for Disease Control and Prevention.

Non-Urgent Care
Outpatient care facilities (often called "centro médico" or "torre médica") are usually located adjacent to the private hospitals ("clínicas") in major cities. UnitedHealthcare Global recommends that travelers and foreign visitors seek care from selected private providers.

All specialties and sub-specialties can be found in Lima and some of the other major cities, including dental care. Most of the ophthalmologists in Peru are located in Lima, and many private practices feature the latest technology in eye care.

Medications
A wide range of medications can be purchased from local pharmacies (farmacia or botica). Common medications, such as generic antibiotics, can be bought in pharmacies quite cost-effectively and without restrictions (prescriptions). It is important to verify the reliability of Peruvian pharmaceutical companies or to stick with known brands.

Illegal sales of medicine and counterfeit drugs are common in Peru. Some drugs (mainly antibiotics and contraceptives) can be easily found in street markets, especially in more remote regions, and should not be purchased.

Blood and Medical Supplies
Outside of select facilities, the blood supply in Peru is considered unsafe, and screening is conducted inconsistently across the country. Travelers should avoid blood transfusions if possible. Evacuation may be advised in the event of a life-threatening emergency requiring a blood transfusion.

Health Care Payment
Many large private hospitals will accept credit card payments or international insurance plans. Depending on the public facility, treatment may be free of charge – especially in the hospitals operated by the Ministry of Health (MINSA).
Medical Repatriation

Outside of Lima, and to some extent Arequipa, the standard of medical care is much lower, and evacuation to Lima (Peru), Santiago (Chile), Bogota (Colombia) or the U.S. may be required for serious medical emergencies. Cusco, Peru’s most famous tourist destination, is located in the Andes range. Many tourists who suffer from altitude-related sickness need to be treated in a medical facility located at sea level (such as Lima). The flight time to Lima is approximately one hour, while ground transportation takes about 24 hours and is absolutely not recommended due to the dangerous road conditions. Access to the Cusco airport is difficult due to cross winds and the challenging topography. Flights to and from Cusco may be canceled due to weather conditions, which can affect commercial air evacuations. In addition, due to the altitude, only specific aircraft with specially trained pilots can operate from this airport, and this may complicate a medical evacuation.

As an international traveler, it is important for you to be aware of potential health risks and to know the locations where you should seek care if necessary.

Air Ambulance

UnitedHealthcare Global upholds stringent selection criteria when selecting air ambulance partners. The air ambulance crew is composed of two aero-medically qualified clinicians, as well as two pilots. Medical equipment and drugs available during the flight, medical protocols and medical staff, as well as the aircraft, flight crew and aircraft maintenance, are reviewed periodically and must be consistent with the patient care needs. UnitedHealthcare Global will arrange readmission to an appropriate and approved facility near the member’s home area during a medical repatriation. Accommodations can typically be made for travel companions or family members to travel with the patient during repatriation by air ambulance; however, it is important to note that this is contingent upon additional factors such the clinical and logistical requirements of the transport.

Sample Flight Times by Air Ambulance from Lima, Peru to:

Miami, FL, USA: ..... 5 hrs 54 mins with one technical stop using Learjet 35

For medical evacuations operated with aircraft from the region, the transport can be coordinated in a day. For aircraft coming from North America, unless the company flies with a large crew, the transport will require an additional rest day in Peru prior to flying back to North America.

Commercial Repatriation

UnitedHealthcare Global will evaluate each patient’s medical condition, in collaboration with the treating physician, and may determine that the repatriation may be safely performed via commercial flight. When medically necessary, a nurse or a physician escort for medical care during commercial travel will be coordinated to accompany the patient.

(continued on next page)

Medical Facilities

UnitedHealthcare Global Centers of Excellence in Lima

Clinica Delgado
Avenida Angamos Oeste
Esquina con la calle General Borgoño
Miraflores
International Phone: +51 1 377 7000
Local Phone: 01 377 7000
Website: www.clinicadelgado.pe
Geo-coordinates: -12.113293, -77.033157

Clinica Delgado, is a private 122-bed hospital and outpatient center that was built in 2014. Recommended for tertiary care, Clinica Delgado has good emergency room, diagnostic, ICU and trauma as well as general medical, surgical and Cath lab. It is the only private hospital in Lima with a helipad. It belongs to the Auna group and is internationally accredited by Accreditation Canada International (ACI).

Clinica San Felipe
650 Avenida Gregorio Escobedo
Jesus María
International Phone: +51 1 219 0000
Local Phone: 01 219 0000
Website: www.clinicasanfelipe.com
Geo-coordinates: -12.085935, -77.054324

Clinica San Felipe is a private multi-specialty facility that offers a comprehensive range of medical specialties (adult and pediatric), including minimally invasive surgery. A 24/7 emergency room and an excellent laboratory and diagnostics are available. Clinica San Felipe is owned by UnitedHealthcare Group.

SANNA | Clinica San Borja
Avenida Guardia Civil, 337
San Borja
International Phone: +51 1 200 0300
Local Phone: 01 200 0300
Website: www.sanna.pe
Geo-coordinates: -12.091915, -77.008581

SANNA | Clinica San Borja is a 125-bed multi-specialty private clinic that is familiar with expatriate offering a wide range of medical specialties with 24/7 coverage. SANNA is owned by UnitedHealthcare Group.

Clinica Internacional - San Borja
Avenida Guardia Civil, 421 - 433
San Borja
International Phone: +51 1 619 6100
Local Phone: 01 619 6100
Website: www.clinicainternacional.com.pe
Geo-coordinates: -12.085935, -77.054324

Clinica Internacional group offers comprehensive medical care with 24-hour emergency services and is supported by advanced medical technologies. There is a dentist and a 24-hour pharmacy at this facility. This hospital is approximately 18 km away from Jorge Chavez International Airport and next door to SANNA | Clinica San Borja. The hospital is accredited by Joint Commission International.
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UnitedHealthcare Global can coordinate all flight arrangements and pre-payments, if applicable, and arrange for the traveler to be readmitted or seen on an outpatient basis at a recommended facility near the home area.

Sample Flight Times by commercial airline from Lima, Peru to:

- Miami, FL (MIA): 5 hrs 54 mins, nonstop
- Houston, TX (IAH): 5 hrs 54 mins, nonstop
- Atlanta, GA (ATL): 5 hrs 54 mins, nonstop
- New York, NY (JFK): 7 hrs 40 mins, nonstop

**Security & Intelligence**

**Security Concerns**

**Crime**
Street crime — including pickpocketing, purse snatching and mugging — is the primary security concern for travelers to Lima. Knife-wielding thieves occasionally slash open backpacks or cut the shoulder straps of purses in order to make off with the contents. Such crimes often occur in the downtown area, especially near the city’s hotels, ATMs, public transportation hubs and tourist areas. Tourists may be specifically targeted for crime due to their perceived affluence. In order to minimize their vulnerability, travelers should dress down, should avoid carrying cash and other valuables, and should not use their cell phones and other electronics on the street.

Although the primary crime concerns for short-term travelers to Lima relate to petty or opportunistic theft, violent crime can also affect travelers in all areas of the city. Travelers who find themselves in this situation should follow the criminals’ demands and hand over their belongings, as assailants may not hesitate to use force if the victim resists. The U.S. Embassy in Lima has reported instances of female travelers being sexually assaulted in hotels, hostels and other places of lodging. Travelers should not open doors to strangers.

Travelers should exercise caution in most areas of downtown Lima. Petty thieves are prevalent near the Acho Bullring, the Plaza de Armas (Government Square), Plaza San Martin and the Gamarra shopping center in La Victoria district. The Barranco area of Lima should only be visited in groups due to an increased threat of theft and other crimes. The Miraflores and San Isidro districts are considered the most upscale areas of Lima; however, travelers should continue to exercise caution, as security incidents — such as car thefts, scams and robberies — still occur here.

**Kidnapping**
Kidnapping for ransom is a threat in both rural and urban regions of Peru. Local businessmen and their families are the preferred targets, but occasional incidents target foreigners. Travelers and expatriates should maintain a low profile by not flaunting valuable jewelry, varying travel times and routes, and also minimizing exposure at transportation hubs in Peru to minimize the risk of kidnapping. Short-term travelers can greatly reduce their risk by making careful travel plans for the duration of their trip and using secure transportation.

“Express kidnappings” — short-term abductions in which victims are released after paying a small ransom or emptying their bank accounts through ATMs — are more common than well-planned kidnappings-for-ransom in Lima. Express kidnappers generally seek targets of opportunity; therefore, travelers should maintain a high degree of situational awareness to mitigate the risk of abduction, particularly while they are at banks and ATMs and immediately after using these facilities.

**Demonstration and Strikes**
As the national capital, Lima serves as the main focal point for political and social activism. Labor strikes and protests regularly occur in the city, and these actions often result in disruptions to services used by tourists, particularly transportation services. While most demonstrations and strikes are conducted peacefully, incidents of violence occur occasionally.

**Terrorism**
Domestic terrorism has historically been a threat in Peru, given the presence of the Shining Path, a domestic rebel group. However, the group’s nationwide influence has decreased in recent years due to an aggressive anti-insurgency campaign by the government and no rebel attacks have occurred in Lima recently. That being said, the capital city — especially its government offices and police and military installations — remains an attractive target for domestic terror attacks.

Furthermore, while the threat of international terrorism in Lima is low and there is little evidence that international terrorist elements have a presence in the city, the threat of terrorism will remain a concern due to the high-profile nature of this event. Thus far, there have been no specific terrorist threats issued against the 2019 Pan American Games.

**Security Measures**
The Interior Ministry, National Police and the Peruvian army will coordinate security measures at the Lima games. Retired senior security officers from several countries will also assist with security preparations for the games, while several embassies in Lima will have dedicated staff members oversee security for their respective facilities and citizens. The Peruvian air force will oversee airspace security for the event and will assist with medical care transportation as needed. Members of foreign delegations and journalists will receive identification cards allowing them access to restricted areas, such as the Pan American Village — located in the Villa El Salvador district — as well as other sporting event locations and participating hotels. Officials have stated that Villa El Salvador district will have over 250 security cameras to improve security in the area ahead of the games.

**Jorge Chavez International Airport (SPJC/LIM)**
The airport is located near the Andes mountain range, with peaks rising to more than 2,133 m (7,000 ft). Lima Airport Partners, SRL (LAP) — a consortium composed of Bechtel Enterprises International, Ltd., Flughafen Frankfurt Main AG and Cosapi S.A. — manages and operates the airport. This facility has two terminals, one for domestic flights and one for international flights. LAP is scheduled to build a new runway, passenger and cargo terminal and hangar, as well as complete other renovation projects by 2023. The airport is currently struggling with a shortage of space for aircraft maintenance and parking.

Security at this facility is provided by the government-run CORPAC agency, which services all airports in Peru. This facility has a strong security presence due to past attacks by the Shining Path rebel group. CORPAC controls airport security and also works with airport police officers and the explosive deactivation unit to maintain security. Perimeter fencing and lighting on the tarmac are adequate. Infrared cameras and closed-circuit TV monitor the terminal, and the airport police force conducts random patrols 24 hours a day. Only authorized personnel with a photo ID are granted access to secured areas. Ramp access is granted to individuals who hold a permit, which is valid only for the arrival and departure of the aircraft.

Corporate aircraft are parked alongside commercial aircraft in an area located 200 m (656 ft) from the tower and are not repositioned for extended stays. The General Aviation (GA) parking area is usually busy at
all hours due to its proximity to the cargo ramp. The security presence in this area is inconsistent.

There are official zones for government and military aircraft at this airport, which authorities have designated as potential terrorist targets. Corruption is a concern among airport personnel at this facility, where drug smuggling occurs frequently. In addition, thefts of travelers’ luggage and belongings, including passports, are frequently reported. At this time, there is no information available regarding what restrictions will be in place at this facility during the games.

**Transportation**

**Airport Transportation**

The airport is located in Callao, approximately 10 km (6 mi) west of the city, or a drive of approximately 30 minutes to the city center. The airport is located approximately 20 km (12 mi) northwest of the main sporting complex, the Villa Deportiva Nacional, or a drive of about one hour. The airport is also located approximately 40 km (25 mi) from the Athletes’ Village in the district of Villa El Salvador, or about a 1.5-hour drive. Taxis and hotel transfers are available from the airport to the city center; however, there are security concerns with both taxis and public transportation due to a prevalence of criminal incidents targeting such vehicles. Upon exiting the arrivals area at the airport, travelers are often approached by persons claiming to be the drivers of their prearranged transportation, who then charge an exorbitant rate or take the travelers to hotels in unsafe areas. Corrupt taxi drivers also operate in the arrivals area, attempting to take passengers directly to a waiting vehicle, where a fellow criminal waits to carry out a robbery. Travelers should store luggage in the trunk of the vehicle in which they are riding while traveling to and from the airport, as thieves often smash the windows of vehicles driving at a slow speed or stopped at traffic lights.

As a result of the security concerns outlined above, travelers should arrange secure transportation through a reliable company that preferably uses unmarked vehicles. The driver should be very familiar with local security conditions and areas to avoid, as well as alternate routes in case main roads are blocked during demonstrations. If transportation to the city has not been prearranged, travelers should arrange for a taxi inside the airport at counters located in the international arrivals area, between immigration clearance and baggage claim, or at those located immediately before the airport exit.

Within Lima, buses, micro-buses and “combis” – vans that carry up to 20 people – service the city. Inter-city bus travel is dangerous due to frequent armed robberies and fatal accidents. Rural roads are especially dangerous, even during daylight hours. The Costa Verde Highway, which borders the coast, should be avoided, especially at night, as gangs of criminals often attack passengers traveling from the airport to Lima, particularly those traveling in taxis or tourist shuttles. Bus accidents are common within the capital, and combis should be avoided due to serious safety concerns. Taxi drivers often over-charge passengers. Travelers should agree upon a taxi fare prior to entering the taxi. Most taxi drivers do not speak English. Travelers should avoid hailing any taxi from the street or using a taxi that already has passengers inside. Travelers should also not allow the driver to pick up additional passengers once en route. Such “shared taxis” are often ruses that lead to passenger robbery or assault. Radio dispatch or hotel taxis – usually old black U.S.-make sedans – are an adequate means of transportation, although secure transportation is the safest and most comfortable form of travel.

Self-driving should be avoided due to the dangers presented by poor road markings, reckless drivers, frequent fog hazards and the threat of carjacking. Travelers should lock all doors and roll up all windows when riding in vehicles through Lima to mitigate the risk of carjacking and smash-and-grab robberies. Passengers should keep valuables out of sight while traveling inside vehicles to deter smash-and-grab robberies. Travel by bicycle is an emerging trend in Lima. There are approximately 150 km (90 mi) of bike paths in the city, concentrated primarily in the districts of Miraflores, San Isidro, Chorrillos, Cercado, Los Olivos, San Martin de Porres and La Victoria. Travelers who choose to travel by bicycle should exercise caution, as reckless drivers may not yield to bicyclists. Foot travel is common within the capital, but should be avoided after nightfall.

Visit uhcglobal.com to learn more and discover what we can do for you.