

PRIMAYA HOSPITAL PROFILE

PRIMAYA HOSPITAL

Providing fast, accurate, and integrated health services in accordance with professional standards for continuous improvement

- Primaya Hospital (PRAY) has been listed on the Indonesia Stock

 Exchange since 2022, earning the trust of both investors and the general public through its commitment to quality healthcare services.
- Development of comprehensive medical services and focusing on Centers of Excellence (Heart & Vascular, Cancer, Trauma, Sport & Orthopedics, Brain, Urology & Nephrology) across our hospital network, delivering specialized, high-quality care supported by clinical expertise and cutting-edge technology.
- Our dedication to healthcare standards is reflected in our accreditations:
 - Nationally, we are recognized by leading accreditation bodies (KARS, LARS, LAFKI).
 - Internationally, accredited by Joint Commission International (JCI) since 2014.
- O4 Provides healthcare access to all types of payors, including out-of-pocket patients, corporate clients, corporate insurance, private insurance, and government insurance.

Early entrant in serving Universal Healthcare Coverage (BPJS) patients since 2014.









PRIMAYA HOSPITAL

PRIMAYA

Providing fast, accurate, and integrated health services in accordance with professional standards for continuous improvement



Strong and Accredited Infrastructure Network

Regional Clusters

20 Operating Hospitals



3000 Operating Beds



JCI, KARS, LARS, LAFKI Hospital Accreditation

>1100 **Specialists**

>300 General **Practitioners**







>800 Medical Support

PRIMAYA HOSPITAL

Prominent Growing Healthcare Network in Indonesia















12 PRIMAYA HOSPITAL PASAR KEMIS



- PRIMAYA HOSPITAL PGI CIKINI
- **PRIMAYA HOSPITAL KELAPA GADING**
- 19 UKRIDA PRIMAYA HOSPITAL
- PRIMAYA HOSPITAL NORTH BEKASI
- 20 PRIMAYA FMC HOSPITAL
- 2 PRIMAYA HOSPITAL WEST BEKASI
- 5 PRIMAYA HOSPITAL EAST BEKASI







13 PRIMAYA HOSPITAL **SEMARANG**



- 11 PRIMAYA HOSPITAL SUKABUMI
- 15 PRIMAYA HOSPITAL DEPOK
- 17 RUMAH SAKIT **RAJAWALI**







PRIMAYA HOSPITAL HERTASNING









VISION & MISSION

Primaya Hospital is a network of international standard hospitals with modern and professional health services



VISION

Primaya Hospital is a network of international standard hospitals with modern and professional health services

MISSION

Providing professional healthcare services compassionately

OUR VALUE











JOINT COMMISSION INTERNATIONAL (JCI)

Commitment to provide the best service that prioritizes patient safety and quality

Primaya Hospital is internationally accredited among 22 of more than 3000 hospitals in Indonesia

SLOGAN Here for You



MANAGEMENT GOVERNANCE



Management and professional staff are experienced, have a good reputation and are reliable executors in health services



Leona A. Karnali Chief Executive Officer

- 16+ years of experience in various industries especially operations, banking, risk management, investment, and hospital management
- Master of Mechanical Engineering Massachusetts Institute of Technology, USA



dr. Esther Ramono Chief Medical Officer

- 31+ years of experience in hospital management
- S1 Faculty of Medicine, University of Indonesia
- Master of Management, Unika Atmajaya Jakarta



Irwan Rismawan Chief Financial Officer

- 13+ years of experience as a strategy and M&A consultant in healthcare, consumer. financial services and tech sectors in Europe and Asia
- S1 Industrial Engineering, Bandung Institute of Technology



dr. Taufik Santoso, MARS

Chief External and **Transformation Officer**

- 27+ years of experience in hospital management
- S1 Faculty of Medicine, University of Indonesia
- Master of Hospital Administration Management Faculty of Public Health, University of Indonesia



Yoseph Bambang Pamungkas Chief Business Development Officer

- 23+ years of experience in the field of clinic and hospital management, especially in the field of operations, marketing & business development
- 9+ years experience in operations, marketing and business analyst in IT & banking companies
- S1 Faculty of Economics, Airlangga University







MANAGEMENT GOVERNANCE



Management and professional staff are experienced, have a good reputation and are reliable executors in health services



dr. Jocelyn Adrianto, MARS, **FISQua** Head of Tangerang & Jakarta Cluster

- 10+ years of experience in hospital management (Primaya, Mitra, Awal Bros)
- S1 Faculty of Medicine, Padjadjaran University
- Master of Hospital Administration Management Faculty of Public Health, University of Indonesia



dr. Prima Yunika D. R, S.H., MARS., FISQua Head of West Java Cluster

- 15+ years of experience in hospital management (Primaya Hospital, TCS Clinic, Miracle Kemang Clinic, Awal Bros, Meilia)
- S1 Faculty of Medicine, University of Brawijaya
- Master of Hospital Administration Management Faculty of Public Health, University of Indonesia



dr. Merry Monica, MARS Head of Makassar Cluster

- 10+ years of experience in hospital management (Primaya Hospital)
- S1 Faculty of Medicine, Hasanuddin University
- Master of Hospital Administration Management Faculty of Public Health, University of Indonesia

10+ years

experience in their respective professional fields

More than

10+ years

of experience in the healthcare industry

Graduated from

Top Universities

within the country and abroad

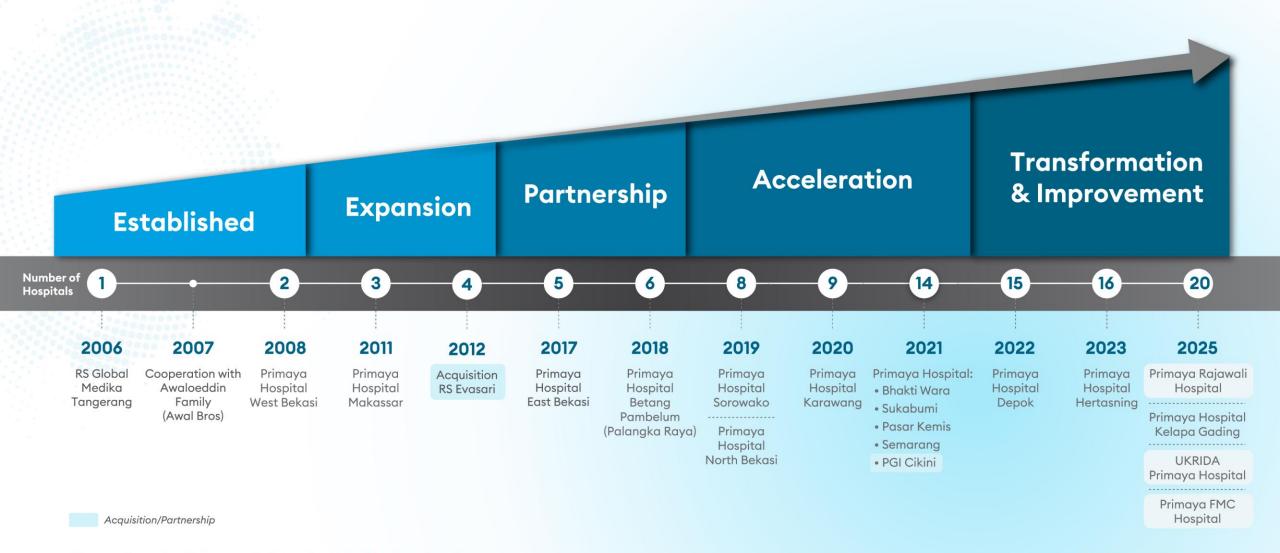




PROVEN OPERATIONAL TRACK RECORD



Starting in 2006, Primaya Hospital has successfully opened new hospitals both organically and inorganically



UTILIZING CLUSTER STRATEGY & STRENGTHENING HUMAN RESOURCES



JAKARTA CLUSTER

Primaya Evasari Hospital

Operating Year: 2012* Ownership: 50.06% No. of Operating Bed: 100

Primaya Hospital PGI Cikini

Operating Year: 2021* Ownership: 50.00% No. of Operating Bed: 204

Primaya Hospital Kelapa Gading

Operating Year: 2025 Ownership: 99.99% No. of Operating Bed: 200

UKRIDA Primaya Hospital

2025* Operating Year: 50.1%** Ownership: No. of Operating Bed: 100

*Start of the management year by Primaya Group

**Through strategic investment

TANGERANG CLUSTER

6 Primaya Hospital Tangerang

Operating Year: 2006 Ownership: 99,99% No. of Operating Bed: 204

Primaya Hospital Pasar Kemis

Operating Year: Ownership: 99.99% No. of Operating Bed: 100

Primaya Hospital Bhakti Wara

Operating Year: 2021 Ownership: 99.00% No. of Operating Bed: 104

WEST JAVA CLUSTER

Primaya Hospital Bekasi Barat

Operationa Year: 2008 Ownership: 99,99% No. of Operating Bed: 258

Primaya Hospital Bekasi Timur

Operating Year: Ownership: 99.99% No. of Operating Bed: 200

Primaya Hospital Bekasi Utara

Operating Year: 2019 Ownership: 99.99% No. of Operating Bed: 112

Primaya Hospital Karawang

Operating Year: 2020 Ownership: 99,75% No. of Operating Bed: 100

Primaya Hospital Sukabumi

Operationa Year: 2021 Ownership: 99.99% No. of Operating Bed: 111

Primaya Hospital Depok

Operating Year: 2022 Ownership: 99.99% No. of Operating Bed: 100

Primaya Rajawali Hospital

Operating Year: 2025* Ownership: 50.50% No. of Operating Bed: 102

Primaya FMC Hospital

Operating Year: 2025* 50.1%** Ownership: No. of Operating Bed: 105

MAKASSAR CLUSTER

Primava Hospital Makassar

Operating Year: 2011 Ownership: 50.00% No. of Operating Bed: 204

1 Primaya Hospital Betang Pambelum

Operating Year: 2018 Ownership: 99,99% No. of Operating Bed: 108

Primaya Hospital Semarang

Operating Year: 2021 Ownership: 99,99% No. of Operating Bed: 103

Primaya Hospital Hertasnina

Operatina Year: 2019 Ownership: 50.00% No. of Operating Bed: 102

Primaya Hospital Inco Sorowako

Operating Year: 2021 Ownership: 99,99% No. of Operating Bed: 102

ROLE OF CLUSTER:

Strengthening the Brand

Quality Audit & Training

Doctor Recruitment

New Hospital Ramp Up

CENTER OF EXCELLENCE

Development of comprehensive medical services and focusing on excellent services

PRIMAYA













ACHIEVED PLENARY ACCREDITATION FOR 19 HOSPITALS & GOLD SEALS FROM JCI **FOR 2 HOSPITALS**



Primaya Hospital possessing International (JCI) & National (KARS, LARS, LAFKI) Accreditations

Commitment to provide the best service that prioritizes patient safety

Ensuring service quality is maintained by conducting regular Internal Quality Audits, Cluster Audits, Corporate Mock Surveys throughout the hospital network

Primaya Hospital is one of the private hospitals appointed to be BPJS provider

















COMMITTED TO THE QUALITY OF SERVICES AND PATIENT SAFETY



Gain recognition from consumers and strengthen relationships with all stakeholders

Awards for Hospitals Throughout 2024



Top 6 Best Provider Garda Medika Insurance





Biggest ContributorDJP Kepala Kanwil Sulselbarta



Inclusive Job Center BPJS TK



First Best Big Chain Hospital
JakSehat



Committed Hospital Category Type C Hospital

BPJS Kesehatan



Inclusive Job Center

BPJS TK

AMONG THE FEW HOSPITALS FOCUSING ON ESG



Become the leading hospital in providing environmentally friendly, accessible, affordable, transparent and sophisticated healthcare services, and to provide international standard medical services that prioritize sustainability, ethical governance and the welfare of the surrounding community.

ENVIRONMENTAL

The first and largest solar panel installation in any private hospital in Greater Jakarta and West Java

2,800 m² Solar Panel at Primaya Hospital East Bekasi





Carbon emission reduction of 469k KG

/year





SOCIAL

Throughout 2023, the company carried out various social initiatives to reach different segments of society



Supporting the acceleration of TBC elimination efforts in Indonesia



Supporting the Stunting **Intervention Programs**



Consistent social contributions through free cathartic operations (>300 operations/year)



Regularly Conduct Blood Donation Campaigns

8 HEALTHCARE COMPANIES TO SUPPORT PRIMAYA HOSPITAL ECOSYSTEM





Founded in 1996, Westerindo provides general and specialist medical services, laboratory testing, and other medical support services.



Offers Pregnancy Programs, IVF, Insemination, and PGT-A services. **Currently operates 4 clinics** located in Jakarta, Bekasi, Makassar, and Semarana.



Provides homecare services, including home nursing, doctor visits, and rehabilitation therapy.



Provides Third Party Administrator (TPA) services for administrative support and also offer online teleconsultation services.



Has been involved in hospital service development for over 15 years and continues to expand its services and capabilities to provide integrated solutions.



EyeQu is a comprehensive eye care center in Indonesia, provide Cataract Care, Retina Services, Laser Vision Correction, and Glaucoma treatment.



PCC is a competency-based training institution that provides programs for both internal & external employees of Primaya Hospital Group.



A trusted distributor of medical equipment, providing high-quality products and solutions to support healthcare facilities in delivering optimal patient care.





Primaya **Contact Center**

91500 007

Information Center Primaya Hospital Group

Convenience in one call, instant access to doctor schedules, latest services, attractive promotions, and schedule reservations.



- Doctor's Schedule
- Services & Technology
- Facilities
- Promos/Packages



- Doctor's Appointment
- Change Schedule
- Cancel Appointment
- Ambulance Emergency & Elective



Customer Support

