



**Médica
Sur**[®]
Excelencia médica, calidez humana[®]

**“Health can’t
wait...”**

2020
ANNUAL REPORT



**and while life
appeared to be
on pause...**



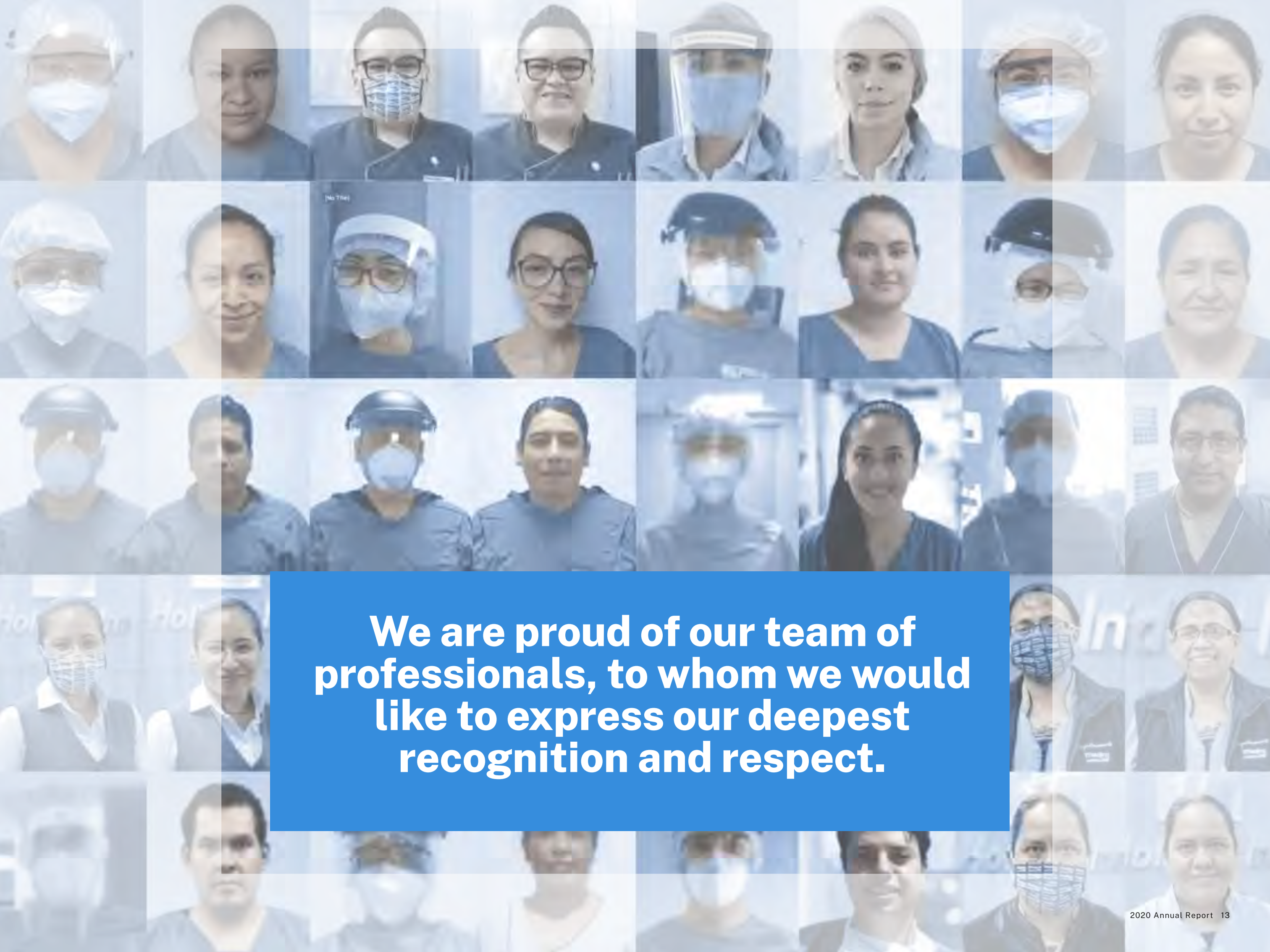
**our team worked with
more dedication and
passion than ever...**

**with the ultimate goal
of saving lives...**







**to continue to
enjoy what we
love most”.**



We are proud of our team of professionals, to whom we would like to express our deepest recognition and respect.

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About us

MÉDICA SUR, S.A.B. DE C.V. IS A HOSPITAL OPERATOR AND INTEGRATED PROVIDER OF HEALTH CARE AND RELATED SERVICES. IT PROVIDES THESE SERVICES THROUGH HOSPITALS AND CLINICAL LABORATORIES.

MÉDICA SUR BRINGS TOGETHER A GROUP OF PHYSICIANS, MEDICAL, NURSING, ADMINISTRATIVE AND HOSPITAL OPERATION PROFESSIONALS. OUR GOAL IS TO OFFER A SERVICE OF MEDICAL EXCELLENCE WITH HUMAN WARMTH, DRIVEN BY A STRICT CODE OF ETHICS AND SUPPORTED BY MEDICAL EQUIPMENT AND INFRASTRUCTURE WITH STATE-OF-THE-ART TECHNOLOGY.

THE SHARES OF MÉDICA SUR ARE LISTED UNDER THE TICKER SYMBOL "MEDICA B" AND THE STOCK CERTIFICATES HAVE THE TICKER SYMBOL "MEDICA 20".



**El mejor
hospital
de México**

1) BEST HOSPITAL IN MEXICO BY NEWSWEEK MAGAZINE - MARCH 2021

El mejor hospital de México



BEST HOSPITAL IN MEXICO
2021 BY NEWSWEEK MAGAZINE.
93% RATING OBTAINED



THE ONLY HOSPITAL IN MEXICO
PUBLICLY TRADED IN THE
STOCK MARKET AND THE FIRST
TO DO SO IN THE DEBT MARKET.
WE HAVE A COMMITMENT TO
TRANSPARENCY IN CLINICAL
AND FINANCIAL INDICATORS.



Mejor hospital
de México

América
economía

BEST HOSPITAL IN MEXICO AND
13TH IN LATIN AMERICA, BY THE
MAGAZINE AMÉRICA ECONOMÍA,
IN THE YEARS 2011 TO 2020.



FIRST PLACE IN THE FUNSALUD
2020 RANKING IN 6 SPECIALTIES:
ENDOCRINOLOGY, GASTRIC
SURGERY, NEPHROLOGY,
PNEUMOLOGY, NEUROLOGY,
NEUROSURGERY AND ONCOLOGY.

Our history



1981

- Cornerstone laid in June 1981.
- The project began with Tower I with 269 consulting rooms, X-Rays, Laboratory and Clinical Diagnostic Units.



1983-1993

- Inauguration of the hospital (1990).
- 23 hospital beds.
- 3 operating rooms.
- 4 Intensive Care beds.
- Nuclear Medicine.
- Emergency room.
- Surgical recovery.
- Support areas, blood bank, CEYE, pharmacy, cafeteria, others.



1994-1997

- 30% of the capital stock is listed on the Mexican Stock Exchange (BMV) (1994).
- 57 more hospital beds are added to the hospital.
- The foundation is recognized by CONACYT as a teaching institution (1995).
- Tower II is inaugurated.



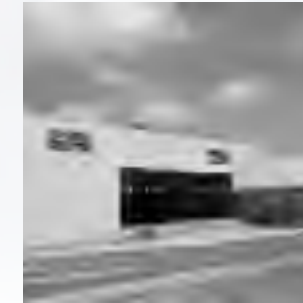
1998-1999

- Obtained certification from the College of American Pathologists (CAP) for our Clinical Laboratory.
- 7 operating rooms in operation.
- 5-year certification from the Consejo de Salubridad General (General Health Council).



2000-2002

- We pioneered the use of Gamma Knife technology for high-precision brain radiosurgery.
- Creation of the Center for Pharmacological and Biotechnological Research (CIF-BIOTEC) for clinical health research studies.
- 23 additional beds on the 7th floor of the hospital.



2003-2005

- Inauguration of the parking building (2004).
- Opening of the Annex Building.
- Expansion of the emergency area in the annex building.



2006

- Expansion of the Clinical Laboratory and the Hospitalization Tower.
- Inauguration of the Pediatrics area.
- Start of operations of the first Comprehensive Oncology Center in Mexico.



2007-2009

- Acquisition of Corporación de Atención Médica.
- 15 operating rooms.
- 19 additional hospital beds were added (2008).
- Acquisition of Santa Teresa Hospital (Médica Sur Lomas) was completed (2008).
- Holiday Inn Hotel begins operations, currently with 55 rooms (2009).
- Purchase of 5 hectares of land adjacent to the hospital campus for MXN 550 million.



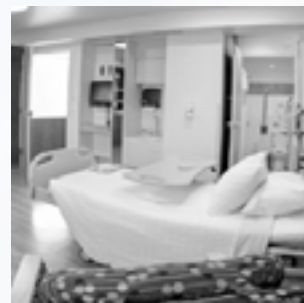
2011-2013

- MS colocó el 5% del Placement of 5% of common stock on the Mexican Stock Exchange, secondary offering of 21.4%.
- Placement price of MXN 24.0 per share (2011).
- Acquisition of new generation of Gamma Knife Perfexion (2013).
- Recertification by the Consejo de Salubridad General and College of American Pathologists.
- National Quality Award 2013.
- Affiliation with the Mayo Clinic Care Network.



2014

- Recognized by the Joint Commission International and the European Society for Quality Research (2014).
- Acquisition of the TrueBeam linear accelerator, a technology to fight cancer.



2015-2016

- Médica Sur and Mayo Clinic inaugurate the Patient Education Center (CEAP) (2015).
- 30 additional hospital beds are opened.
- Hospital remodeling begins (2015).
- Acquisition of Laboratorio Médico Polanco. and Subsidiaries.



2017-2018

- JCI Recertification (2017).
- European Award for Best Practices.
- Recognized as the best hospital in Mexico by América Economía magazine.
- Proactive Capital subscribed 40% of the controlling company (indirectly, 20.04% of the share capital of Médica Sur).
- Recertification by the Consejo de Salubridad General for 5 years (2018).
- Remodeling of Hospital floors completed with an investment of more than MXN 220.0 million.



2019

- Completion of remodeling of 7 operating rooms with an investment of more than MXN 50.0 million.
- Acquisition of YSIO MAX and PET-CT BIOGRAPH MCT FLOW equipment for MXN 46.0 million.
- Smart rooms equipped with Alexa - Digital Health Records and Telemedicine Robots.



2020

- 3rd JCI reaccreditation.
- Restructuring and safe hospital.
- Respiratory Emergency Assessment.
- Médica Sur at home".
- "My Médica Sur Digital Hospital".
- "Todos Juntos Contra el COVID" (All Together Against COVID).
- COVID Laboratory.
- Auto Express.
- Somatom Drive Tomograph.
- Magnetom Sola Resonator.

Our response to the pandemic



A secure hospital restructured



Digital hospital



COVID Diagnostic Services



Safe clinical services



Support to communities



Financial performance

- Hospital Restructuring
- Respiratory Emergency Assessment
- JCI Reaccreditation
- Mexico's best hospital

- Digital Medical Records
- Telemedicine - My Digital Hospital Médica Sur
- Homecare - Médica Sur at home

- COVID Laboratory
- "Auto Express"
- Airports
- Citibanamex Center

- Safe outpatient surgery
- Tomography and Resonance Renovation
- DAVINCI robotic surgery

- All together against COVID
- COVID Protocol
- Coronavirus Information

- Financial Discipline
- Refinancing of debt through MEDICA 20 stock certificates



Message from the Chairman of the Board of Directors

Dear Shareholders, Partners, Patients and Collaborators:



IT IS AN HONOR FOR ME TO PRESENT TO YOU OUR FINANCIAL RESULTS, AS WELL AS OUR MAIN OPERATIONAL CHALLENGES AND ACHIEVEMENTS.

DURING 2020, MÉDICA SUR PROVIDED UNINTERRUPTED SERVICES SINCE THE ONGOING PANDEMIC STRUCK MEXICO AND THE ENTIRE WORLD ALMOST A YEAR AGO.

Since its creation 40 years ago, Médica Sur has made significant investments in human capital, in the best infrastructure and above all in processes focused on the safety of our patients. In the face of the terrible situation caused by the pandemic, our company remains strong and prepared to care for our patients.

It has not been an easy road, and we have focused our efforts on six main actions:

1. A Safe Hospital Restructured
2. Creation of a Digital Hospital
3. COVID Services
4. Secure Clinical Services
5. Community Support
6. Management and Results

“I am proud to report that, in the midst of the pandemic, we were recognized as “the best hospital in Mexico” and reaccredited for the third time by JCI”.

1- RESTRUCTURING OF A SAFE HOSPITAL

At the beginning of the year, we combined the effort, talent and leadership of the great team at Médica Sur and designed solutions to restructure the hospital and care for patients infected with COVID-19 disease in separate areas, both in non-critical and critical situations, and to continue caring for non-COVID patients.

Of the group's 189 hospital beds, we allocated two complete floors to care for non-critical patients, as well as exclusive spaces in the Respiratory Intensive Care Unit, with a total capacity to care for up to 63 patients with COVID 19 at the same time.

In both locations, we have high quality medical equipment, and specialized and dedicated personnel for these conditions.

Since the beginning of the health contingency and at the end of December 2020, we have treated more than 1,100 patients hospitalized for this condition with excellent recovery results.

We are a safe hospital, and we will continue to join efforts to prevent contagion through isolation and areas assigned for this purpose, always in compliance with the standards established by the Mexican authorities and the World Health Organization.

Our Infection Prevention and Control area is responsible for reviewing and monitoring the safety of our processes for COVID-19 patients and patients in general.

In 2020 we implemented a COVID Emergency Room area. In August of that same year we also implemented an annexed Emergency Room area with the main objective of performing Respiratory Assessments in a high security environment for all users, such as: exclusive, controlled and secure access, and patient-by-patient isolation security protocols for the protection of all our patients.

We were recertified by the Joint Commission International (JCI) for three more years. At the beginning of December 2020, we received a virtual visit from the JCI who evaluated the quality of the safety standards in the attention and care of our patients.

It was a very challenging process that tested the institution's capacity for adjustment and adaptation, since we were simultaneously attending patients in the midst of a pandemic, as well as a virtual accreditation process, where we demonstrated that patient safety is an indisputable value in our Institution.

The accreditation is valid for three years and will be renewed in 2023.

2- DIGITAL HOSPITAL

Médica Sur at home

At the beginning of May 2020, Médica Sur established a commercial alliance with Salus Care Solutions, for the provision of home nursing services to provide premium care for older adults, infants and patients requiring special care.

In this way we extend care and attention to our patients when they need it most with the quality they deserve. This service is available in Mexico City and the Metropolitan Area.

My Digital Médica Sur Hospital

In June 2020, we announced the new platform “Mi Hospital Digital Médica Sur,” which is an alliance with Aidicare, CISCO services, Amazon Web Services and the support of Endeavor. The platform mentioned above offers a series of digital services for doctors and patients to interact in a secure way, maintaining the highest standards of hospital quality at all times.

Services by the platform include: digital clinical records, virtual consultations, study exchange, online sales and laboratory services, among others.

The platform also allows remote monitoring of chronic patients, integrating with the Digital Health Record and the physician’s dashboard through Bluetooth-connected devices.

This technology integrates seamlessly with the robots we put in place on two hospitalization floors since 2019.

In this way, we offer new alternatives for patients to continue with their treatments, to be aware of possible diseases and, if necessary, to carry out their studies.

During 2021 we continue to work on putting more services at the click of a button for our patients.

3- COVID DIAGNOSTIC SERVICES

We opened an isolated laboratory specialized in COVID. Initially called “Unidad de Verificación de Enfermedades Respiratorias” (UVER), it opened to the public on March 24, 2020, in an isolated hospital building within the complex in Tlalpan.

At this location, virus detection tests are offered using the Polymerase Chain Reaction (PCR) technique. This technique was approved by the Institute for Epidemiological Diagnosis and Reference (INDRE), and we were one of the first hospitals to offer this service.

We also offer medical evaluation, influenza testing, as well as complementary studies for outpatients with COVID if requested.

We converted our laboratory units to specialize in COVID, most of them in autoexpress mode.

During the months of April to December 2020, the Issuer converted 22 of its 115 branches and service points into specialized units for the collection of samples related to the detection of the new coronavirus, most of them under the “Auto Express” modality.

During 2020, we processed more than 230 thousand tests related to the detection and treatment of the virus under the three name brands of the group: Laboratorios Médica Sur, Laboratorio Médico Polanco and Laboratorios Ruíz. The services offered in these units include: PCR type tests, antigens, IgG and IgM antibodies, Biomarker Profile, individual studies of Heparin anti-Xa Interleukin 6, Procalcitonin, D-Dimer, Fibrinogen, C-reactive Protein, Ferritin, among others, which may vary from one location to another.

COVID units are located in Mexico City and its metropolitan area, the cities of Toluca, Puebla, Querétaro, Morelos and wherever the group has a presence.

In addition, during the contingency, the volume of home sampling for COVID and non-COVID laboratory studies was also increased in all three brands of laboratories.

During 2021, we continued to extend this model to more branches in strategic locations, across all three brands and with strategies aimed at specific, targeted market segments by region.

In this way, we can reach a greater number of patients, we are very proud to be a support in the timely detection of the new virus for our patients and the population in general.

COVID Laboratory at Citibanamex Center

In April 2020, the “Temporary COVID-19 Unit” located at the Citibanamex Center began operations with the support of companies, foundations, UNAM and the local government of Mexico City.

Our subsidiary Laboratorio Médico Polanco won the bid to operate the on-site laboratory at the unit to perform routine tests on patients recovering from COVID-19.

Throughout 2020, the unit expanded its capacity from 243 to 607 beds.

COVID units at Grupo Aeroportuario del Pacífico (“GAP”) airports. Subsequent Event 2021

During the first quarter of 2021, our subsidiary, Laboratorio Médico Polanco (LMP), won the bid to perform antigen testing for the detection of COVID-19 at the 12 airports operated by Grupo Aeroportuario del Pacífico (GAP). These include Guadalajara, Tijuana, Puerto Vallarta, and Los Cabos, among others.

As of the date of this report, LMP has entered into agreements to perform COVID-19 detection tests, both antigen and PCR, for its clients and collaborators, complying with the requirements for flights at preferential prices.

4- SAFE CLINICAL SERVICES

We transform surgical procedures into Safe Ambulatory Surgeries (CAS).

Médica Sur, committed to provide the best care to its patients, has been offering, since September 2020, a new option of Safe Ambulatory Surgeries “CAS.” These are procedures at preferential prices, with the same hospital quality, but reducing hospitalization times and allowing our patients to return quickly to their family environment.

These procedures are of different specialties and are carried out in the Short Stay Surgery Unit, an independent space in our Hospital building.





DAVINCI Robotic Surgery Program

During 2020 we worked with the DAVINCI Robotic Surgery Program which was launched in March 2021.

With this technology, even safer and more precise outpatient surgeries can be performed.

Robotic surgery has many advantages, not least of which is a higher precision in the work of medical specialists.

It works through a robot that is controlled from a console by the surgeon. This technology allows more precise and less invasive surgeries, superior to the laparoscopic technique.

For our patients, it represents a good alternative, since it offers a quick recovery and a shorter hospital stay.

An important differentiator with respect to other hospitals is that at Médica Sur we have a multidisciplinary committee made up of certified surgeons with extensive experience. All of them are certified and trained to operate with the DAVINCI robot.

Our committee is always attentive to the safety of our patients and selects the cases that can be operated under this modality, ensuring that the procedure is indicated and will obtain the maximum benefit.

Tomography and MRI Renovation

Operating rooms and hospital floors have been practically renovated, and the Company has continued to make important investments for the benefit of our patients, totaling MXN 128.5 million at the end of 2020.

Among the most relevant are the Somatom Drive Tomograph with high-resolution portable touch interface, as well as the Magnetom Sola Siemens Resonator with BioMatrix technology, both of which produce high-precision results in less time and with low radiation for the patient, among other benefits.

5-SUPPORTING THE COMMUNITY

At Médica Sur we are committed to the promotion of health, and therefore, we participate in the Federal Government program “Todos Juntos Contra el COVID.”

During the program we provided medical attention to patients referred by public hospitals of the IMSS, ISSSTE, INSABI, PEMEX, SEDENA and the Naval Medical Center for the treatment of different ailments.

COVID Protocol

In Médica Sur, in response to the 2020 pandemic, we created the “Operational Manual for the preparation and care of COVID-19 patients.”

Through this manual, we share the actions we developed for the correct and quality management of patients, their families and our base physicians during the worldwide COVID-19 pandemic.

In the said manual we narrate the first stage corresponding to the hospital restructuring process and the second stage through which the Respiratory Emergency Assessment Unit was created.

The manual can be consulted by other health institutions, in addition to having contingency response protocols that guarantee the continuity of our processes and care in all our hospital services.

COVID-19 section

At Médica Sur we are committed to addressing health in all aspects, from the dissemination of information about diseases and illnesses, to offering appropriate treatments for children, adolescents, adults and seniors.

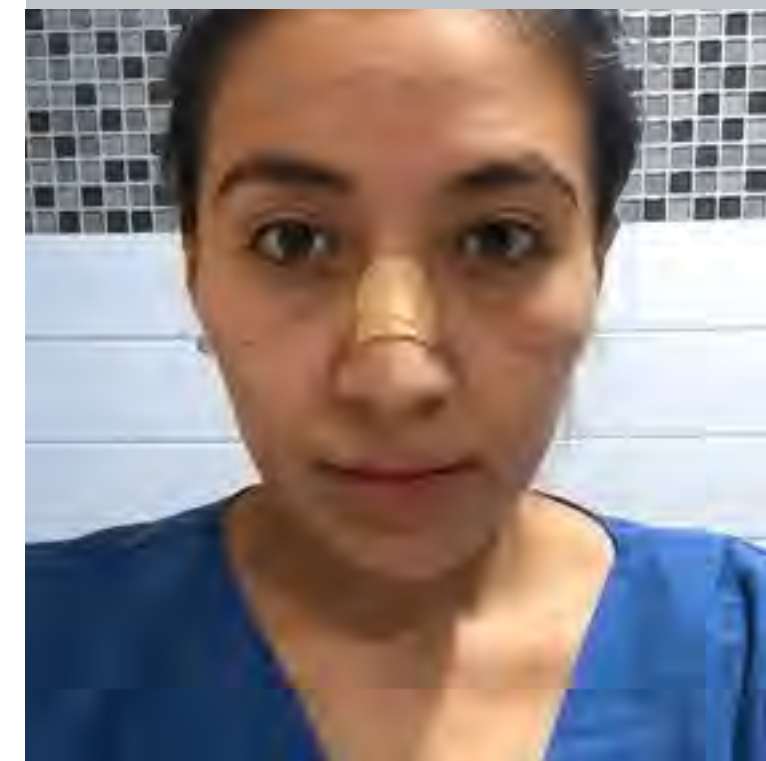
40 INFORMATIVE FORUMS

WERE HELD WITH THE PARTICIPATION OF SPECIALISTS, WHICH WERE TRANSMITTED THROUGH SOCIAL NETWORKS AND STREAMING PLATFORMS.

OVER 5,000 PARTICIPANTS IN VIRTUAL AND ON-SITE EVENTS

All information in the capsules mentioned above is based on official and verified data compiled by the WHO, the Ministry of Health, non-governmental organizations and health specialists.

Visit our Coronavirus page at: https://www.medicasur.com.mx/es_mx/ms/Informacion_para_compartir



6 - MANAGEMENT AND RESULTS

FINANCIAL RESULTS

Revenues

The prompt response in the actions implemented and the confidence of our patients in our services triggered an increase in the group's revenues of 20.8% in 2020 with respect to 2019 totaling MXN 4,466.2 million.

Since the beginning of the pandemic in March through December 2020, we have treated more than 1,100 hospitalized patients for COVID-19 and processed more than 230,000 laboratory tests related to the detection and treatment of coronavirus among the Group's three laboratory services.

In the care of non-COVID patients, there were increases in admissions to the Comprehensive Oncology Center, Emergency Room, Imaging, Nuclear Medicine, PET-CT and Neonatology, which partially offset the decrease in elective surgeries and lower demand for diagnostic services, which have been gradually recovering.

It is important to note that Médica Sur has made significant efforts to keep its prices in a medium price range in order to be attractive to private patients and insurers.

2020 Revenues

MXN
4,466
million

+20%
increase

Operating income

Throughout the year, the group implemented cost containment and strict cost and expense control actions, such as the personnel restructuring that the company carried out during the second quarter of the year, mainly in the administrative area.

Among the actions referred to above were the negotiation of obligations with third parties in regard to installments and subscriptions, the decrease in advertising expenses and minor maintenance, to mention a few.

These savings, together with the increase in revenues, positively impacted Operating Income, which amounted to MXN 931.6 million, 156.1% higher compared to fiscal 2019.

The operating margin increased to 20.9%.

EBITDA

On an annual basis, it had a very positive performance, amounting to MXN 1,255.3 million, 75.7% higher than in 2019. The margin was 28.1%, or 8.8 basis points higher than the previous year.

It is worth mentioning that the 2019 and 2020 figures are fully comparable, as both include the effect of IFRS 16.

Net Income

In turn, Net Income for 2020 had an outstanding performance. Grupo Médica Sur recorded results of MXN 558.9 million, 297.6% higher compared to 2019..

The net margin was also positive, up 8.7 percentage points from 3.8% in 2019 to close at 12.5% in 2020.

Issuance of MEDICA 20 CEBURES

In September 2020, Médica Sur carried out its first debt issuance in the stock market, raising \$1,000 million pesos through the issuance of MEDICA 20 Stock Certificates, which were oversubscribed by 2.26 times..

The resources were used to refinance 100% of its bank liabilities, significantly improving the financial cost with a fixed rate of 6.99% per annum and a maturity of five years.

For the first time, Médica Sur obtained credit ratings, which evaluated the business model, financial results, corporate governance and structure, among other factors. The ratings are: HR AA by HR Ratings and AA-(mex) by Fitch Ratings, both with stable outlook.

Thus, the company's net debt decreased considerably from Ps. 945.5 million in 2019 to Ps. 427.2 million in 2020, a decrease of 55%.

EBITDA

MXN
1,255
million

+75%
increase

28%
EBITDA margin





courageous work that the entire Médica Sur team does every day and that has led us to be The Best Hospital in Mexico.

Médica Sur will celebrate 40 years since its foundation, reflecting on its trajectory, but with great emphasis on its future through the release of patient service platforms, the acquisition of new equipment and the introduction of new technologies in systems that will facilitate its operation, with the great responsibility of maintaining the quality of medical services offered to its patients.

Our future is based on the knowledge and responsibility of our team, especially our doctors and nurses, which translates into timely and punctual services that improve the health of our patients.

Under these circumstances, we must not stop looking at the future, a world where people are more aware of the value of health and prevention. Whenever you need us, we will always be here giving our best for our patients.

ALL THESE ACHIEVEMENTS

WOULD NOT HAVE BEEN POSSIBLE WITHOUT THE HANDS AND TALENT OF ALL THE DOCTORS AND HEALTH PROFESSIONALS WHO, EXPOSING THEIR OWN LIVES, HEROICALLY FACED FEARS AND ADVERSITY AND USED ALL THEIR SKILLS AND CAPACITY TO SAVE THE LIVES OF THOUSANDS OF PATIENTS WHO TRUSTED IN US TO BRING THEM THROUGH.

Dr. Misael Uribe Esquivel

CHAIRMAN OF THE BOARD OF DIRECTORS

WE ARE COMMITTED TO HIGH ETHICAL AND CONDUCT STANDARDS IN OUR INTERNAL RELATIONSHIPS, AND ALSO WITH OUR CUSTOMERS, SUPPLIERS AND STAKEHOLDERS.

Mission

Médica Sur's mission is the health of its patients, the satisfaction of its employees and to offer a fair medical treatment alternative to the country.

We consider that the patient is the most important reason for its creation, and this principle will prevail in any relationship or service that we provide to the community over time.

Our goal

To be in the vanguard as the most prestigious medical services group in the Mexican market regarding community care, the development of teaching, biomedical research and technology. Likewise, we aspire to be self-sustainable and profitable by making our capabilities available to the general population.



Our Values

Ethics

The ineluctable commitment to ourselves to do things well allows us to practice medicine with honesty and with respect for the life and dignity of the person, having as a fundamental guide the good of any patient, without distinction.

Safety

We protect patients and employees of Médica Sur from any harm arising from any medical process.

User

Satisfying the current and future needs of patients, family members, physicians and companies that contract our services is a priority.

Service

We interact with our patients in a caring manner, based on our genuine interest in each person.

Our Staff

Our staff is the most important resource we have, and we strive for their satisfaction, development and wellbeing. We encourage them to bring out their best qualities through teamwork, motivation, training, communication, recognition and compensation.

Sustainability

We continue to maintain a healthy financial operation, in order to produce a reasonable return for investors and obtain the resources to meet the current and future needs of the organization.

A photograph of three healthcare professionals walking down a brightly lit hospital hallway. On the left, a man in a white lab coat and a blue patterned face mask. In the center, a woman in blue scrubs and a blue patterned face mask. On the right, a man in a white lab coat over black scrubs and a blue patterned face mask. The hallway has a polished floor, overhead lights, and signs on the wall, including one that says 'CARRO EDU' and another that says 'ALARM INC'.

**Our healthcare is
world class**

COME TO MÉDICA SUR,
THE SAFEST MEDICAL CENTER



At Médica Sur our investments are centered entirely on improving the patient's health and well-being.

Médica Sur allocates significant resources in investments and special projects every year to keep our facilities at the forefront and equipped with the best technology.


Over the last three years, we have allocated more than MXN 400 million for the renovation of medical equipment, and expansion and modernization projects at our facilities. This is equivalent to 11.4% of our total assets for fiscal 2020.

While the hospital's operating rooms and floors were practically upgraded, the company invested a total of MXN 128.5 million during the year for the benefit of our patients.

Major investments during the year included the Somatom Drive Tomograph, which has a high-resolution portable touch interface, and the Sola Siemens Magnetom Resonator, a device based on BioMatrix technology. The benefits of both investments, among others, consist mainly in obtaining high-precision results in a shorter period of time and reduced radiation for the patient.

2020 Capital Expenditures

60.5 ^{MX}
million for diagnostic equipment




27.1 ^{MX}
million for strategic real estate acquisitions



22.1 ^{MX}
million to support IT projects



18.8 ^{MX}
million in COVID ventilators and improvements to infrastructure and services



“being the best hospital means paying attention to every detail...”

Our certifications

WE ADHERE TO INTERNATIONAL
STANDARDS CENTERED
ON PATIENT SAFETY



Mayo Clinic is an American non-profit health organization that brings together more than 40 organizations in the United States, Mexico, Puerto Rico, Singapore and the United Arab Emirates. It is currently one of the largest and most important hospitals in the United States, with a global prestige.

Mayo Clinic Network is a webspace in which our physicians can exchange information on specific cases with top specialists and learn about the latest advances in health procedures. Additionally, this type of collaboration provides an academic setting in which, year after year, experiences can be exchanged.



We have received various local and international certifications, which endorse us as a company that fully complies with all applicable standards.

The Joint Commission International (JCI) accreditation is one of the most important recognitions we have held since 2014. It identifies, grades, and shares the best practices in quality and patient safety worldwide. It also provides leadership and innovative solutions to help healthcare organizations improve their performance and results.

In 2020 we were reaccredited for the third time, demonstrating that safety is an essential value in our Institution.



We have renewed our General Health Council (CSG) Certification every year since 2000. Through this certification, the CSG certifies that we comply with standards that demonstrate the quality of Médica Sur on three different fronts: safety in the management of our patients, the quality of the medical care we provide, and the safety of our hospital facilities. This accreditation is also evidence of our commitment to continuous improvement processes to the benefit of our patients, their families, the staff of Médica Sur and society as a whole.

We are accredited by the College of American Pathologists (CAP). This provides us with a higher degree of certainty in our results, since such accreditation attests that we conduct ourselves with world quality standards in, among other aspects: the training and competence of our laboratory personnel; the procedures followed in each of the tests we perform; the efficacy and validity of the reagents we use; and that we do not offer any reward, payment or compensation to those physicians who request examinations for their patients, thereby ensuring that only the interests and wellbeing of our patients are considered.



We obtained accreditation to Mexican Standard NMX-EC-15189-IMNC-2015/ ISO 15189:2012, which evaluates the technical competence of all processes and personnel in our Blood Bank, to thereby eliminate the risks associated with the production of supplies in which blood transfusions are involved.

We are proud to be recognized by the American Heart Association (AHA) as one of its international training centers for a variety of cardiovascular-related medical courses for physicians, health care personnel and the general public.



For the second consecutive year, we obtained the TRACE Certification: Anti Bribery Compliance Solutions, having completed an extensive due diligence process, which was carried out by an independent and highly recognized external entity. This demonstrates our commitment to business ethics, integrity and accountability.



The things that make us different

WE ARE A HOSPITAL THAT BRINGS WORLD-CLASS, **HIGH-SPECIALTY MEDICINE** AT A COMPETITIVE PRICE RANGE, WHICH MAKES US ATTRACTIVE TO PRIVATE PATIENTS AND INSURANCE COMPANIES.

TRANSPARENCY. WE REPORT CLINICAL INDICATORS FOR NOSOCOMIAL INFECTIONS, HAND HYGIENE, AVERAGE LENGTH OF STAY, AND OCCUPANCY, AMONG OTHERS. WE ALSO DISCLOSE OUR FINANCIAL PERFORMANCE INDICATORS.

WE HAVE **THE BEST MEDICAL DOCTORS** IN THE COUNTRY, AND THE STRONGEST MANAGEMENT AND OPERATIONS TEAM WORKING WITH US TO SERVE OUR PATIENTS.



WE WORK IN STRICT ADHERENCE TO INTERNATIONAL STANDARDS FOR THE **SAFETY AND CARE** OF OUR PATIENTS, MEDICAL STAFF AND EMPLOYEES.

WE SUPPORT RESEARCH AND TEACHING IN THE COUNTRY. CONSEQUENTLY, WE PUBLISH ON A WIDE RANGE OF SPECIALTIES AT A LOCAL AND INTERNATIONAL LEVEL.

IN THE HEALTH CARE FIELD, WE PROVIDE CLINICAL SERVICES FOR THE COMMUNITY AND AT-RISK GROUPS.

WE BELIEVE IN AND SUPPORT MEXICO. WE CONTINUE TO INVEST AND GENERATE SOURCES OF INCOME FOR FAMILIES.



Our hospital services

THE PATIENT IS OUR RAISON D'ETRE
AND THE PURPOSE FOR WHICH OUR
GREAT INSTITUTION WAS CREATED.



#MedicaSurTeCuida

We are a safe hospital

We carried out a thorough hospital conversion process to attend both critical and non-critical COVID patients in separate areas. As a result, we have allocated two full hospital floors, equivalent to 25% of our capacity, to provide exclusive care for patients with mild to moderate COVID. The post-anesthesia recovery areas were adapted to expand the number of respiratory intensive care beds. With these measures, we can attend up to 63 COVID patients simultaneously.

It is important to highlight that we are a safe hospital, since in 75% of our facilities, we have assigned exclusive floors for the care of other specialties, including oncology, gynecology and obstetrics, pediatrics, geriatrics, internal medicine and intermediate therapy, among others.

We strive every day to make medicine more accessible to our patients, which is why we are constantly working with the main insurance companies to offer competitive costs and conditions so that we can serve a greater number of patients.

Of particular significance is the fact that our hospital continues to be positioned as a high specialty center and that we continue to be the first choice of our patients and physicians for the most qualified and specialized treatment.

All this is evidence showing the care, preparation and dedication that all of us who work at Médica Sur devote to the recovery of our patients' health.

189
hospital beds 

15
operating rooms 

20
critical care cubicles 

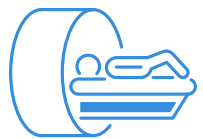
542
consulting rooms 

“restructuring the hospital started with ourselves...”



Our clinical services and diagnostic units

OUR JOB AT MÉDICA SUR IS TO
WORK FOR YOUR HEALTH



102,539

studies performed in the Imaging, Magnetic Resonance Imaging, Nuclear Medicine, Angiography and PET-CT areas.

State-of-the-art clinics and diagnostic units are key elements of excellent medical care.

Médica Sur units are high-specialty medical care units where treatment is provided to patients who do not require hospitalization.

Our Clinical Services provide professional, friendly and comprehensive care, through teams specializing in: Oncology, Radiation Therapy, Gamma Knife Radiosurgery, Neurophysiology, Advanced Urology, Gastroenterology, Endoscopy and Rehabilitation Medicine.

Our units provide both inpatient and outpatient care.

During 2020, we applied strict hygiene and safety measures so that patients can safely complete their treatment at our facilities for:

Radiotherapy:

An exclusive area for the care of oncology patients, with outstanding specialists who are part of the team that issues nationwide recommendations according to the phases of the pandemic. It is located at the lower level of the hospital with direct vehicular access through a ramp.

Oncology Center.

The Oncology Center and Infusion Therapy Unit are separate areas dedicated exclusively to the care of oncology patients, with parking and a separate reception area, minimizing waiting times for consultations. An exclusive floor in the hospital is available for patients who require hospitalization.

As just one example that can be mentioned is the maximum prevention and hygiene measures for patients and visitors that are in place. These include sanitary fences, disinfection, access control, and traffic flow, among other measures.

The Diagnostic Units are an essential support to our medical team when diagnosing and monitoring different pathologies.

Currently, we have: Imaging Unit, Laboratory, Nuclear Medicine Unit, Magnetic Resonance Imaging, PET-CT Positron Emission Tomography, Comprehensive Diagnostic and Treatment Center (CIDyT), Angiography and Pathological Anatomy.

“the operation never stopped.
We moved forward
In every department...”





“we were among the first laboratories to perform COVID tests...”

Médica Sur Laboratories

Throughout 2020, Médica Sur converted 22 of its 115 diagnostic branches and exclusive points of care to carry out COVID tests, mostly in the Autoexpress modality.

The branches are located in the six cities where the company has a presence, operated under the three commercial brands owned by the group: Laboratorios Médica Sur, Laboratorio Médico Polanco and Laboratorios Ruiz.

Samples are collected in the laboratory branches, to then be transferred and analyzed in the different processing centers for sample processing. We currently have three sample processing centers, two of them located in Mexico City and the other in the city of Puebla.

Currently, the Process Centers have sufficient installed capacity to support sustained medium-term growth in the number of branches. Together, the three brands performed close to 11 million tests during 2020.

At the close of 2020, over 230 thousand tests related to the detection and treatment of COVID-19 were processed by the company.

The laboratory unit has been accredited by the American College of Pathology since 1999. A university program to train clinical pathologists has been in place since 2004 and is endorsed by the Autonomous National University of Mexico (UNAM).

During the first quarter of 2021, we announced that our subsidiary Laboratorio Médico Polanco (LMP) won the bid to perform antigen tests for the detection of COVID-19 in the 12 airports operated by Grupo Aeroportuario del Pacífico (GAP), including Guadalajara, Tijuana, Puerto Vallarta, Los Cabos, and other cities.

+230,000
COVID tests performed



22
units reconverted
for COVID care



11
million total
tests performed





Our collaborators



Diversity and Inclusion

Our female employees make up 60% of the total workforce and occupy various leadership positions within the company.

		
Director	50.0 %	50.0 %
Deputy Director	33.3	66.7
Chief Medical Director	34.5	65.5
Manager	54.8	45.2
Operative	63.0	37.0

60%
female collaborators 

Training

We have permanent training programs focused on institutional issues and contents according to the profile and level of responsibility of all our collaborators, who from the first year of joining the group receive technical courses and continuous training. This includes ethical and professional training.


+5,000
hours of training 

Safety and welfare

We provide occupational health care to our employees. More than 1,000 PCR tests were performed during 2020 for employees who reported any symptoms of the virus. We took immediate action for their care in order to safely reinstate them in their functions throughout the pandemic.

100% of the personnel who work directly with COVID patients were immunized as of the date of this report, receiving both doses of the vaccination schedule implemented by the Federal Government.

A fundamental axiom of our Institution to recognize the commitment and great effort of our nursing staff and stretcher-bearers. During 2020, incentives were granted to recognize their work, as well as their loyalty, and we will continue to support their great work.

100%
100% of front-line
personnel vaccinated 

+ 1,000
COVID tests performed
for collaborators 

*Does not include data from the Medica Sur, S.A. de C.V. Laboratories

Our indicators

on infection prevention and control

“safety doesn’t come first, it’s the only thing...”

OVER 250 INDICATORS WITH OUTSTANDING RESULTS, SURPASSING EVEN INTERNATIONAL STANDARDS.

3.5 days
average stay, non COVID

8.0 days
average stay, non-critical COVID

24.0 days
average stay, critical COVID

59.3%
occupancy rate



STANDARD 5.0

0.73%
Nosocomial
infection rate



STANDARD 2.7 NUMBER OF CASES/
100 SURGERIES

0.5
0.5 Cases / 100 surgeries
Surgical site infections



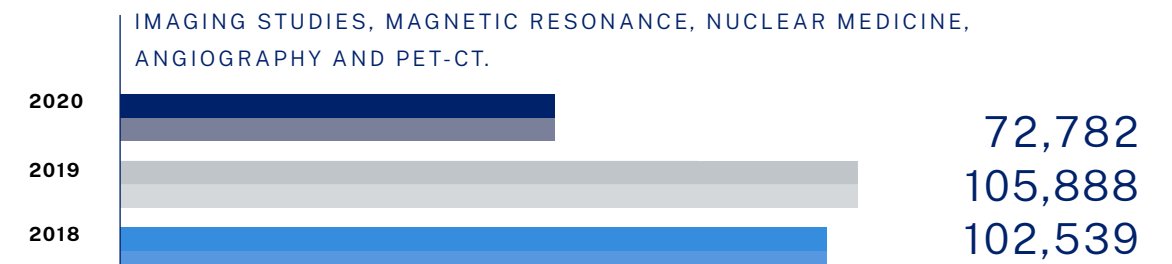
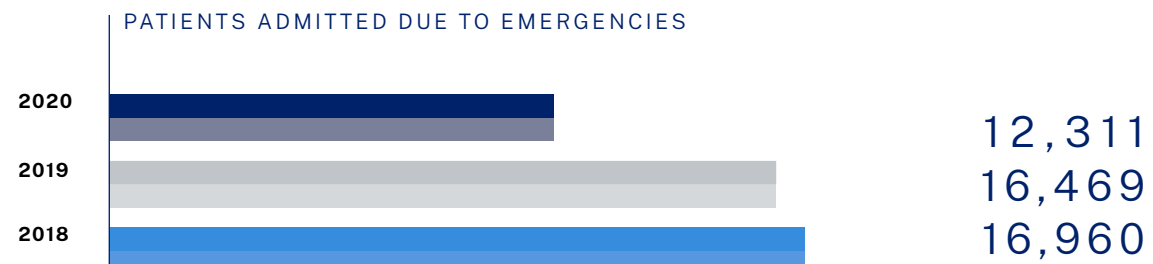
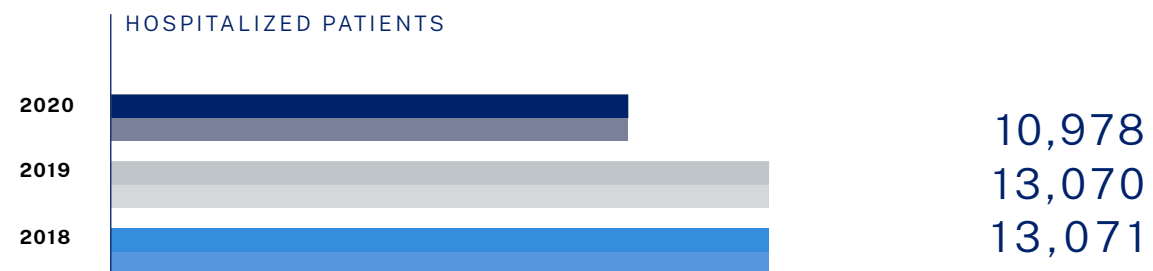
91.3%
Adherence
to hand hygiene

Our hospital activity indicators

10,978
10,978 patients hospitalized in 2020

1,164
1,164 COVID patients treated

+230,000
COVID tests carried out



* Corresponding exclusively to the Laboratorios Médica Sur brand.

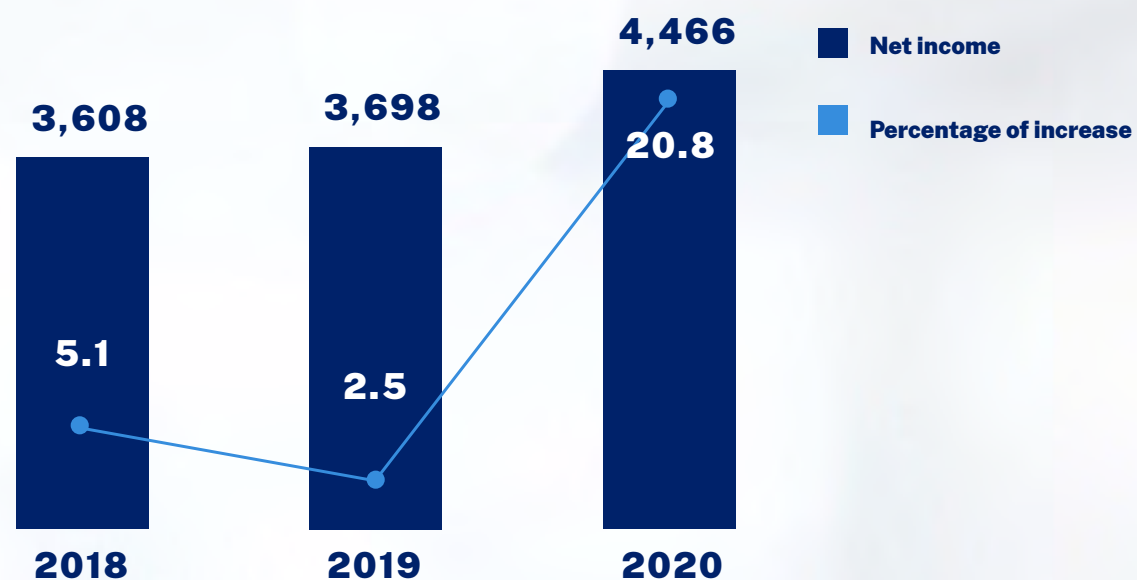
Our healthy finances and operations

OPTIMIZING RESOURCES WITH OUR PATIENTS' WELL-BEING IN MIND

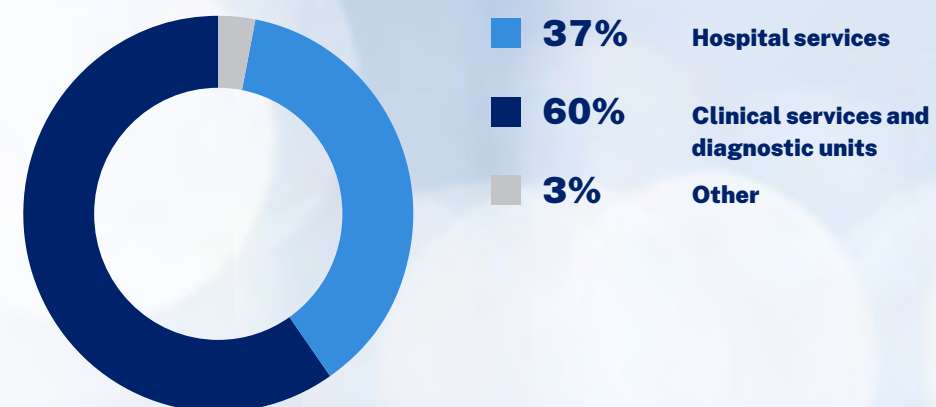


Our financial indicators

Revenues



2020 Revenue Breakdown

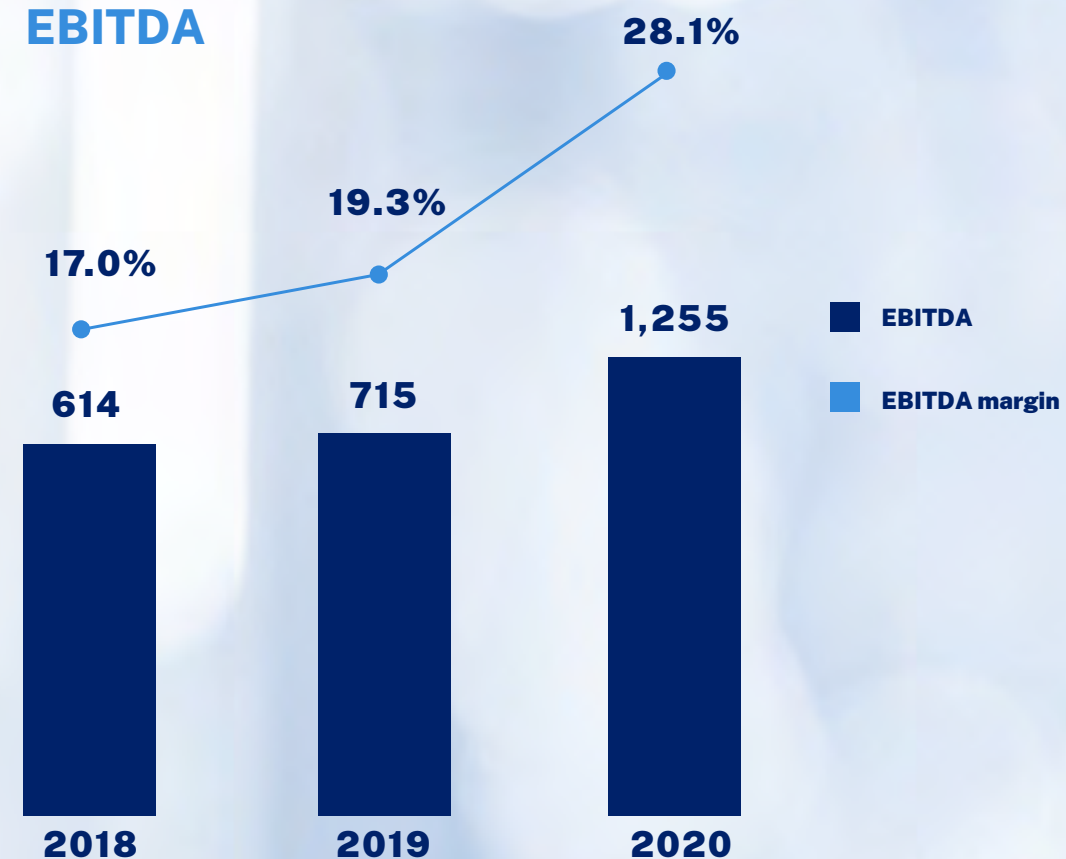


MÉDICA SUR, S.A.B. DE C.V. AND SUBSIDIARIES

	2019	2020	Change (\$)	Change (%)
Revenues	\$ 3,698.1	4,466.2	768.1	20.8%
Operating Income	363.7	931.6	567.9	156.1%
Operating margin	9.8%	20.9%		11.0 pp
EBITDA	714.6	1,255.3	540.8	75.7%
EBITDA margin	19.3%	28.1%		8.8 pp
Net Consolidated Income	140.6	558.9	418.3	297.6%
Net margin	3.8%	12.5%		8.7 pp
Net debt	945.5	427.2		
Leverage ratio	1.3x	0.3x		

Figures in millions of pesos, including rounding effects.

EBITDA



Our progress and innovations

MÉDICA SUR STANDS
FOR INNOVATION



“connecting our patients with their families was a great satisfaction...”

Integrated technology solutions just a click away from our patients

INNOVATION AND TECHNOLOGY

Smart rooms

In 2019 we entered into an agreement with Amazon to incorporate the Alexa voice command assistant in our smart rooms, with the aim of providing greater security to our patients, who can also use the assistant’s skills to make their stay more comfortable.

This project has delivered benefits in terms of controls and patient safety.

Voice assistant devices are made of easy-to-clean and sanitized insulating materials requiring no touching, as they are voice commanded.

Digital Clinical Record

Additionally, we launched the “Digital Clinical Record” – unique in Latin America – which is a competitive advantage that allows physicians to have online access to the records of hospitalized patients through their cell phones from anywhere, with measures and filters for the safety of our patients, as well as the optimization of time in the documentation processes used in the care of our patients.

El expediente está disponible a través de la app móvil, tabletas electrónicas y dispositivos wearables.

The application allows doctors to view their patients’ registration, diagnosis, medical orders, notes, results and the interpretation of studies, among other uses.



DIGITAL CLINICAL RECORD



ALEXA VIRTUAL ASSISTANT AVAILABLE AT ROOMS



MÉDICA SUR ROBOT



Médica Sur Robot

We rely on telemedicine robots that allow us to maintain contact with patients who require isolation and allow us to protect the patient’s health and that of the professionals who care for them.

My Médica Sur Hospital

Telemedicine is an innovative way to bring our hospital services to the comfort of home or wherever our patients may be.

This new platform, introduced in June 2020, includes a virtual medical tower, where we offer remote medical consultations, sharing of studies, online sales and laboratory services, among other uses, so that doctors and patients can interact securely, following the highest hospital quality standards at all times.

We also offer the “Back to work” hybrid checkup, for patients who have been afflicted with a respiratory disease and need to know their general health status before returning to their activities.

Our goal is to add more services at just a click away from our patients. Going digital means innovating, and in this respect Médica Sur is always at the forefront.



A photograph of a patient lying in a hospital bed, wearing a white face mask and a patterned hospital gown. The patient is positioned in the lower right portion of the frame. The background shows a clinical setting with white walls, a large medical device (possibly a microscope or endoscope) mounted on a stand, and various pipes and conduits. The lighting is bright and clinical.

Our support to the Médica Sur Clinic Foundation

THE FOUNDATION CELEBRATES ITS
25TH ANNIVERSARY HELPING THE MOST
VULNERABLE COMMUNITIES.

VISION

BEING A NATIONAL REFERENCE IN COMMUNITY SUPPORT ACTIVITIES CONTRIBUTING TO A MORE EQUITABLE HEALTH CARE SYSTEM.

MISSION

CONTRIBUTING TO SCIENTIFIC RESEARCH, MEDICAL TRAINING AND ASSISTANCE TO VULNERABLE COMMUNITIES AIMED AT IMPROVING THE HEALTH OF MEXICANS.



The Médica Sur Clinic Foundation is not a part of the group; it is an entity comprised of various individuals, including some of the Directors of Médica Sur, as well as external individuals whose common purpose is the promotion of medical education and science. The activities and decisions of the Foundation are not related to the corporate structure and are not subject to the approval of the Board of Directors or the Chief Executive Officer of Médica Sur.

“connecting our patients with their families was a great sense of satisfaction...”

For 25 years, our foundation has been supporting the most vulnerable communities.

During 2020, the Médica Sur Clinic Foundation spent a total of MXN 19.8 million on academic research, education, social assistance and volunteering activities.

In 2020 the Médica Sur Clinic Foundation supported the scientific work of nine researchers who belong to the National System of Researchers (SNI), by means of financial incentives in accordance with the guidelines set forth by CONACYT (the National Council of Science and Technology).

As a result of this support, researchers published a total of 45 articles, which is 50% more than in 2019.

Compared to last year, the number of protocols received by the Foundation doubled, most of them on treatments related to COVID-19. The Committee was in charge of reviewing the protocol for the Recombinant Vaccine against the new coronavirus from CanSino Biologics, Inc. of China.

In regard to education, the foundation conducted the courses and seminars planned for 2020 online, aimed at health professionals, students and the general public.

The foundation's welfare efforts were compromised by mobility restrictions; however, the foundation made significant efforts to continue providing a wide range of social services.

The Annals of Hepatology, a journal published by the Foundation, ranked as the first journal of medicine in Mexico and the leading hepatology and gastroenterology publication in Latin America. Its impact factor increased from 1,895 in fiscal year 2019 to 2,125 in 2020. This measure reflects the influence and recognition that journals receive in the scientific community.

For the Foundation's annual activity report, as well as to learn more about the activities of the Foundation, please visit: https://www.medicasur.com.mx/es_mx/ms/ms_fundacion

2,120
tests and treatments performed



1,150
consultations performed



757
patients treated



53
health care professionals



17
cataract surgeries



14
hearing aids delivered



A close-up photograph of a laboratory setting. A person wearing a white lab coat and purple nitrile gloves is handling a white rack filled with numerous clear plastic test tubes. The tubes are arranged in two rows. Some tubes have white labels with black text and barcodes. One visible label reads "TUBO TAPON RQJ-D-AMR LLO P/I", "0098425501", and "EGD". Another label reads "TUBO TAPON RQJ-D-AMR LLO P/I", "00984109513", and "EGD". The background is slightly blurred, showing a blue lab coat and a white piece of equipment with a green indicator light. The overall scene is brightly lit, typical of a clinical or research laboratory.

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TICKER SYMBOLS

SHARES: MEDICA B
STOCK CERTIFICATES: MEDICA 20

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