

Bridging the Gap Between High-Value Patients and World- Class Healthcare

A Strategic Patient Facilitation Partner
for Top-Tier Hospitals in Bangalore



Who We Are: The Premier Medical Concierge

Sustho Sathi is a premier medical facilitation and healthcare logistics company. We act as a dedicated bridge connecting patients from Eastern India and Bangladesh with elite healthcare institutions in Bangalore. We do not just refer patients; we provide an end-to-end concierge experience. By managing the complexities of travel, language, and pre-triage, we allow hospitals to focus entirely on what they do best: delivering exceptional clinical care.



10,000+

Patients Assisted (100%
Pre-screened Cases)



**2+ Focus
Markets**

(West Bengal &
Bangladesh)



**50+ Top
Specialists**

Connected (Cardiac,
Neuro, Ortho, Oncology)



**Verified
Partner**

(Recognized MSME &
NABH Applied)

Unlocking Eastern Demographics: Overcoming Barriers to Entry

Eastern India and Bangladesh represent a massive demographic seeking advanced medical treatments. However, these high-value patients face significant barriers. We eliminate these, transforming a fragmented journey into a streamlined pipeline pipeline directly to your specialized departments.

The Fragmented Journey (Status Quo)

Inability to communicate complex medical histories in English or Kannada.

Overwhelmed by travel, navigating a new city, and finding culturally appropriate accommodation.

Uncertainty regarding specialist matching, hidden fees, and treatment estimates.

Language Barrier

Logistical Hurdles

Medical & Financial Triage

The Sustho Sathi Ecosystem

24/7 fluent bilingual coordinators (Bengali, Hindi, English) accompany patients inside the hospital.

End-to-end concierge: Station/airport reception, local transport, and native Bengali food/stay managed externally.

Secure pre-triage via WhatsApp reports. Patients arrive financially ready to pay directly at the hospital counter with zero hidden middleman fees.

The Operations Shield: Protecting Your Clinical Focus

We act as a highly efficient, external front-desk for your institution. We handle the outside; you handle the inside.

Targeted Patient Flow

Routing complex, pre-screened cases directly to your Centers of Excellence.

Zero Language Barrier

Seamless doctor-patient communication via our on-ground coordinators.

Inner Core Hospital Clinical Excellence

Oncology | Cardiology | Transplants
Neurology | Orthopedics | Gastroenterology

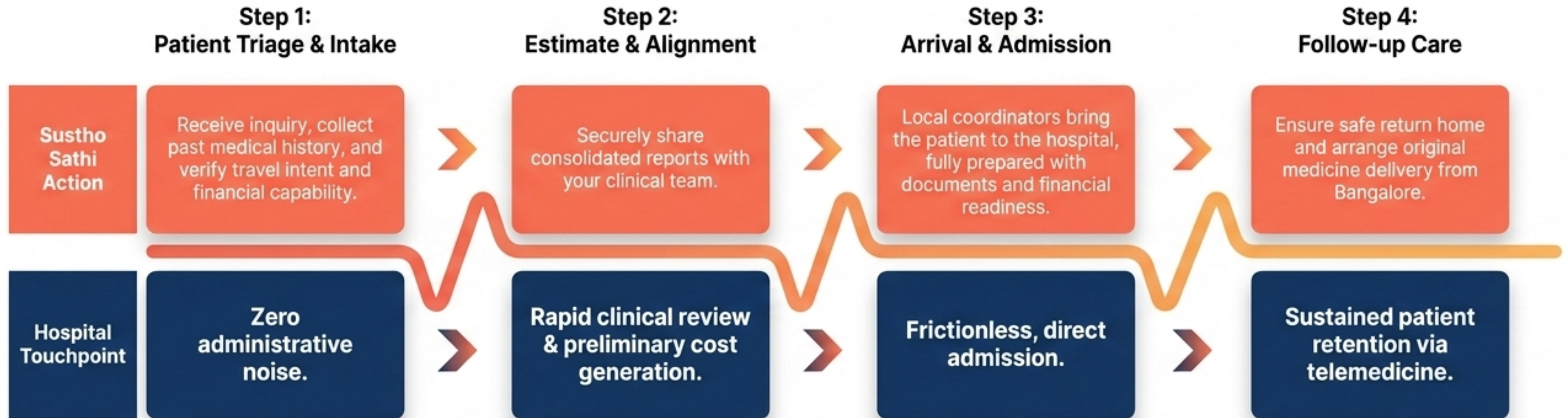
Operational Efficiency

Pre-collected medical reports for initial estimates, drastically reducing OPD friction.

Logistics Managed

Zero administrative headache for your staff—we handle flights, stays, and local transport.

The Seamless Workflow: Parallel Processing for Zero Friction



Enterprise-Grade Compliance and Security

We treat patient data with the exact same rigorous security protocols expected from top-tier healthcare institutions.



Secure Document Transfer

All medical reports and pre-triage documents are transmitted via secure, encrypted, HIPAA-aligned channels to ensure zero data leakage.



Strict Patient Confidentiality

We operate under strict internal NDAs to guarantee that highly sensitive medical information is handled with absolute care and discretion.

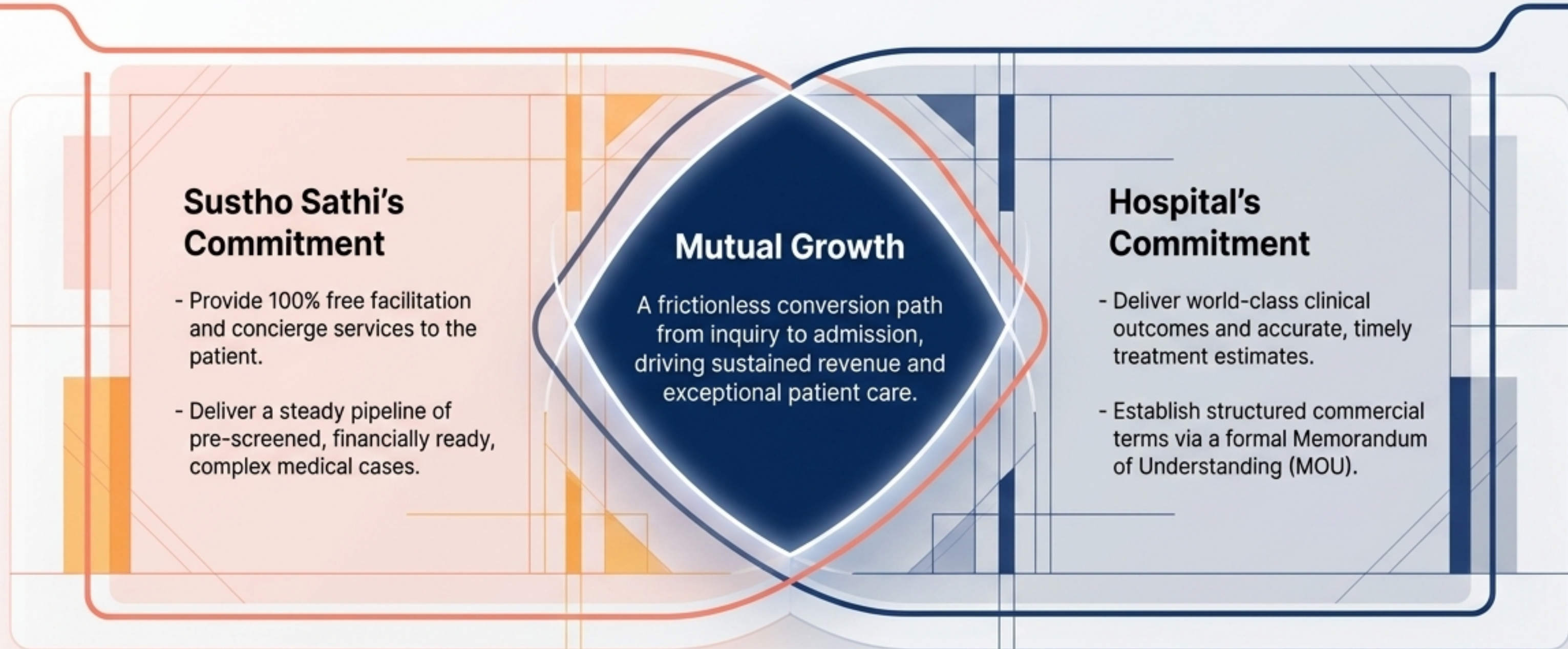


Compliant Workflows

Our standard operating procedures align perfectly with international healthcare privacy standards, systematically protecting both our patients and our hospital partners.

A Collaborative Model for Mutual Growth

We operate on a transparent, highly strategic partnership structure designed to maximize patient volume while eliminating administrative bottlenecks.





Let's Transform Patient Care, Together.

We are actively seeking to establish a formal partnership with your hospital to route our growing pipeline of high-value patients to your Centers of Excellence.



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We look forward to signing an MOU and driving consistent, high-value mutual growth.

