



Mercy Hospital is a comprehensive healthcare facility offering a full range of services to international patients. A 473-bed acute care facility, Mercy Hospital is accredited by Joint Commission. Mercy is affiliated with over 700 physicians representing 27 medical specialties. Mercy Hospital has been serving the healthcare needs of patients for over 55 years.

**Mercy Hospital  
International Services Department**

3663 S. Miami Ave.  
Miami, FL 33133

**Telephone:** 305/285-2735

**Facsimile:** 305/285-2971

**E-mail:** [international@mercymiami.org](mailto:international@mercymiami.org)

[www.mercymiami.org](http://www.mercymiami.org)

Mercy Hospital is dedicated to providing excellent medical care, while remaining true to its mission of caring for the physical and spiritual needs of all the people it serves. Its Centers of Excellence include: ***The Heart Center at Mercy Hospital, the Miami Cancer Center at Mercy Hospital, the Minimally Invasive Surgical Institute at Mercy Hospital and the Orthopaedic Institute at Mercy Hospital.***

As Miami-Dade's only Catholic hospital, Mercy Hospital is sponsored by the Sisters of St. Joseph of St. Augustine, Florida and is part of Catholic Health East. Since its inception in 1950, Mercy Hospital has maintained its reputation for excellence while following the Catholic tradition of caring for God's people and providing spiritual support. Mercy Hospital is a recipient of the prestigious **Magnet™** award for nursing excellence, **HealthGrades Distinguished Hospital for Clinical Excellence Award™** (2003-2004, 2006-2009), **HealthGrades Patient Safety Excellence Award™** (2007-2009), **HealthGrades Women's Health** and **Maternity Care Excellence Awards** (2009-2010).

At Mercy Hospital, we believe excellent healthcare has no boundaries. Wherever you live, you want the best medical and health services for you and your loved ones. The International Services department at Mercy offers a comprehensive program dedicated to meeting the needs of international patients and their families 24 hours a day. Our multilingual staff is specifically trained to deal with your unique needs and is firmly dedicated to ensuring individualized assistance prior to your arrival and upon your return home.

Our highly qualified team coordinates international referrals, forwards medical records to referring physicians and schedules all your appointments and consultations. Depending on your needs, you will be provided assistance with hotel accommodations, long-term housing and vehicle rental arrangements. We also assist with letters of verification for visa requests and guidance

## Mercy Hospital Specialties:

- Bariatric Surgery
- Cardiology
- Cardiopulmonary
- Colon/Rectal Surgery
- Dermatology
- Endocrinology
- Family Practice
- Gastroenterology
- General Surgery
- Infectious Disease
- Internal Medicine
- Neonatology
- Nephrology
- Neurology
- Neurosurgery
- Obstetrics and Gynecology
- Oncology
- Ophthalmology
- Orthopedic
- Otolaryngology
- Perinatology
- Physician/Rehabilitative Medicine
- Plastic Surgery
- Podiatry
- Pulmonary
- Urology

in the process of immigration services. Furthermore, once you are admitted, an International Service member will visit you on a daily basis to assess your needs and maintain up-to-date patient status and quality control.

We know that traveling for healthcare can be complex, confusing and expensive. That is why we are committed to offering the highest quality medical and health services at competitive rates, in a very personalized manner. The financial counselor at the International Patient Services Center serves as your liaison for all medical-related arrangements. They are experienced in working with international insurance providers and foreign government agencies. They will also coordinate any necessary medical package and treatment quotes and facilitate pre-payment through direct pay, credit cards and wire transfers.

The International Patient Center is located on the first floor near elevator A in the hospital's main building. International patients are welcome to visit the Center Monday through Friday between the hours of 8:00 a.m. and 4:30 p.m.

### **Our services for international patients include:**

- Referral to over 700 physicians affiliated with Mercy Hospital
- Appointment for consultation and second opinions
- Appointment for Executive Health Assessment
- Assistance with travel and accommodations
- A private waiting area with fully equipped business center
- Centralized admission, registration, discharge
- Financial counseling
- Arrangement for air and ground ambulance transportation

As an added service, we will render full concierge services including directions, recommendations and reservations for local dining and attractions and suggestions for area shopping. Arrangements can also be made for transportation to and from the airport. Our International Services department strives to ensure every patient's stay at Mercy Hospital is a comfortable and memorable one.

### **Contact Information**

#### **International Patient Services Coordinator**

Belinda Sosa

[bsosa@mercymiami.org](mailto:bsosa@mercymiami.org)