

# INTERNATIONAL SERVICES



World-class care  
from one of America's  
top hospitals



UCSF Medical Center is among the  
Nation's Best Hospitals

**UCSF** Health



“I just want to take this opportunity to let you know how grateful we are for your service. It has been nothing short of impeccable. A refreshing assurance that someone is taking care of us on this difficult journey.”

**Neurosurgery patient**  
Philippines



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# INTERNATIONAL SERVICES



## 88 COUNTRIES

To date, patients from 88 countries have benefited from UCSF Health's world-class care coupled with concierge international services tailored to those patients' individual and cultural needs.



### Personalized, compassionate service

All patients receive care in an environment that respects diverse cultural traditions and backgrounds. For each patient and his or her family, a dedicated senior patient liaison coordinates care with our premier physicians and assists with any special needs before, during or after the visit, including recommending the following services:



INTERPRETERS AND TRANSLATION SERVICES



SPIRITUAL AND RELIGIOUS GUIDANCE



ACCOMMODATIONS AND LODGING



RESTAURANTS AND SHOPPING



TRANSPORTATION



BANKING

“Although we do not speak the language, the international team made us feel like we were at home.”

**Son of a liver transplant patient**  
Kuwait

“During my liver transplant at UCSF Medical Center, I truly enjoyed the fabulous care that was provided to me during my hospital stay. Best team in the world!”

**Liver transplant patient**  
Saudi Arabia





# UCSF HEALTH BY THE NUMBERS



## EXCEPTIONAL NURSES

UCSF is among only 10 percent of American hospitals to earn the prestigious Magnet designation for excellence in nursing from the American Nurses Credentialing Center.



12

Ranking among hospitals in the nation (UCSF Medical Center)\*

2,565

Babies delivered at the UCSF Center for Mothers and Newborns

628

Licensed beds (adults)

46,230

Surgical procedures performed

369

Licensed beds (children)

40,895

Hospital admissions

2,992

Physicians

67,506

Patients treated in the Emergency Departments

5,291

Nurses

2,517,592

Outpatient visits

16,456

Employees

All numbers are from FY21. Except where noted, all numbers reflect combined totals for UCSF Medical Center and UCSF Benioff Children's Hospitals.

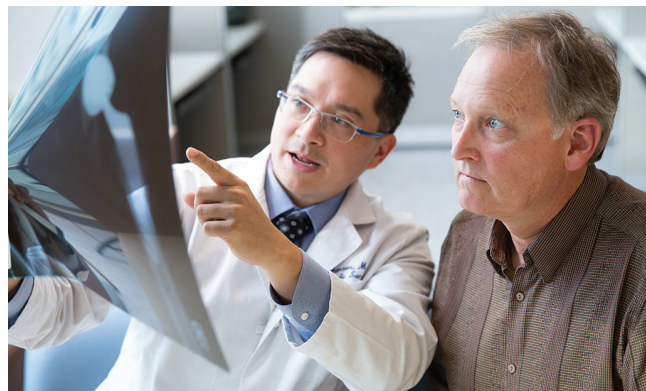
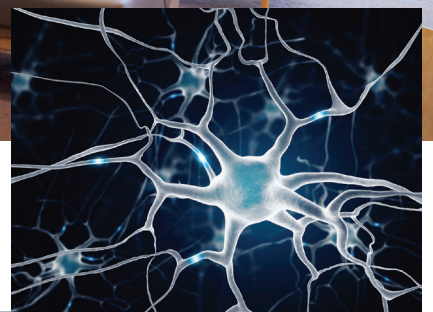
\*U.S. News & World Report, 2022-23 Best Hospitals Honor Roll

## Six Nobel Prize Winners



UCSF has been home to a total of six Nobel laureates in Physiology or Medicine. They are J. Michael Bishop and Harold E. Varmus (1989), Stanley Prusiner (1997), Elizabeth Blackburn (2009), Shinya Yamanaka (2012) and David Julius (2021).







# WORLD-CLASS CARE FOR ADULTS



UCSF Medical Center is among the Nation's Best Hospitals

#1 in the U.S.  
for the number  
of brain tumor  
patients treated

## Neurology and neurological surgery

Ranked #2 in the nation for neurology & neurosurgery according to U.S. News & World Report's 2022-23 Best Hospitals publication, the neurologists and neurosurgeons of the UCSF Medical Center work collaboratively to translate discoveries in the lab into new and more effective treatments for patients with even the most complex brain disorders. Using the most advanced imaging and diagnostic techniques available, our specialists treat a broad range of neurological conditions, including epilepsy, movement disorders, Parkinson's disease, multiple sclerosis, brain tumors and more.

For 15 years in a row, UCSF has received more National Institutes of Health (NIH) funding for neurology and neurosurgery research than any other hospital in the United States. With the largest brain tumor program in the nation, the largest stroke and cerebrovascular program in California, more epilepsy surgeries performed than any other center in the West and more than 5,700 surgeries performed each year, the neurology and neurosurgery team at UCSF continually pushes the frontiers of brain medicine to improve the lives of our patients.

## The UCSF Weill Institute for Neurosciences



The UCSF departments of neurology, neurological surgery and psychiatry comprise the UCSF Weill Institute for Neurosciences. Underwritten by a \$185 million donation from the Weill Family Foundation and Joan and Sanford Weill, the institute is fostering the next generation of innovative collaborations among neurologists, neurosurgeons, psychiatrists, neuroradiologists, neurointerventional radiologists and neuro-oncologists.



## Cancer care

The UCSF Helen Diller Family Comprehensive Cancer Center builds on UCSF's long tradition of excellence in cancer research, including the Nobel Prize-winning work of J. Michael Bishop and Harold Varmus. The National Cancer Institute has designated UCSF a Comprehensive Cancer Center. In addition, UCSF is tied for the the best hospital in Northern California for cancer care according to U.S. News & World Report's 2022-2023 Best Hospitals rankings. We have expertise in all types of cancer and treatment approaches, including:

- Blood cancer
- Breast cancer
- Colorectal cancer
- Endocrine cancer
- Gastrointestinal/pancreatic cancer
- Gynecologic cancer
- Head and neck cancer
- Integrative oncology
- Liver cancer
- Lung cancer
- Neurologic cancer
- Radiation oncology
- Skin cancer
- Soft tissue and bone cancer
- Urologic cancer

Our treatment options – many of which are available in very few hospitals in the world – include the most advanced surgeries, radiotherapies, chemotherapies and immunotherapies. Our state-of-the-art molecular profiling enables us to target many of these treatments to a tumor's specific genetic profile. For patients who don't respond to standard treatment, we are actively involved in more than 250 cancer-specific clinical trials, spanning all cancer types. Our pioneering Symptom Management Service has led the way in addressing issues such as pain, fatigue and depression.

## Solid organ transplants

Over the last half century, our interdisciplinary transplant service – one of the most active and most highly regarded in the world – has completed more than 20,000 organ transplants. Our Center for Living Donation is the largest on the West Coast, performing more than 170 living donor transplants per year. Based on one-year survival rates, the Scientific Registry of Transplant Recipients gives our liver and lung transplant programs its highest rating.\* We have completed more kidney transplants at UCSF Health than any other institution in the world, and since the founding of our interdisciplinary transplant service in the 1960s, our work has grown to include heart, kidney, liver, lung and pancreas transplants. U.S. News & World Report ranks UCSF Medical Center:

- Best in Northern California for pulmonology
- Best in Northern California for urology
- Best in Northern California for diabetes & endocrinology
- Among the nation's best for gastroenterology & GI surgery
- Among the nation's best for cardiology & heart surgery

\*Scientific Registry of Transplant Recipients. Find & Compare Transplant Programs. [srtr.org](http://srtr.org). Accessed October 20, 2017.

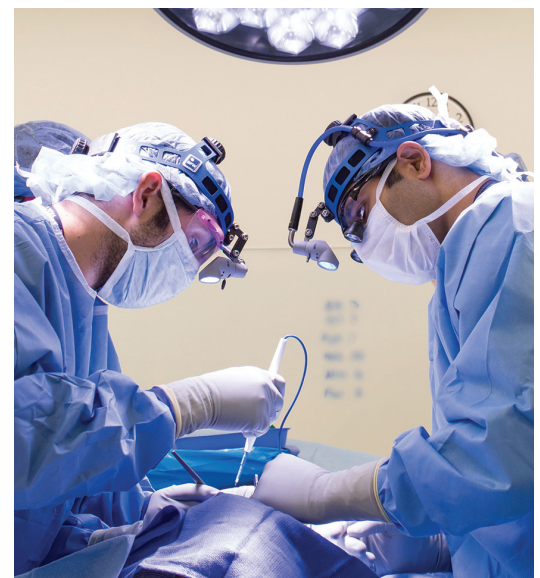
“We all greatly appreciate your patience, professionalism and the time you've invested in us.”

**Advocate for a prostate cancer patient**  
Israel



“Best medical team that I could ever ask for! It was a rough road but they all made it easy for me. Because of them, I am enjoying life today.”

**Lung transplant patient**  
The United Arab Emirates





# WORLD-CLASS CARE FOR ADULTS



## TOP 10 IN 8 SPECIALTIES

UCSF Medical Center is ranked in the top 10 in the nation in diabetes & endocrinology, ear, nose & throat; geriatrics; neurology & neurosurgery; ophthalmology; psychiatry; pulmonology & lung surgery; and rheumatology.

### Cardiovascular care and prevention

The UCSF Heart and Vascular Center is home to a world-class team of cardiologists, heart surgeons, vascular surgeons, transplant surgeons and other specialists, all working collaboratively to provide the highest-quality care for patients. U.S. News & World Report regularly ranks our cardiology and heart surgery programs among the top such programs in the nation due to our combination of innovative research, advanced diagnostic tools, quality outcomes and state-of-the-art treatment options.

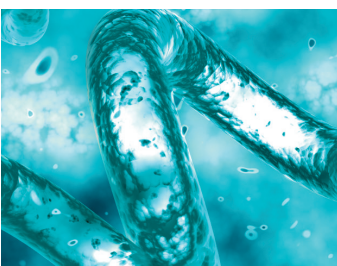
We have expertise across all areas of heart and vascular care, from the most common conditions to the most rare and complex. Some of our notable expertise includes:

- Adult congenital heart disease (ACHD)
- Advanced heart failure and mechanical circulatory support (VAD, ECMO)
- Cardio-oncology
- Heart and lung transplant
- Hypertrophic cardiopathy (HCM)
- Limb preservation
- Minimally invasive coronary artery bypass grafting (CABG)
- Structural heart and valvular disease

### Blood and marrow transplant

UCSF blood disorder specialists provide the best care possible for patients with acute and chronic blood conditions. This includes being a national leader in blood and bone marrow transplants. Our expert transplant team is composed of doctors, nurses, social workers and other health professionals who work together to care for individuals and their families throughout the transplant process. We have been named an “over performer” for allogeneic stem cell transplants by the Center for International Blood and Marrow Transplant Research, meaning that we exceed expectations for patient survival rates.

## Advancing precision medicine

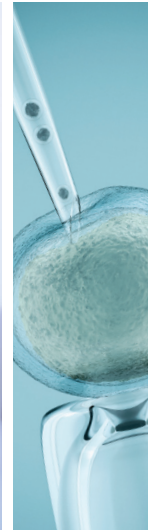


UCSF's Institute for Human Genetics provides whole exome sequencing for UCSF clinicians. By sequencing just 2 percent of the genome, we can detect approximately 85 percent to 90 percent of known disease-causing genetic variants and, increasingly, use those findings to target treatments.



## World leaders in women's health

The UCSF Women's Health Center is recognized internationally for its expertise in providing comprehensive, specialized care for women's health issues. We are the only U.S. Department of Health and Human Services-designated National Center of Excellence in Women's Health in Northern California. Our team includes board-certified experts in obstetrics and gynecology, reproductive endocrinology and infertility, as well as outstanding genetic counselors, psychologists, male reproductive health specialists, nurses and office staff. Doctorate-level embryology staff help maximize success for all individuals and couples who choose to undergo in vitro fertilization through our program.



“Once again: thank you very much for your excellent personalized service, which was deeply appreciated.”

**OB-GYN patient**  
Saudi Arabia

## Orthopaedics

UCSF is among the nation's best in orthopaedics according to U.S. News & World Report's 2022-23 Best Hospitals rankings. We are one of the nation's leaders in National Institutes of Health (NIH) research funding – continually advancing surgical techniques and devices that improve the quality of our patients' lives – and our Institute for Global Orthopaedics and Traumatology is a groundbreaking initiative that partners with international health care workers and systems to address the underlying causes of orthopaedic- and trauma-related injuries.





# WORLD-CLASS CARE FOR CHILDREN



**BEST  
CHILDREN'S  
HOSPITALS**

**U.S. News**  
& WORLD REPORT

RANKED IN  
10 SPECIALTIES  
2022-23

## AMONG THE BEST

UCSF Benioff Children's Hospitals, Oakland and San Francisco, rank among the nation's best in 10 specialties, including cancer, cardiology & heart surgery, diabetes & endocrinology, gastroenterology & GI surgery, neonatology, nephrology, neurology & neurosurgery, orthopedics, pulmonology and urology.

### Pediatric Brain Center

By bringing together experts from all specialties related to brain health in children, the UCSF Pediatric Brain Center is advancing the standard of care for young patients with complex brain disorders. Taking advantage of UCSF's world-class research efforts, our center links our clinical and research teams to ensure that our patients are the first to benefit from new knowledge. UCSF Benioff Children's Hospitals are nationally ranked for pediatric neurology & neurosurgery according to U.S. News & World Report's 2022-23 Best Children's Hospitals publication, with notable expertise that includes:

- Epilepsy treatment, including surgery
- Gene therapy
- Movement disorder treatment, including deep brain stimulation with surgical intervention
- Stroke and neurovascular care





## Pediatric Heart Center

Ranked among the top pediatric cardiology centers in the nation, the UCSF Pediatric Heart Center is an integrated program of experts working together to offer comprehensive, patient-centered care to the fetus, infant, child and adolescent with heart disease, as well as to adults with congenital heart disease. Our surgery and interventional cardiology programs have a special focus on repairing the hearts of infants with the most complex problems, such as hypoplastic left heart syndrome. Our clinicians are also world-renowned for their skills in using echocardiography, cardiac MRI and 3D modeling to diagnose and help treat heart defects, both before and after birth. Areas of focus include:

- Cardiac catheterization
- Electrophysiology
- Heart failure
- Neonatal congenital heart surgery
- Pulmonary hypertension



[ucsfbenioffchildrens.org/care/heart](https://ucsfbenioffchildrens.org/care/heart)

## Pediatric cancer services

We deploy teams of world-renowned childhood cancer experts who care for patients with every type of childhood cancer. Our doctors are at the forefront of developing new therapies through a variety of research projects and clinical trials. U.S. News & World Report ranks our program among the top pediatric cancer programs in the nation, and best in Northern California. Our expertise includes:

- Leukemia
- Metaiodobenzylguanidine (MIBG) therapy for neuroblastoma
- Neuro-oncology

## Pediatric liver, kidney and heart transplants

UCSF Benioff Children's Hospitals are leaders in kidney, liver and heart transplants. We offer cutting-edge therapies and drugs – some pioneered here – and our interdisciplinary teams have transplanted more than 900 pediatric recipients. We are also the only center in the western U.S. to offer total pancreatectomy with islet cell auto-transplant for pediatric patients.





# WORLD-CLASS CARE FOR CHILDREN



## HIGHLY RANKED SPECIALTIES

UCSF Benioff Children's Hospitals ranks fifth nationwide in newborn specialty care (neonatology) and is the top-ranked children's hospitals in Northern California for pediatric cancer care.

### Fetal Treatment Center

UCSF is a world leader in diagnosing and treating birth defects before delivery. Since its founding in 1981, the Fetal Treatment Center has expanded its vision to incorporate dynamic new methods for diagnosis and treatment based on the emerging fields of maternal-fetal genetics and precision medicine.

Located in UCSF Benioff Children's Hospitals, the center offers coordinated, comprehensive, family-centered care from prenatal diagnosis to long-term follow-up. Our large patient volume provides us with the depth of experience needed to provide the best care possible.

With advanced diagnostics, if interventions are needed, our multidisciplinary approach draws on the expertise of leaders from many specialties, including perinatology, neonatology, genetics, surgery, cardiology, radiology and anesthesia.

Our Neonatal Intensive Care Units provide superior care to these newborns and infants with complex medical conditions.







### **Pediatric blood and marrow transplant**

The UCSF Pediatric Blood & Marrow Transplant Program is a leader in the treatment and research of bone marrow transplants for children who have cancer, as well as diseases of the immune system, other bone marrow disorders and some metabolic diseases. Our program is internationally recognized for its expertise in treating children with high-risk neuroblastoma, sickle-cell anemia and thalassemia, and we are among the most active transplant centers for children in North America, with one-year survival rates that exceed the national averages.

### **Pediatric gastroenterology and gastrointestinal surgery**

U.S. News & World Report ranks UCSF Benioff Children's Hospitals among the best pediatric gastroenterology and gastrointestinal surgery programs in the nation. In addition to doctors with a broad range of expertise, our team includes nurse specialists, registered dietitians, pharmacists, therapists, pain management specialists and others with special training in treating children and teens with:

- Chronic pancreatitis
- Crohn's disease
- Genetic disorders
- Irritable bowel syndrome (IBS)
- Ulcerative colitis

### **Pediatric orthopaedics**

The UCSF Division of Pediatric Orthopaedic Surgery provides comprehensive, family-centered care to children with musculoskeletal disorders and injuries. Our department's clinical research has led to the validation of two surgical techniques – vertebral body stapling and screw-and-cable spinal tethering – that help growing children avert long-term bracing and spinal fusion for scoliosis. U.S. News & World Report ranks UCSF Benioff Children's Hospitals among the top centers in the nation for orthopaedics.





# ADVANCING HEALTH WORLDWIDE



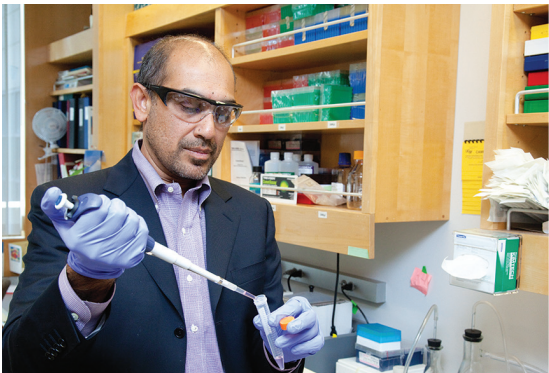
## TOP RECIPIENT OF NIH GRANTS

In 2021, UCSF received more biomedical research funding from the National Institutes of Health (NIH) than any other public institution, continuing a 15-year trend, according to annual figures from the NIH. In addition, UCSF was the fourth-highest grant recipient among all public and private institutions nationwide.

## Culturally sensitive care draws on our global health experience

With a mission to advance health worldwide, UCSF is committed to collaborating with leading international providers and organizations. We are driven by the idea that, when the best research, the best teaching and the best patient care converge, we can deliver breakthroughs that help advance care worldwide. Our collaborative programs include research, education and training aimed at capacity building and developing skilled workforces in other countries, remote second opinions, telemedicine, and advisory services.

UCSF leads hundreds of cutting-edge clinical trials that are shaping the future of medical care.







## Global research

Our global research projects include the work of more than 600 UCSF researchers conducting projects in more than 190 countries. These diverse research and training projects encompass the fields of behavioral science, bench science and clinical trials, diagnostics and drug development, epidemiology and policy.

## Education and training

Founded in 2003, Global Health Sciences (GHS) at UCSF helped establish the field of global health sciences as an academic discipline. Our master's degree program was the first of its kind in the nation and continues to be a leader in global health education. GHS students gain access to the extensive UCSF network and work closely with faculty and mentors who are the field's leading practitioners. Students learn multiple perspectives on global health problems and solutions in a dynamic learning environment with diverse peers.

In addition, through our Global Strategic Information group, we offer an array of leadership programs, continuing medical education (CME) courses, fellowships, short courses and workshops for physicians, nurses and allied health professionals locally and around the world, based on individual country and institutional needs. In most cases, these courses and workshops employ a train-the-trainer capacity-building approach, with the intent of incorporating educational materials into the existing curriculum of the partner institution. Our courses have been offered in more than 30 countries throughout Africa, Asia, Latin America and the Caribbean, the Middle East and Central Europe and have been taught in French, Portuguese, Russian and Spanish.





# FOSTERING INTERNATIONAL COLLABORATION



## AN INTERNATIONAL HUB

San Francisco International Airport, Oakland International Airport and Mineta San Jose International Airport all receive direct flights from most major cities around the world.



## Remote second opinion program

If you are facing a complex medical issue or difficult treatment decision, receiving a second opinion from a world-class academic medical center can provide valuable guidance and peace of mind. Our online second opinion program ([ucsfhealth.org/secondopinion](https://ucsfhealth.org/secondopinion)) offers patients and physicians access to leaders in all major specialty areas at UCSF Health no matter where you live. The process is simple, convenient and completely confidential.

## Telehealth

Telehealth encompasses a broad variety of technologies and tactics that deliver virtual medical, health and education services to patients from around the world who might otherwise lack local access to certain providers or services. Our resources include:

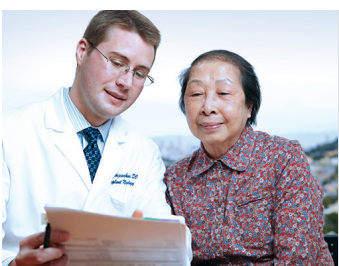
- Physician-to-physician e-consults
- Telepathology
- Teleradiology
- Video consults



## Advisory services

In addition to our clinical, educational and research-oriented projects around the world, UCSF Health is developing services that enable international partners to leverage the expertise associated with a leading academic medical center. We are interested in fostering international partnerships in which our experts in business and administration, clinical care and education collaborate with our partners on services that include health system development, adaptation of technology advances and provider training.

## Easy access to expert opinions



When the son of a Chinese woman with lung cancer called International Services, he was not yet sure his family was ready to travel to the U.S. for care. Upon finding the process of registering for a remote second opinion so efficient – and the physician's report so detailed and easy to read – they decided to come to UCSF for their care.





UCSF Health attends to the spiritual needs of our patients, with our chaplains representing many faith traditions and our hospitals providing dedicated spaces for prayer and meditation.





# CONTACT INFORMATION



## International Services

1500 Owens St., Suite 360  
San Francisco, CA 94158 USA  
+1 415-353-8489  
+1 415-353-3672 (fax)  
ims@ucsf.edu  
ucsfhealth.org/international

## Access our world-class care

### FIND A DOCTOR

#### UCSF Health/UCSF Benioff Children's Hospital San Francisco

For help finding a specialist or a primary care physician in San Francisco:

**Phone:** (888) 689-8273 (888-689-UCSF)

**Email:** [referral.center@ucsfmedctr.org](mailto:referral.center@ucsfmedctr.org)

**Web:** [ucsfhealth.org/find-a-doctor](http://ucsfhealth.org/find-a-doctor) (adults)  
[ucsfbenioffchildrens.org/find-a-doctor](http://ucsfbenioffchildrens.org/find-a-doctor) (children)

### SPECIALTY CARE CLINICS

Doctors from UCSF Health treat patients at specialty care clinics located throughout Northern California. These clinics, which are affiliated with doctors, medical groups and hospitals in communities throughout the region and beyond, allow patients to receive our services closer to home.

**Adult clinics:** [ucsfhealth.org/specialtyclinics](http://ucsfhealth.org/specialtyclinics)

**Pediatric clinics:** [ucsfbenioffchildrens.org/specialtyclinics](http://ucsfbenioffchildrens.org/specialtyclinics)

[ucsfhealth.org](http://ucsfhealth.org) | [ucsfbenioffchildrens.org](http://ucsfbenioffchildrens.org)





“My wife and I had a wonderful experience at UCSF Medical Center. We had the best care from nurses, medical team and staff. They made my wife’s stay wonderful.”

**Husband of a liver transplant patient**  
Kuwait



# INTERNATIONAL SERVICES

## **International Services**

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