

Why Choose UPMC Children's?

International Services
UPMC Children's Hospital of Pittsburgh

UPMC | CHILDREN'S HOSPITAL OF PITTSBURGH









Fast Facts

Nine floors of inpatient and outpatient care areas

Spacious, private and semi-private rooms (with overnight accommodations for parents), designed with kids in mind

20,000-square-foot family resource and activity center, among the largest in the world, including an atrium, chapel, libraries, healing garden, and business center for working parents

317 licensed inpatient beds, including:

- **124-bed** Critical Care Unit, comprised of:
  - **36-bed** Pediatric Intensive Care Unit
  - **33-bed** Cardiac Intensive Care Unit
  - **55-bed** Neonatal Intensive Care Unit
- **46-bed** Emergency Department and Trauma Center
- **14 Operating Suites**, including seven equipped with leading-edge minimally invasive equipment

More than 80 pediatric clinical services and programs

A dedicated medical staff of more than 500 physicians and specialists

State-of-the-art Telemedicine Center for consultations, remote monitoring, training, and appointments.

Service and Quality

Heart Institute (Cardiology and Heart Surgery)

- From 2013-2021, achieved the highest possible ranking by the Society of Thoracic Surgery (STS) metrics. This rating, which denotes the highest level of quality, places UPMC Children's among the top in the U.S. and Canada for patient care, CT surgery outcomes, and congenital heart surgery.

Liver Transplant

- Performed more than 1,900 pediatric liver transplants — more than any other center in the U.S.
- As of 2026, performed more than 200 living donor liver transplants (LDLTs).
- Leaders in domino and split liver transplants and specialize in complex transplant cases.
- One of only four centers to rank in the top tier of a new five-tier outcome assessment system by the
- SRTR, which assigns hospitals a score of one (worst) to five (best) based on how many patients are living with a functioning transplant one year after surgery.

Patient Survival (SRTR, January 2026 release):
1 year: 94% (national average 96%)
3 years: 98% (national average 93%)

Intestine Transplant

- One of the largest small-bowel transplant programs in the U.S.

Patient Survival (SRTR, January 2026 release):
3 years: 100% (national average 77%)

Heart Transplant

- The Heart and Lung Transplant Program at UPMC Children's has performed more than 450 organ transplants in children to date, including more than 360 heart transplants.
- One of a handful of pediatric hospitals across the U.S. to offer highly specialized transport for patients with failing hearts on ECMO or ventricular assist devices.

Patient Survival (SRTR, January 2026 release):
1 year: 90% (national average 93%)
3 years: 90% (national average 87%)

Lung Transplant

- Experts in heart-lung and double- and single-lung transplants.

Patient Survival (SRTR, January 2026 release):
3 years: 100% (national average 75%)

Blood and Marrow Transplant (BMT)

- The only center in the world to offer tandem lung and bone marrow transplants for children and adults with immune deficiencies that have progressed to lung failure.
- At the forefront of developing less toxic chemotherapy protocols called reduced intensity chemotherapy (RIC) to make BMT a safer option for children with a range of serious neurodevelop-mental disorders.
- Accredited by the National Donor Marrow Program.

Patient Survival (SRTR, January 2026 release):
100-day survival[1]: 100% (national average: 92%)
One-year survival[2]: 100% (national average: 77%)
One-year non-relapse mortality[3]: 0%

1 Percentage of patients living 100 days following the transplant procedure
2 Percentage of patients living one year following the transplant procedure
3 Percentage of patients who died due to causes other than related to underlying disease

Center for Rare Disease Therapy

- First center of its kind in the U.S. for treating rare diseases.
- Internationally renowned experts who offer innovative therapies and pioneering protocols for patients with rare diseases.
- Offer approved and experimental enzyme replacement therapies for inborn errors of metabolism.

Gastroenterology & GI Surgery

- Offers Hepatology Center, Intestinal Care and Rehabilitation Center, IBD Center, and Colorectal Center for Children.
- One of a few centers in the world that offers total pancreatectomy with islet cell auto-transplant for children with chronic pancreatitis.

Endocrinology and Diabetes

- One of the largest pediatric diabetes programs in the world and at the forefront of implementing new treatments.

Ophthalmology

- Led by world-renowned ophthalmologist Ken Nischal, MD, FRCOphth, chief of the Division of Pediatric Ophthalmology, Strabismus, and Adult Motility.
- Surgical techniques such as cutting edge corneal transplants.

Cost

1. Transparency about bill charges & discount rate

We provide physicians or foreign embassies with a single invoice, which minimizes recordkeeping and billing work. This is particularly helpful when a patient receives care over an extended period.

Our Patient Finance Coordinator will help you manage the financial aspects of the patient's care. Our goal is to provide a clear, simple financial plan for our services.

2. Regular bed and ICU bed cost per day

The cost varies based on the complexity of care from an average of $3,000 to $5,000 USD.

3. Financial Services

We offer a flexible approach to finances with an individualized payment structure. Our competitive costs are determined on a case-by-case basis and depend on the types of services a patient receives.

To keep it simple for doctors, patients, and embassies, we bundle the cost into one single price that incorporates the charges for all stages and types of care a patient has received, including follow-up appointments.

We provide physicians and foreign embassies with a single invoice, which minimizes record-keeping and billing work. This is particularly helpful when a patient receives care over an extended period of time.

We also offer competitive pricing for telemedicine services to doctors and hospitals on a per-case basis or annual fee basis. Doctors can access the expertise of UPMC Children's Hospital specialists at our U.S. and international facilities with: **1) Consultation; 2) Second opinion; 3) Tele-mentoring service.**

4. Cost of living in Pittsburgh

According to Payscale.com, the cost of living in Pittsburgh, Pennsylvania is about 9% below the national average. In fact, the cost of living in Pittsburgh is one of the most reasonable in the state; especially compared to the Cost of Living in Philadelphia, a city with a cost of living that is 25% greater than the national average. The low cost of housing is one factor that makes living in Pittsburgh so affordable.

- The cost of living in Pittsburgh is ***8% lower*** than the Pennsylvania average.
- The cost of living in Pittsburgh is ***7% lower*** than the national average.
- The cost of housing in Pittsburgh is ***35% lower*** than the national average.

	Boston	New York	Washington DC
Consumer prices	+ 5.4%	+ 22.52%	+ 4.42%
Rent prices	+ 97.25%	+ 155.9%	+ 85.05%
Restaurant prices	+ 32.81%	+ 46.25%	+ 20.44%
Groceries prices	- 1.28%	+ 15.44%	- 1%

Source: Numbeo.com, February 2022

	Pittsburgh	Boston	New York	Washington DC
Monthly cost of living for a family of 4	**$4,800**	$6,800	$8,300	$6,600

Source: Numbeo.com, February 2022

5. Health care index

The health care index score surveys various components of health care and grades their satisfaction level. The components surveyed here include skill and competency of medical staff; speed in completing examiation and reports; equipment for modern diagnosis and treatment; accuracy and completeness in filling out reports; friendliness and courtesy of the staff; satisfaction with responsiveness; satisfaction with cost; and convenience of location. A higher health care index score is preferable.

	Pittsburgh	Boston	New York	Washington DC
Health care index	**76**	76	62	70

Source: Numbeo.com, February 2022

Satisfaction

1. Patient's satisfaction level about the doctors, nurses, facilities, international offices

At UPMC Children's Hospital, our vision is putting our patients, health plan members, employees, and community at the center of everything we do and creating a model that ensures that every patient gets the right care, in the right way, at the right time, every time.

UPMC Children's Hospital measures many aspects of our patients' experiences. We work with an independent patient satisfaction company, Press Ganey, to distribute our surveys. Patients treated at UPMC are randomly chosen to fill out our patient satisfaction surveys. Each year, almost 180,000 of UPMC's patients respond.

The survey is based on outpatient office visits with the patient's physician and advanced practice providers. The surveys ask our patients to measure how well their provider communicated, listened, and showed courtesy and respect toward them. Results are used to evaluate patients' overall perception of care and help us find areas we can improve or recognize our physicians and advanced practice providers.

2. HCAHPS Survey

For the Child HCAHPS Survey, from March 2022 through February 2023, they reported that 835 out of 1,084 or 77% of our patient and families rate the care they received at UPMC Children's Hospital as a 9/10 experience. Additionally, 916 out of 1,082 or 84.7% of our patients and families would recommend our hospital to a friend our neighbor for the excellent care they receive during their stay.

3. Feedback received from patients

For the last four years, our international patients have consistently ranked the services our International office provides to them with a score of 4.8 out of 5.

4. Concierge Services for International Patients

Being away from home while getting medical care can present many challenges for parents and their families. That's why UPMC Children's Hospital of Pittsburgh created the Traveling Patient program, to help international patients and families overcome the challenges of arriving in an unfamiliar place. Services we offer include:

Hospitality Services
Helping to find housing that suits the patient needs, whether on campus or nearby; we coordinate all travel arrangements from the airport to the hospital.

Medical Services
Coordination of necessary appointments, testing, procedure, surgery and discharge planning with the medical staff as well as follow-up care, including rehabilitation, pharmacy, special therapy, and more.

Administrative and Financial Services
Assistance with the hospital admission and registration process, scheduling appointments and tests; assistance with local banking, wire transfers, and other transactions; coordination of bills and payments for medical care; relaying reports to physicians at home.



Translation Services
We make communication easy in any language among patients, families, doctors, caregivers, and hospital staff; also includes translating forms, questionnaires, and other documents.

Cultural Services
Arrangements for cultural and religious dietary needs; liaison to appropriate ethnic or religious communities.

Accessibility

1. **Prompt acceptance and clear advice regarding pre-arrival tests**
   The International Department at UPMC Children's Hospital of Pittsburgh helps patients throughout their medical care. We assist our patients and their families before, during, and after their visit with us.

   Once you contact us, you will receive a reply within 24 hours. Once the medical information has been reviewed by our physicians, they will decide on the appropriate plan for care. If you agree with the clinical plan and subsequent agreement, we may proceed with arranging appointments. We will work with you to accommodate your needs.

   Our medical team is also available to discuss with the treating team the medical options an necessary testing to be performed before the patient's arrival.



2. **Comprehensive medical reporting**
   Our Clinical Coordinator will communicate with you at your needed frequency with comprehensive medical reports, keeping you updated on the medical status of each patient.

3. **Gaps between appointments**
   We schedule appointments close together to make the visit an efficient one.

4. **Waiting time for surgery and post-surgical rehabilitation period**
   Recognizing the specific needs of our patients we give priority to our international patients when scheduling surgeries when possible.

5. **Total length of treatment in U.S.**
   It depends on the specific condition of the patient but since we keep the physicians at home informed of the medical progress, transfer back can be coordinated efficiently and as soon as it is medically possible.

6. **Communication with hospitals and referring physicians around the world**
   Before the patient arrives to Pittsburgh, a team member will help you define both patient and family needs and initiate any special arrangements. We will provide continued support with information and resources as needed. In addition to medical reports, our staff is available through telemedicine to communicate with patients, families, and referring physicians at no cost.

7. **Second Opinion Program**
   Our Second Opinion Program, offers convenient access to our staff of physician specialists. Our experts will review the patient's medical information, answer questions, provide a comprehensive report that can discussed and shared with others. Based on this information, patients and families can decide if they want to travel to UPMC Children's Hospital for care.

Awards and Recognition

U.S. NEWS

UPMC Children's Hospital of Pittsburgh is consistently named to *U.S. News & World Report's* Honor Roll of America's Best Children's Hospitals.

MAGNET® RECOGNITION

UPMC Children's was re-designated as a Magnet® hospital in 2022 for the third time. This is a designation achieved by less than 5 percent of hospitals nationwide for quality patient care, nursing excellence, and innovations in nursing. Magnet® is the highest honor an organization can receive for excellence in nursing.

HIMSS DAVIES

UPMC Children's was named a Healthcare Information and Management Systems Society (HIMSS) Enterprise Davies Award recipient for their electronic health record programs to improve patient outcomes. In addition, Children's has been successfully revalidated for Stage 7 certification every year since 2009.

PEDIATRIC RESEARCH LEADER

In Fiscal Year 2018, the pediatric research program at UPMC Children's ranked 15th in funding dollars from the National Institutes of Health (NIH).

MOST ENERGY-EFFICIENT HOSPITALS

UPMC Children's was named one of the most energy efficient hospitals in the world by *Energy Digital*, a digital magazine that recognizes the latest information from the energy industry, for its ability to protect the environment while maintaining or improving patient outcomes.

LEAPFROG GROUP

Highlighting its nationally recognized achievements in patient safety and quality, UPMC Children's was named one of The Leapfrog Group's prestigious "Top Children's Hospitals"— one of only 12 pediatric hospitals in the nation named to this elite class.

RESIDENCY PROGRAM

The University of Pittsburgh School of Medicine's Pediatric Residency Program at UPMC Children's is one of the most elite pediatric training programs in the United States — known for its in-depth, hands-on training of residents.

CORE TOP PERFORMER

UPMC Children's was named a top performer in a challenge by the Center for Organ Recovery & Education (CORE) to encourage Pennsylvania hospitals to increase the number of organ and tissue donors, as well as raise donation awareness within their hospitals and throughout their communities.

AAMC BEST PRACTICE HOSPITAL

The Association of American Medical Colleges selected UPMC Children's to highlight as a best-practice hospital in conducting community health needs assessments. Children's was one of seven selected, based on innovation, community engagement, and impact.

LGBTQ HEALTHCARE EQUALITY LEADER

UPMC Children's has again been recognized as a "Leader in LGBTQ+ Healthcare Equality" by the Human Rights Campaign Foundation, the educational arm of America's largest civil rights organization working to achieve equality for LGBTQ+ people. Children's was first recognized in 2015.

PARENTS MOST INNOVATIVE CHILDREN'S HOSPITALS

UPMC Children's was named among the "The Most Innovative Children's Hospitals 2021" by *Parents* magazine.

UPMC | CHILDREN'S HOSPITAL OF PITTSBURGH

World-Class Care
Across the Globe and At Home

UPMC Children's has partnerships with pediatric institutions in the United States covering pediatric cardiothoracic services, liver transplantation, and services provided through its Center for Rare Disease Therapy.

UPMC is present in **Ireland**, **Italy**, and **Croatia**, where we are helping transform the landscape of health care. We tailor our world-renowned clinical programs to be culturally relevant while maintaining international standards and best practices. We connect patients with complex medical diagnoses to experts at UPMC facilities around the world.

U.S. LOCATIONS:

40+ Hospitals

70+ Cancer Centers

800+ Doctors Offices and Outpatient Clinics

Learn more about UPMC Children's International Services program. Contact us by phone at +1-412-692-3000 or e-mail at international@chp.edu.

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