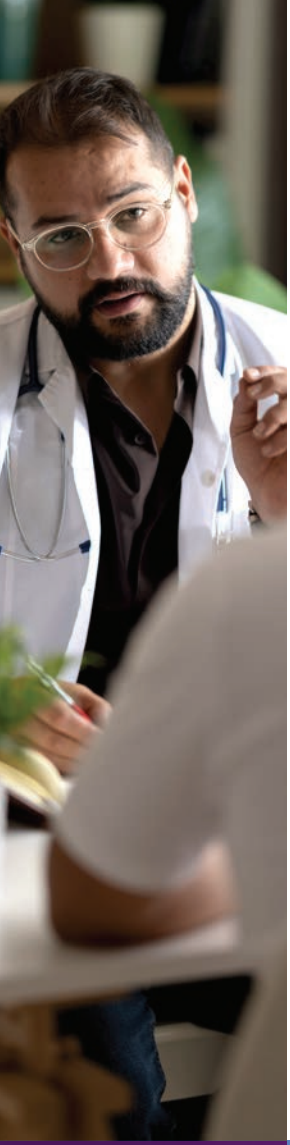


CHANGING HEALTH CARE, CHANGING LIVES

Services for international patients

UPMC
LIFE CHANGING MEDICINE



FAST FACTS ABOUT UPMC

- Headquartered in Pittsburgh, Pennsylvania.
- More than 40 hospitals and 800 physician offices across Pennsylvania, Ohio, Maryland, and New York in the U.S. and in Croatia, Ireland, and Italy.
- More than 30,000 patients from across the U.S. and around the world travel to UPMC for medical care each year.
- Together with the University of Pittsburgh, UPMC has pioneered groundbreaking research and leading programs in cardiovascular care, neurosurgery, oncology, ophthalmology, organ transplantation, orthopaedics, physical medicine and rehabilitation, and women's health.
- Nearly 500 UPMC physicians named as Castle Connolly Top Doctors®, a peer-nominated, curated list representing the top seven percent of all physicians practicing in the United States.
- UPMC provides more than $5 billion in benefits to our communities.
- UPMC Presbyterian Shadyside is continually ranked among the nation's top hospitals by *U.S. News & World Report* and is ranked the #1 hospital in Pittsburgh.

BEST REGIONAL HOSPITALS
U.S.News & WORLD REPORT
PITTSBURGH METRO
RECOGNIZED IN 29 TYPES OF CARE
2025–2026



CLINICAL PROGRAMS

HEART AND VASCULAR CARE

The nationally recognized UPMC Heart and Vascular Institute provides comprehensive cardiovascular care while advancing the field of cardiovascular medicine and offering hundreds of clinical trials.

- More than 200 cardiologists, surgeons, and researchers, 60 locations, and seven open-heart programs.
- Team approach includes specialists in inherited cardiac diseases, heart valve disease, advanced heart failure, electrophysiology, vascular and cardiac surgery, and more.
- Artificial heart program, using ventricular assist devices (VADs), one of the most active in the U.S., offering patients a bridge to heart transplantation or, in some cases, the opportunity to heal without needing a transplant.
- More than 1,500 transcatheter aortic valve replacements.

Leadership

Samir F. Saba, MD

Co-Director, UPMC Heart and Vascular Institute

Chief, Division of Cardiology, Department of Medicine, University of Pittsburgh School of Medicine

LUNG CARE

The UPMC Comprehensive Lung Center is a multidisciplinary program with specialists in pulmonary medicine, offering treatment for conditions including pulmonary hypertension, asthma, allergic disorders, COPD and emphysema, cystic fibrosis, sleep medicine, and interstitial lung disease.

- Services include experimental therapies and timely access to lung transplants.
- Comprehensive Pulmonary Hypertension Program offers full range of treatment options, from cutting-edge therapies to our world-renowned lung transplant program.
- No hospital in western Pennsylvania has more expertise in asthma, COPD, interstitial lung disease, lung transplant, and cystic fibrosis.



ORGAN TRANSPLANT

Founded under the leadership of Thomas E. Starzl, MD, a pioneer in transplant medicine, UPMC has been a leader in organ transplantation for more than 40 years and continues to innovate in this complex field.

- More than 20,000 adult and pediatric organ transplant surgeries, including liver, kidney, pancreas, intestinal, heart, heart/lung, double-lung, single-lung, and multiple-organ transplants.
- The nation's first beating heart transplant, the world's first heart-liver transplant, and the world's first heart-liver-kidney transplant.
- More than 1,000 combined pediatric and adult living-donor liver transplants, the most performed in the U.S.
- The first pediatric transplant program in the U.S. (at UPMC Children's Hospital of Pittsburgh).
- More than 2,400 lung transplants.

Leadership

Abhinav Humar, MD

Clinical Director of the Thomas E. Starzl Transplantation Institute

Chief of UPMC Transplant Services

CANCER CARE

UPMC Hillman Cancer Center delivers innovative cancer care at 80 locations in the United States, Ireland, Italy, and Croatia. UPMC Hillman is one of only 57 National Cancer Institute-designated Comprehensive Cancer Centers—a distinction that is earned through excellence in research across multiple branches of science and ongoing community education and outreach activities—and has been NCI designated since 1990.

- Leader in cancer immunotherapeutics, using the body's own defenses to fight cancer.
- The first center in western Pennsylvania to offer chimeric antigen receptor (CAR) T-cell therapy, with more than 340 FDA-approved CAR T-cell therapy treatments delivered since 2018.
- More than 1,000 robotic Whipple surgeries for pancreatic cancer.
- Pioneered PET-CT planning for radiation therapy.
- Nearly 400 active clinical trials.

Leadership

Stanley M. Marks, MD

Chief of the Division of Hematology/Oncology

Chairman of UPMC Hillman Cancer Center

John C. Byrd, MD

Director, UPMC Hillman Cancer Center

NCI Comprehensive Cancer Center

A Cancer Center Designated by the National Cancer Institute

VISION CARE

The UPMC Vision Institute leverages our global leadership in health care and scientific research, harnessing the expertise of physicians, scientists, engineers, and allied experts to deliver comprehensive care across a range of specialties in ophthalmology.

- Based at UPMC Mercy Pavilion, a state-of-the-art facility that includes a life skills apartment, rooftop sensory garden, and street simulation lab to help patients with vision loss learn to navigate the world independently.
- Demonstrated the first case of vision restoration in a human in 2021 in collaboration with an international team.
- 22 research laboratories dedicated to exploring the visual systems.
- Pioneering biotherapies and employing therapeutic proteins, gene supplementation, correction, and editing, cell therapies, and optogenetics, which use gene therapy to reprogram retina cells, to prevent vision loss and restore sight.

Leadership

José-Alain Sahel, MD

Professor and Chairman, Department of Ophthalmology

Director, UPMC Vision Institute

NEUROLOGY AND NEUROSURGERY

The UPMC Neurological Institute combines the expertise of skilled neurologists and neurosurgeons. Home to the largest academic neurosurgery department in the U.S., with national and international recognition for minimally invasive neurosurgery and stroke research and treatment, our physicians are innovators in treating complex, life-threatening brain and spine conditions using highly advanced procedures.

- World leaders in minimally invasive neurosurgery.
- Endoscopic Endonasal Approach (EEA) for hard-to-reach skull-based tumors allows surgeons to operate directly through the nose without facial incisions that cause disfigurement.
- More than 35 years of experience using Gamma Knife® radiosurgery, which UPMC introduced to North America in 1987.
- Performed the first microvascular decompression, now the standard of care for severe cranial nerve disorders.
- Level 4 Epilepsy Center, the highest designation awarded by the National Association of Epilepsy Centers.
- Nationally recognized as a Center for Advanced Research by the American Parkinson Disease Association—one of only eight in the country.
- In collaboration with the University of Pittsburgh Alzheimer's Disease Research Center, integrating leading-edge science caring for patients with Alzheimer's disease, dementia, and frontotemporal disorders.
- Joseph C. Maroon, MD, UPMC MRI Guided Focused Ultrasound (FUS) Unit at UPMC Presbyterian, a noninvasive alternative to traditional treatment for essential tremor.

Leadership

Page B. Pennell, MD, FAES

Chair, Department of Neurology, University of Pittsburgh School of Medicine



SPINE CARE

UPMC Spine Care brings together experts from multiple specialties to provide comprehensive diagnostic care, surgical, and nonsurgical treatments for complex back and neck problems.

- Leading-edge approaches in neurosurgery, orthopaedic surgery, pain management, physical medicine and rehabilitation, physical therapy, and imaging.
- Experts in minimally invasive and complex surgical procedures treat patients with the least invasive approaches to relieve pain, restore function, and improve mobility.
- Technology and collaboration with surgeons from other disciplines, such as thoracic and vascular surgery.
- Multidisciplinary approach to treating patients with spine tumors, working closely with radiation oncologists at UPMC Hillman Cancer Center.



ORTHOPAEDIC SURGERY

An established leader in advanced orthopaedic care, UPMC offers comprehensive services for musculoskeletal injuries and conditions.

- 187 surgeons and sports medicine providers across the UPMC network.
- 16 research labs that integrate the latest biological and technological advancements in orthopaedic science.
- Official sports medicine provider for the Pittsburgh Steelers, Pittsburgh Penguins®, and the University of Pittsburgh Panthers®.
- Injury treatment and conditioning for more than 75 area college, high school, and community sports teams and events.

Leadership

MaCalus V. Hogan, MD, MBA

Chair, UPMC Department of Orthopaedic Surgery

Chief of the UPMC Orthopaedic Surgery Service Line



CONCUSSION CARE

Founded in 2000, the UPMC Sports Medicine Concussion Program is the largest in the region with more than 20,000 patient visits annually.

- Pioneered ImPACT®, the most widely used computerized concussion evaluation system.
- Treatments include medical, vestibular (balance), and exertion therapies.
- Concussion management protocols and return-to-play guidelines for athletes.

Leadership

Michael "Micky" Collins, PhD

Clinical and Executive Director, UPMC Sports Medicine Concussion Program

Anthony P. Kontos, PhD

Research Director, UPMC Sports Medicine Concussion Program

Professor of Orthopaedic Surgery, Sports Medicine, and Rehabilitation, University of Pittsburgh

REHABILITATION

The UPMC Rehabilitation Institute, one of the largest rehabilitation networks in western Pennsylvania, is a leader in inpatient rehab for stroke, brain injuries, and spinal cord injuries.

- Team includes physiatrists, rehabilitation nurses, physical therapists, speech language pathologists, and occupational therapists.
- Inpatient rehab programs are available at 12 acute care hospitals across Pennsylvania.
- Inpatient rehabilitation unit at UPMC Mercy is ranked by *U.S. News and World Report* as one of the top rehabilitation programs in the country.
- Pediatric inpatient rehabilitation at UPMC Children's Hospital of Pittsburgh.
- Awarded The Gold Seal of Approval™ for health care quality and safety by The Joint Commission.

Leadership

Gwendolyn A. Sowa, MD, PhD

Chair, Department of Physical Medicine and Rehabilitation

Director, UPMC Rehabilitation Institute

Medical Director, UPMC Total Care - Musculoskeletal Health





OUR SPECIALTY HOSPITALS

UPMC MAGEE-WOMENS HOSPITAL

Our experts provide general and maternity care as well as advanced gynecologic and breast cancer treatment, routine and complex surgeries, maternal fetal medicine, and general health management.

- More than a century of women's health expertise.
- Largest NICU in Pennsylvania.
- Nearly 10,000 babies born each year at UPMC Magee-Womens Hospital.
- Nationally recognized Center of Excellence in Women's Health.
- Known for research and expertise in genetics and genomics.



UPMC CHILDREN'S HOSPITAL OF PITTSBURGH

As both researchers and clinicians, our experts develop advanced therapies and provide care for young people with childhood diseases and complex conditions.

- 24,600 surgical procedures in 2024.
- 1.78 million hospital and outpatient visits in 2024.
- 22,300 inpatient and observation stays in 2024.
- Ranked in all 11 pediatric specialties for 2025-2026 by *U.S. News & World Report.*
- More than 350 pediatric providers at UPMC Children's Community Pediatrics, our network of primary care locations.



UPMC WESTERN PSYCHIATRIC HOSPITAL

For more than 70 years, UPMC Western Psychiatric Hospital has been a nationally recognized leader in mental health clinical care, research, and education.

- 24-hour, 365-day-a-year crisis evaluation through resolve Crisis Services.
- 20,000+ registrants at our academic conferences and educational programs each year.
- 25,000+ patients and families helped each year.
- Nearly 60 community-based programs providing specialized mental health and addiction care throughout western Pennsylvania.



BUILDING FOR THE FUTURE: DANIEL G AND CAROLE L KAMIN TOWER AT UPMC PRESBYTERIAN

UPMC is building the hospital of the future on our flagship campus at UPMC Presbyterian hospital in Pittsburgh's Oakland neighborhood. Slated to open in early 2027, the Daniel G and Carole L Kamin Tower at UPMC Presbyterian is a 17-story, 1.2 million square foot facility offering the latest technological advancements and a host of patient- and community-centered amenities designed to promote healing and ease the delivery of care across some of UPMC's busiest and most high-profile service lines, including transplant, heart and vascular, and neurological care.



SERVICES FOR PATIENTS TRAVELING TO PITTSBURGH

Patients travel to UPMC from across the country, and around the world – and UPMC offers a dedicated medical concierge service, free of charge, to help patients and their caregivers navigate the process of seeking care away from home.

Our team includes nurse navigators, financial coordinators, and hospitality specialists who work directly with patients at every step from initial inquiry through discharge, providing guidance, support, and coordination for a seamless experience.

Our services include:

- Clinical coordination
  - Requesting medical records and facilitating review by UPMC specialists for medical acceptance.
  - Coordinating appointments with UPMC specialists.
  - Travel and housing recommendations.
  - Interpretation services through UPMC International Patient Relations.
  - Dietary and religious support and coordination with clinical teams.
  - Assisting with navigation to appointments.
- Payment management
  - Integration of payments to hospitals and other services into a single payment or invoice.
  - Pre-establishing case rates.
  - Establishing estimates, collections, and potential discounts.
  - Providing Letters of Agreement for self-pay patients or Letters of Guarantee for embassy-sponsored patients.
  - Verifying insurance acceptance for patients outside of the United States.

SECOND MEDICAL OPINION SERVICES

By getting a written physician to physician second medical opinion, patients can be sure that they are on the right path for treatment and explore options that may not be available to them locally. UPMC's expert clinicians provide second medical opinions for a range of conditions.

Patients wishing to begin care at UPMC because of their second opinion also can take full advantage of the care and financial coordination services we offer.





FREQUENTLY ASKED QUESTIONS

What is UPMC Traveling Patient Services?

UPMC Traveling Patient Services coordinates care for patients traveling to UPMC for medical treatment. We connect international patients to UPMC providers and services and serve as a single contact point to help you navigate through the process. We can assist with obtaining your medical records, determining the best specialists for your case, providing information on required financial arrangements, scheduling appointments, providing support while you are in Pittsburgh, and facilitating your follow-up care with UPMC providers after you return home.

How can I be considered for treatment at UPMC?

Your UPMC Traveling Patient Services contact will let you know what information we need to determine if treatment can be offered to you. Complete patient information and medical records are required to start the process.

I do not have all my medical records. Can you still determine if treatment can be offered for me?

To have your case reviewed, our clinical teams will need recent complete medical records, including imaging, in most cases. Unfortunately, it is not possible to determine whether treatment can be offered until all requested records are provided to us.

Can you tell me how much the treatment will cost before I send my records?

Once our experts review your case and propose a treatment plan, our finance team will reach out to you with financial information. We cannot provide treatment cost until your records are reviewed. The plan of care will determine the costs.

My medical records are in another language. Do you provide translation services?

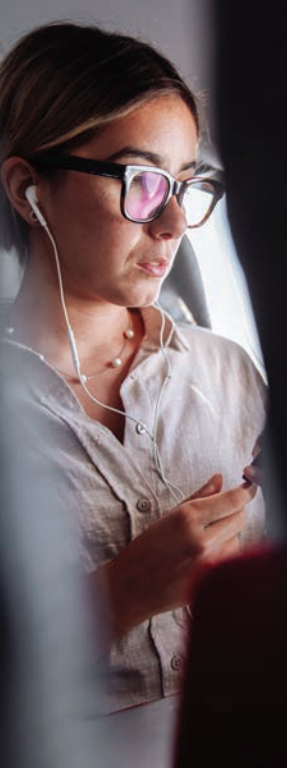
All medical records must be in English before they can be reviewed. We do not provide translation services. Key medical records (medical/surgical summary notes, operative notes, pathology reports, radiology reports, reports of any oncological treatment) must be translated to English by a certified translation agency. Please consult with your UPMC Traveling Patient Services contact about what records need to be translated for your case.

Do you provide second opinions on medical treatments?

If you are seeking a medical second opinion from UPMC instead of treatment, please notify your UPMC Traveling Patient Services representative for information on the appropriate process for this type of request.

I am currently in the middle of treatment (chemotherapy, radiation, etc.). Can you still review my records?

Yes, our specialists can review your current medical treatment to determine if UPMC can offer additional recommendations.



How long does it take for UPMC specialists to review my records?

Once all initial records and images have been provided to UPMC Traveling Patient Services, the estimated time for review is one to two weeks. There may be circumstances when review may take longer than two weeks. UPMC Traveling Patient Services will contact you if we need additional information during the review.

Can I use my health insurance for medical treatment at UPMC?

Insurance coverage must be verified directly by our finance team before your treatment can move forward. You will receive instructions to send a copy of your insurance card. When using international insurance, UPMC must be in network. If your insurance is not in network, discounted self-pay fees will be created and a contract/letter of agreement will be sent to you.



I received an email from UPMC Traveling Patient Services that says I am medically accepted for treatment. Can I buy my plane ticket now?

After medical acceptance, the next step is finalizing appropriate financial arrangements. Because we cannot schedule any appointments until financial obligations are met, we strongly advise you not to purchase airline tickets or finalize travel plans until we confirm your appointments in an official confirmation letter. We will work with your accepting physician's office to offer available dates to you. We will also give you information on how long you should plan to stay in Pittsburgh.

Can you help me obtain a United States visa?

Once your records are reviewed, we can forward a Medical Acceptance Letter as well as a financial Letter of Agreement. These documents can be used for your visa application. Please note that UPMC has no influence on visa application decisions. Each applicant must qualify for a U.S. visa on their own per U.S. Embassy or Consulate guidelines. UPMC does not offer immigration services.

My appointments are confirmed. Where should I stay in Pittsburgh?

Once your appointments are confirmed, UPMC Traveling Patient Services will assist you with logistical arrangements. We will discuss your preferences with you and suggest accommodation options based on proximity to your appointments. There are several hotels and apartments that offer both short-term and long-term accommodations.



Can I travel alone for my treatment?

It is strongly recommended that you travel with an adult companion. If you are scheduled for an inpatient procedure, you are required to have an adult companion to support you. Depending on your medical condition, you may need additional support. Your UPMC Traveling Patient Services contact will provide you with information on how many caregivers you need to plan to have.

What do I do when I arrive in Pittsburgh?

Your UPMC Traveling Patient Services contact will ask for your flight itinerary and arrange to have a driver waiting in the baggage claim area of the airport upon your arrival. UPMC Traveling Patient Services will provide a single round-trip ground transportation between the airport and your lodging for your arrival and departure. This is for you and a companion only. We do not provide additional trips for other family members.

200 Lothrop St.
Pittsburgh, PA 15213-2582

412-688-UPMC (8762)

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