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**Medical Tourism**

**Provider Assessment**

**STEP 1**

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| Name of Hospital/Clinic: HOSPITAL MEXICO AMERICANO S.C. |
| Date of Commencement (dd-mm-aaaa): 17-02-1958 |
| Address: Calle Colomos 2110 Col. Ladrón de Guevara |
| Website: [www.hma.com.mx](http://www.hma.com.mx) |
| Clinic /Hospital Telephone: 3648.3333 |
| Main Contact Name: Daniel Elí Henriquez Jaimes |
| Telephone: 3648.3333 Ext. 231 |
| Email: henriquezdaniel@hma.com.mx |
| Do you use electronic records? We are in the process of changing over (approximate time 6 months) |
| What language is documented in medical forms? Spanish |
| What languages are available for client care? Spanish and English |
| Total number of Inpatient Beds: 72 |
| Average number of inpatient beds occupied daily: 40 |
| Do you have an emergency department? Yes. There is a stabilization area, and a doctor on duty 24 hours, 365 days/year who is accredited in ATLS and ACLS (Advanced Trauma and Cardiovascular Life Support), with prioritized patient attention procedures in place (Triage). |
| If not, how close is the nearest emergency department? |
| How many surgical/operating room theaters are located at your facility? 12 and a delivery room and a room for aquatic deliveries |
| How many outpatients were serviced for the last full year? Considering those attended in the emergency area, we service an average of 10,000 patients per year. |
| What is the closest Airport to your facility? 19.6 Miles (About 36 minutes). |
| What are the five top surgical, treatment procedures performed and how many were performed in the last full year:  1. Laparoscopic cholecystectomy  2. Hernioplasty  3. Arthroplasties  4. Kidney transplants (an average of 1 or 2 per month)  5. Deliveries in general (aquatic, cesarean and natural) |
| Does your facility own and operate a medical transport service that provides Medical Transport Services? No, this is outsourced. |
| Does your facility provide care in homes or hotels? No, but care is available through an agency specialized in this type of service. |
| What are the 3 closest hotels to your facility:  1. Country Plaza Hotel (2.8 miles, 11 minutes)  2. Hotel Fiesta Americana Grand Guadalajara Country Club (1.6 miles, 7 minutes) 3. Hotel Quinta Real (2.2 miles, 9 minutes) |
| Do you have a preferred rate with these hotels? If so, please explain. No |
| What tourist attractions/ activities are available for medical tourism clients? Please list:  We do not offer touristic activities, but the following are attractions in the city of Guadalajara.  1. Guadalajara Zoo  2. El trompo mágico (Interactive Museum)  3. The Parían plaza in Tlaquepaque (<http://en.wikipedia.org/wiki/Tlaquepaque>) |
| Do you have preferred rates with any of these attractions/activities? If so, please explain. No |
| Does your facility have any **certifications/accreditations**? Please list.  **CERTIFICATIONS**   |  |  |  |  | | --- | --- | --- | --- | | **Joint Commission**  **International**  In March of 2010 we received the maximum international hospital accreditation for patient safety. We are the only hospital in the west of the country to obtain it. | **Certification by Mexico’s General Health Board**  hospital-certificadoIn March of 2005 we received this certification, after meeting the requirements of the National Certification Program for Medical Establishments. | **Jalisco’s Quality a**  **la Calidad**  In February of 2011 we obtained the Jalisco Prize for Quality, granted by the Government of the State of Jalisco  http://3.bp.blogspot.com/-0bvullau_XA/TiB_CY6X2YI/AAAAAAAAA3U/siJKAWJS0Uc/s400/logopremio.gif | **ISO 9001:2008**  iso_9001_2008On July 30, 2007, we received the certificatation from Det Norske Veritas that we adhere to the international quality management system ISO 9001:2008. We were recertified in July of 2010 for a period of 3 years. | | **Socially Responsible Company**  We obtained the distinctive “Socially Responsible Company” in February of 2011 from the Mexican Center for Philanthropy (CEMEFI) and the Alliance for Corporate Social Responsibility.  http://www.fesac.org/imgs/ESR.jpg | **Distinctive H**  We received the maximum recognition granted by the Boards of Health and Tourism in February of 2009, certifying trustworthiness, higiene and safety in handling of food.  http://1.bp.blogspot.com/-4hzmffCiIKw/TmAaq_NDxkI/AAAAAAAAAJQ/A8EnVtfnAw8/s1600/LOGO+H+rgb.JPG | **ISO 14001:2001**  In March of 2011 we received ISO 14001-2004 certification from Det Norske Veritas, endorsing the commitment Mexicano Americano Hospital has with the environment.  http://tryc2.com/wp-content/uploads/2011/08/ISO1400120logo.jpg | **The Best Mexican Companies**  In October of 2011 we received recognition from the Tecnológico de Monterrey, Banamex and Deloitte for companies with high standards of performance in their business practices.  https://encrypted-tbn0.gstatic.com/images?q=tbn:ANd9GcQifqO4NmdlKWePv1j6-vUdsGjVJdinSBy7GGAwHxzgbTHFtL7H | |
| **Additional Information** |