



MEXCARE QUARTERLY

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Family Reunites After Five Years Thanks To Family Contact



“Andres’ case manager was able to get him in touch with a representative from MexCare that could help. Through their Family Contact service, MexCare was able to locate Andres’ family in Guatemala. Within a matter of days, he was able to speak with his wife and, for the first time in his life, his son.”

Andres has no regrets about making the sacrifices to leave his family in order to provide for them in his native Huehuetenango, Guatemala. “I didn’t want to leave them,” Andres Jimenez said of his wife and newborn son, “but I also knew there were few opportunities at home to provide for my family.”

Andres made the difficult decision to come to the United States to work and earn money for his family. He secured employment as a construction worker where he was able to start saving some money for the future. Then one day, a car accident suddenly changed his plans forever. The accident left Andres in need of care and family support. Andres was uncertain about his future and not sure what to do next.

Shortly after his arrival to the U.S., Andres lost contact with his family. Not only did they not know where he was living, they also had no way of knowing that he had been injured. A man who had been working to help others now was in need of help himself, but it seemed there was no one he could turn to.

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"Since our founding, we have expanded to more than 50 healthcare facilities in Mexico and throughout Latin America. With your help we have grown from our original client base in San Diego, California."

UPDATES FROM DIRECTORS



MexCare is Adding Family Contact to Their Wide Array of Services

We want to take this opportunity to say thank you for trusting us with the care and repatriation of your patients. Our thanks go to each case manager, social worker, hospital administrator and healthcare professional who have placed their confidence in us to provide safe transport and compassionate care and delivery in a cost efficient manner.

As we travel to conferences and speak to our clients, we never cease to be impressed with the creativity and resourcefulness you all demonstrate in the handling of undocumented and unfunded patients. The eagerness and the patience you show in working these long, tedious cases is amazing. We enjoy hearing your stories and are always in awe of your accomplishments. We commend all of you for your great effort!

Since our founding, we have expanded to more than 50

healthcare facilities in Mexico and throughout Latin America. We have grown from our original client base in San Diego, California, to become a nationwide company covering all of the United States.

Our services have expanded to include acute, long-term, rehabilitation, nursing and dialysis care. We have just introduced a new service called Family Contact, which will add to our existing products and services.

"Our thanks go to each case manager, social worker, hospital administrator and healthcare professional who have placed their confidence in us to provide safe transport and compassionate care and delivery in a cost efficient manner."

After 10 years of providing care to patients in their country of origin, we are looking forward to the future and a vision of unlimited potential.

It is a privilege to be part of your discharge solutions and to ensure a safe and secure transfer with quality care delivered in a cost effective and compassionate manner. ↩

Bob Barraza
Director U.S. Operations

George Ochoa
Director International Operations

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The case manager contacted a MexCare representative. MexCare immediately started the process of attempting to locate family in Guatemala. Within a matter of days, using their various resources in Guatemala they were able to locate his wife and family. Andres was finally able to communicate with his family. "I knew at that point that I wanted to go back home with my family," Andres said.

MexCare started a new service called Family Contact that offers a unique capability that enhances the service to the U.S. medical institutions. Prior to this service, MexCare was unable to help in the placement of patients due to lack of established family contact, interface and involvement for post discharge care. With Family Contact, MexCare is able to go beyond those barriers and engage their team utilizing available municipal resources to help patients contact their family member(s).

"With our boots on the ground and the relationships forged with municipal authorities, we believe that Family Contact will add capability and enhance the products and services we offer our clients," said Bob Barraza, Director of U.S. Operations for MexCare. ↩

"The far-reaching impact of our program would not be possible without your philanthropic support."

- George Ochoa MOST president

MERCY OUTREACH SURGICAL TEAM



In September, the Mercy Outreach Surgical Team (M.O.S.T.) held a two-day clinic in Tijuana, Mexico, and performed surgeries to correct cleft lips and palates, ears, burn scars and extra digits and toes. Plastic Surgeon Larry McCarthy, MD, who has been a M.O.S.T. volunteer since its inception in 1988, accompanied the team.

"I was pleased to see a 16-year-old girl that I'd done a number of ear reconstruction surgeries on was progressing well with her therapy," says Dr. McCarthy. "These children endure a tremendous amount of suffering, and they have no other help than what we can provide them."

Dr. McCarthy developed a special interest in reconstructive surgery while completing medical training in Miami, where he saw a high incidence of cleft lip and palate deformities. As a physician he believes it's his obligation to help those who have nowhere else to turn.

During the past two decades, hundreds of M.O.S.T. volunteers have worked endless hours, providing life-changing

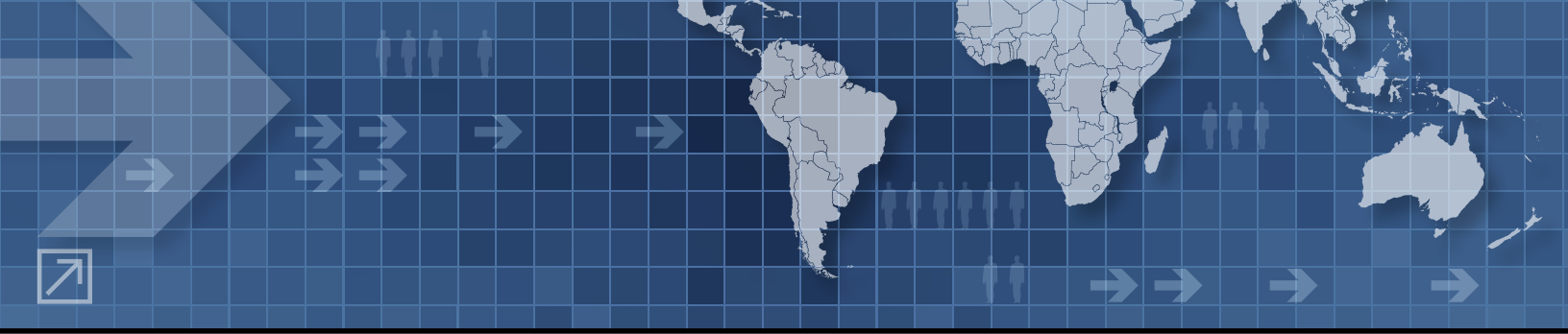
medical care to nearly 9,000 children and adults. The far-reaching impact of our program would not be possible without your philanthropic support. Thanks to your generosity, M.O.S.T. is able to carry out our mission to:

- bring hope, comfort and the opportunity for a better life to children and adults through corrective surgery;
- share medical knowledge and expertise with colleagues in a host country; and
- provide an opportunity for team volunteers to experience the spiritual rewards of service

Whether it is \$250 to support one child's surgery, \$10,000 to sponsor a two-day mission, or \$100,000 to sponsor a week-long mission, gifts of all sizes help provide care that offers our patients a brighter future.

To learn how you can support our medical mission, call 619-686-3836 or visit www.scripps.org/mercymost. ↔





› Upcoming Events!

April 7-10, 2011

2011 NICM/ACMA
Case Management Conference
World Marriot Hotel Orlando

April 8, 2011

4:30-6:30 p.m.

MexCare Booth
Caribbean Island Celebration

Join MexCare at ACMA conference.
Enjoy the sounds of the Caribbean
with a refreshing Tropical drink and the
sounds of our steel drum band.

Enter to win a trip to an exclusive five
star hotel, this all inclusive resort, is
located in the Mexican Riviera!

April 9, 2011

12:15-1:30 p.m.

Room 7E

MexCare: Management of the Unfunded
Foreign National

Learning Objectives:

- › Share in actual case studies and best practices used to ensure successful outcomes
- › Understand how to use and apply the strategies with internal team members and administration
- › Utilize the sources that are available for the placement of unfunded nationals

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› Professional Development

Blog about Your Healthcare Experience and Win Cash!

Want to make a quick \$150? Just write a blog entry about what it means to you to be a healthcare provider. If your blog entry is selected by our staff, you will win \$150 and your blog will be published in an upcoming issue of MexCare Quarterly.

Blog entries should be no longer than 400 words in length. Entries can be submitted at MexCare.com.

Put on that writing cap, and you could be our next \$150 winner! ➡

› Contact Us

If you have an article or news to include in the next issue of MexCare Quarterly, please send it to Everardo Gutierrez in Marketing and Communications at egutierrez@mexcare.com.