



## Security Message for U.S. Citizens: Tijuana (Mexico), Hospitals in Los Cabos Area

Travel Health and Safety; Employee Health Safety

Western Hemisphere > Mexico > Cabo San Lucas; Western Hemisphere > Mexico > Tijuana

4/21/2016

In recent years, the U.S. Consulate General in Tijuana has received numerous complaints from U.S. citizens regarding health-care facilities in Los Cabos. As a result, the U.S. Consulate encourages its staff and official visitors to Los Cabos to refrain from using medical facilities that do not appear on the Consulate's publicly-available list of hospitals.

U.S. citizens should be aware of their rights under Mexican law. Most Mexican healthcare facilities require payment "up front" prior to performing a procedure. Most hospitals in Mexico do not accept U.S. domestic health insurance or Medicare/Medicaid and will only accept payment via cash, credit, debit card, or bank transfer. We encourage visitors to obtain as much information as possible about facilities and their medical personnel when considering surgical or other procedures; when possible, patients should travel with a family member or another responsible party.

Complaints documented by the Consulate include allegations that some Los Cabos-area hospitals have withheld care for payment, engaged in price gouging, failed to itemize charges, withheld U.S. passports, obstructed needed medical evacuations, gave monetary incentives to ambulances for delivering patients to specific facilities, and held patients at hospitals against their will pending payment.

We recommend that U.S. citizens traveling to or residing in Mexico enroll in the Department of State's Smart Traveler Enrollment Program (STEP). STEP enrollment gives you the latest security updates, and makes it easier for the nearest U.S. embassy or consulate to contact you in an emergency. If you don't have Internet access, enroll directly with the nearest U.S. embassy or consulate.

Regularly monitor the State Department's website, where you can find current Travel Warnings, including the Travel Warning for Mexico, Travel Alerts, and the Worldwide Caution. Read the Country Specific Information for Mexico. For further general information, check the websites for the U.S. Embassy and consulates at <http://mx.usembassy.gov> and the U.S. Consulate General in Tijuana at <https://mx.usembassy.gov/embassy-consulates/tijuana/>.

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Contact the U.S. Embassy or Consulate for up-to-date information on travel restrictions. You can also call 1-888-407-4747 toll-free in the United States and Canada or 1-202-501-4444 from other countries. These numbers are available from 8:00 a.m. to 8:00 p.m. Eastern Time, Monday through Friday (except U.S. federal holidays). Follow us on Twitter and Facebook, and download our free Smart Traveler iPhone App to have travel information at your fingertips.

The U.S. Consulate General in Tijuana is located at Paseo de las Culturas s/n, Mesa de Otay, Delegación Centenario, Baja California Norte, Mexico, C.P. 22425 and is open from 7:30 a.m. to 4:00 p.m. Pacific Time, Monday through Friday (except U.S. and Mexican federal holidays). If you are a U.S. citizen in need of urgent assistance, the emergency number for the U.S. Consulate is (664) 977-2000 from Mexico, or from the U.S. (001) (52) 664-977-2000. After business hours from Mexico (001) (619) 692-2154, from the U.S. (619) 692-2154.

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