



**Supporting healthcare around the world through medical supply and equipment donation**



HOSPITAL SISTERS  
**Mission Outreach**



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- Started in 2002 by the Hospital Sisters of St. Francis; now an affiliate of Hospital Sisters Health System in Springfield, Illinois, USA
- Medical Supply and Equipment Recovery Organization (MSRO). Since 2002, we have worked with partners in 101 countries.
- Each year, we make about 112 shipments to partners in about 30 countries around the world. Our international clinical partners serve a combined population service area that includes 28,000,000 people



**Health system strengthening (ship medical equipment and supplies to hospitals/clinics)**



**Crisis/disaster recovery and rebuilding**



**Medical mission work support (surgical supplies and other medical supplies)**



**Biomedical equipment and support services**



# How Mission Outreach works with you to send shipments:

## Ordering

- The application will give us all the information we need to make sure the project is successful. We will ask you a lot of questions about what you want and what you can use, and about other things we need to know: the healthcare services you offer, building (electricity, water), staffing (clinical and biomedical techs)
- Our team will help you order items. We will give you an order sheet and meet with you so you can ask questions and know exactly what you will receive from us as you fill out your order sheet.
- Everything we send you has been carefully sorted, packaged, and tested. It will be what you ordered. ***We never send broken, expired, or unrequested items.***

## Shipping

- Our team will help you with shipping the container from our warehouse to your facility. We can work directly with your people in country and the company you choose to transport your items.
- We work with you to complete all the forms and information you need to get your shipment through the port in your country. We make sure the information is correct to avoid extra fees, taxes, delays.



## Receiving

- After you receive your items, we will ask you to tell us how things went – what was good and what we can improve on.
- We also can help you if you have questions (especially about equipment) after you receive the items. Our biomedical engineer can “Zoom” with you and provide you with extra instructions or information.





## What to think about if you would like to work with Mission Outreach:

Do you want a **Container (40 feet/12 meters)** or **Hand-Carry** (items medical teams get in the U.S. and transport themselves) order?

**We work only with non-profit or charitable organizations** – *we do not send items to government hospitals or individuals, and we do not sell items or contribute items to be sold.* Also, we must be able to contact the people who work in-country and will use the items.

### **What our international partners need to begin:**

- Contact us to schedule a Zoom meeting and look at our application form on our website:  
<https://www.hshs.org/mission-outreach/place-an-order>
- Funds to pay for shipping and handling – but if you don't have that right now, go ahead and contact us
- Must have a completed health care facility and staff who are qualified to use the equipment/supplies
- Someone in the country who can handle receiving the shipment at customs and help coordinate transportation to your hospital or clinic (your “consignee”)
- Someone who can fill out the order form – we only send items that are ordered by our partners

# Want to learn more about Mission Outreach?

## CONTACT US:

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**READ OUR BLOG:**  
[Living the Mission Blog](#)

