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Travelling to the US for healthcare



By Dr Sherif Saad
CEO and Medical Director
Minnesota International Medicine

Individuals travel to the United States for healthcare for many reasons. The driving force for medical travel is having the opportunity to receive the best treatment possible. In survey results presented by consulting group, McKinsey & Company, the top three reasons why patients travel abroad for medical care are: Most advanced technology, better-quality care for medically necessary procedures and quicker access for medically necessary procedures.¹

A major factor in healthcare systems is cost, which has an impact on patients traveling abroad for care. International patients pay for treatment in the United States through the following three methods.

The first method of payment is facilitated by the patients' government. An example of this method is a large majority of Arab states in the Middle East. Throughout this region, citizens have the constitutional right to healthcare, which is provided by their government. If a patient does not have access to the proper treatment in their home country, they may be able to travel internationally to receive treatment at a chosen destination or facility. With governmental support, thousands of patients travel to the United States each year for treatment.

The second type of payment method is through insurance providers. International patients may be able to enroll in

insurance programs in the United States and receive treatment through the channels used by U.S. citizens. International insurance providers are sometimes accepted in U.S. PPO networks as well.

Finally, patients may finance their medical treatment personally, at full or slightly discounted costs. This method is referred to as “self-pay patients”. Due to the high cost of healthcare in the United States, this is the most undesirable payment method for international patients.

The types of individuals that travel to the United States can vary in diagnosis and demographic. International patients who receive healthcare in the United States have diagnoses that are usually specialized and more comprehensive. If travel is necessary, it is assumed that their treatment plan is complex and the treating facility is highly specialized for those protocols.

The international patient population in the United States is approximately 60% adult and 40% pediatric cases. Generally, there is an even distribution of male and female patients.

Overview

There are many organizations and institutions that participate in international patient care with various degrees of engagement. Fifty years ago, travel was very difficult for international patients – underdeveloped infrastructure and high travel costs made it an undesirable choice. Medical travel in particular, was poorly implemented and transoceanic flights were not equipped to transport high-risk patients. The improvements to healthcare technology alleviate many burdens for patients traveling abroad for specialized treatment. Global infrastructure improvements have aided in the development of the international patient care industry.

The United States is recognized as the global leader in high quality healthcare and is home to some of the best healthcare systems in the world. This perception makes the US a popular destination for international patients seeking treatment abroad. When I was introduced to this

industry in 1991, there were 6-8 hospitals in the US receiving international patients. Now, more than 80 hospitals receive international patients, with an additional 10 to 15 hospitals joining the industry every year. More than 50,000 international patients come to the US each year.

New care models

To best accommodate international patients, hospitals and institutions have adapted to cultural and medical needs by creating new care models. Ideally, patient care comes first. If the hospital or institution is focused on delivering patient care at the highest level, it will be successful in the industry. It is necessary to have support staff that meet the needs of international patients while adding additional services that deliver a rounded treatment experience.

While working at the Kuwait Embassy in Washington, I became familiar with the typical international patient experience. There was a disconnect between what an international patient needed and what US hospitals delivered. The hospitals and patients struggled with cultural differences, language and systemic barriers. To bridge the gap in patient care, systems in which patients were navigating needed to be improved. Professional and institutional systems were not organized to allow easy access for international patients. These closed systems, such as the hospitals in which the patients were receiving treatment, did not allow for accommodating cultural needs or alternative patient care methods. With various systematic barriers in place, our office at the embassy needed to be committed to the continuous monitoring of our patients. This added to the embassy workload and kept patient volumes low.

US hospitals now have more experience and have adopted the necessary support and infrastructure to successfully interact with international patients. This experience also improved cultural understanding and those earlier barriers are now less difficult to overcome. Patient volumes have subsequently increased and

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the industry has grown. Competition has increased dramatically as hospitals have started to master the industry with creative solutions to improve relations with international patients.

International patient impact

International patient care is a booming industry and the United States is starting to notice the large economic impact of this type of tourism. Although international citizens are traveling to the US for treatment, there are additional activities in which the patient benefits the US economy. When receiving treatment in the US, patients need long-term housing, food, transportation and other necessities. Patients also bring family members with them to help assist in their care, which adds to the overall consumption during their time in the US. Hotels, rental agencies and typical tourism products and services benefit greatly from the international medical travel industry.

In addition to the economic impact, there is also a large political interest in the international medical industry. On a federal and state level, representatives from the US Commercial Service and state-run Departments of Employment and Economic Development engage with organizations to promote the import and export of healthcare products and services.


Minnesota International Medicine has worked closely with the Secretary of State of Minnesota, and has had the opportunity to participate in programs spearheaded by the Secretary of State as part of strategic development and relationship building. Our organization has gained recognition for our hard work, international import/export development for the State of Minnesota, and contribution to local economies and received the Minnesota Governor's International Trade Award. Governmental supporters for international healthcare industry reinforces the mission too.

The future of international medical travel

International programs must engage hospitals, government supporters, embassies and all interacting elements to best serve international patients. International care programs are accountable for their obligation to every patient. It is my belief that

this sense of responsibility to international patients is fulfilling and brings the world closer together. Even if there are difficult times when treating a patient, or keeping a family comfortable during their time in the US, there is no option other than to continue working hard to serve the patient. Connecting people from all over the world through international healthcare makes a positive impact on how the US views other countries, and how other countries view the US. By delivering the best care possible, we can change lives and connect people from all over the world.

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About the author

Dr. Sherif Saad's experience in international medicine began when he was working at the Embassy of the State of Kuwait. In October 1991, he was asked by the Health Counselor of the Kuwait Embassy in Washington, D.C. to manage the launch of the Embassy's Health Office as its first Medical Director.

For the next 20 years as the Medical Director, he was responsible for supporting the Kuwait Health Attaché, developing the organizational infrastructure of the office, and establishing policies and procedures. In addition to the structural support of the office, Dr. Saad was the acting liaison between the Kuwait Ministry of Health and U.S. medical institutions. He oversaw the coordination of care for Kuwaiti patients and students seeking treatment in the United States. His background as a urologist and experience through his MBA, gave him a strong advantage in serving in this position. He managed a team that supervised, consulted, and coordinated services to ensure Kuwaiti citizens received the most effective treatment plans, services, and outcomes available. Their office worked with more than 50 hospitals and medical centers in the United States. Their primary goal was to improve patient experience for Kuwait citizens traveling to the U.S. for treatment.

His current role as Minnesota International Medicine's Chief Executive Officer and Medical Director allows Dr. Saad to

International patient care is a booming industry and the United States is starting to notice the large economic impact of this type of tourism. Although international citizens are traveling to the US for treatment, there are additional activities in which the patient benefits the US economy.

serve individuals with a hands-on international patient care model. Because of his many years at the Kuwait Embassy's Health Office, he is able to add more value to the patients' experience. The organization serves many of the same types of patients that he has experience with because they receive many individuals from the Middle East. Through his experience in the international healthcare industry, he has had the opportunity to visit international programs across the United States. "I learned what tools they use, their positive aspects, and the improvements needed to capture the essence of the industry. I have applied this to a new business model for serving international patients by attempting to combine the best aspects of each international program," he says. MIM delivers a patient experience that is unique: They have the ability to work outside bureaucratic systems to deliver patient-centered care. Their mission is to ensure patient satisfaction by providing comfort and ease to international patients' healthcare experience.

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CHI St. Luke's Health: A new era in healthcare

The world-renowned Texas Medical Center (TMC) – the largest medical complex in the world with more than 7.2 million visits per year – is home to CHI St. Luke's Health–Baylor St. Luke's Medical Center (Baylor St. Luke's).

As part of a six-hospital health system, Baylor St. Luke's is a quaternary care facility in Houston that is dedicated to a mission of enhancing community health through high-quality patient care in caring for the whole person – body, mind, and spirit. Led by Wayne Keathley, President, Baylor St. Luke's has embarked on a new era in healthcare through significant alliances that position the hospital at the forefront of transforming the delivery of healthcare in Texas and the United States.

New horizon in cardiovascular medicine

CHI St. Luke's Health, Baylor College of Medicine (BCM), and THI have come together to create a state-of-the-art cardiovascular program that is capable of revolutionizing cardiovascular medicine through leadership in areas such as regenerative medicine and the development of next-generation medical devices.

Neurosciences

The NeuroScience Center at Baylor St. Luke's takes a comprehensive approach to evaluation, treatment, and long-term management of neurological diseases, while providing the expertise of leading neurologists, neurosurgeons, neuroradiolo-

gists, and neurophysiologists.

Baylor St. Luke's houses specialized neuro-specific clinical units, which include a 20-bed Neuro-Intensive Care Unit, a 42-bed Neuro Acute Care Unit, and dedicated Neurosurgical operating room suites. All of the neuro-specific units have RNs that are NIH Stroke Scale certified. Interventional Neuroradiology at the Neuro-Science Center has garnered international recognition for cutting-edge technology in the prevention and treatment of neurovascular diseases.

The Neurovascular Center, launched in 2005, offers multidisciplinary expertise from renowned interventional neuroradiologists. Neurointensivists, neurologists, and neurosurgeons all work collaboratively with neurointerventional radiologists to offer many treatment options for neurovascular disorders. In addition, they also work closely with internal hospital specialists to utilize diagnostic capabilities. Baylor St. Luke's is the first in Houston to operate CyberKnife in a clinical setting for treatment of intracranial tumors that continues to offer new hope to patients who have surgically complex tumors.

Baylor St. Luke's Medical Center

- Ranked as one of America's "Best Hospitals" for Cardiology & Heart Surgery
- Member of one of the nation's largest health systems: Catholic Health Initiatives
- FOUR-time ANCC Magnet® Designation for Nursing Excellence – highest honor bestowed to a hospital for nursing
- Cares for patients representing more than 70 countries around the globe
- Collaborative Partnerships: Baylor College of Medicine – one of the top medical schools in the nation
- Home of Texas Heart® Institute (THI) featuring world-renowned physicians and the birthplace of the world's first heart transplantation



Texas Heart Institute

- Founded by Denton A. Cooley, MD, in 1962
- FIRST successful heart transplantation in the United States
- FIRST implantation in the world of an artificial heart in a human
- More than 100,000 open-heart procedures performed
- FIRST in the U.S. to implant a pacemaker enclosed in a mesh envelope embedded with two antibiotic agents that provide site-specific antibiotic protection
- THI Surgeon, Dr. O.H. "Bud" Frazier has performed more heart transplants and left ventricular assist device implantations than any other surgeon in the world

Cancer care

The development of a comprehensive cancer center has been identified as an initiative of the new joint venture, with the goal to achieve comprehensive status – one level above the current National Cancer Institute designation Baylor's St. Luke's Cancer Center has presently. The Dan L. Duncan Cancer Center at Baylor College of Medicine brings together all of the cancer-related activities from across these institutions under one umbrella, fast-tracking our efforts to prevent, diagnose and more effectively treat adults, children. As a National cancer institute, the center offers the best minds in cancer treatment backed by the renowned

researchers of Baylor, improved outcomes through comprehensive, personalized care, and access to the latest clinical trials. The center is at the forefront of personalized medicine, replacing traditional treatments with targeted therapies based on each individual's unique biology and the exact characteristics of their cancer. The benefits include: earlier detection, better prevention, and more effective treatments with fewer side effects. Through prestigious research grants awarded by the NCI, the Duncan Cancer Center continues to make significant and far-reaching contributions to cancer research and patient care.

Breast cancer unit

Experts in the Lester and Sue Smith Breast Center at Baylor College of Medicine specialize in the prevention, diagnosis and treatment of breast cancer and benign breast disease. In the Breast Care Center, we offer mammography screening, risk assessment and preventative care, genetic testing and counseling, cancer treatments, clinical trials and long-term survivorship care in one location. We are one of only a few comprehensive breast care centers in the country focused exclusively on prevention, diagnosis and treatment of breast disease and breast cancer. Statistics show that patients who go to comprehensive breast centers have improved outcomes and greater likelihood of survival compared to those who seek treatment elsewhere.

International services

International Services at Baylor St. Luke's extends a gracious welcome to patients and fam-

ilies from around the world. Our multilingual professional team stands ready to manage all your medical services needs and related matters to make your stay with us more pleasant.

Services

- Second opinion
- Physician appointments and scheduling
- Language assistance
- Hotel reservations and long-term housing
- Air travel and ground transportation
- Air ambulance assistance
- Business center for patient and family members (e-mail, fax machines, photocopiers)
- Spiritual support for all faiths
- Specialized in cultural needs
- Purchasing of medical equipment

Business development initiatives

CHI St. Luke's offers clinical rotations for interested physicians and maintains affiliations with institutions and societies to benefit local communities through collaborative information exchange.

The International Services staff is available to answer your calls, faxes, and emails between the hours of 8 a.m. and 5 p.m. (Central Time), Monday through Friday (except U.S. holidays). If an emergency arises after office hours, dial the office number and the on-call international representative will assist you.

Contact us

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Aru Panwar, M.D. Assistant Professor, Department of Otolaryngology – Head and Neck Surgery

Centers of excellence in head and neck surgical oncology promise improved survival and quality of life – The University of Nebraska experience

The head and neck surgical oncology program at The Nebraska Medical Center (Nebraska) has evolved into a center of excellence that provides comprehensive care to patients affected by head and neck cancer. With over 25 years of experience, the program is one of the highest volume teams in North America. Interdisciplinary care revolves around collaboration between fellowship-trained physicians in head and neck surgical oncology, reconstructive surgery, robotics, medical oncology, radiation oncology, endocrinology, and head and neck pathology, with wide recognition for their clinical expertise, teaching and leadership roles. Dedicated support services provide ongoing care for speech and swallowing rehabilitation, dental oncology, social support and seamless transition to survivorship.

Head and neck cancer affects over half a million individuals globally every year. A majority of these cases are related to tobacco and alcohol use, although human papilloma virus associated oropharyngeal carcinomas have recently demonstrated a dramatic increase in incidence. Care of patients diagnosed with head and neck malignancy often require collaboration between multiple specialty physicians and allied healthcare professionals to ensure optimization of patient outcomes related to survival and quality of life.

There is increasing evidence that high volume centers that focus on specialized care of head and neck cancer patients have improved outcomes. Such programs rely on care protocols based on best practice models, established network of supportive services, and continued skill improvement in focus areas to provide superior care, better survival and quality of survivorship. The effect of high institutional volume on

improved outcomes is not limited to head and neck surgical oncology, and has been demonstrated reliably in areas like esophageal, bariatric and pancreatic surgery.

Several patient-centered specialized care pathways have been developed in Nebraska for patients with malignancies affecting the upper aerodigestive tract, skull base and thyroid gland. These pathways have resulted in significant improvements in patient outcomes, including reduction in length of hospital stay, shorter and less frequent intensive care unit stay and reduced cost of care.

The efficient delivery of care allows the program to support academic training programs for clinicians, the opportunities to develop meaningful clinical and laboratory research, and use established scientific principles for outcomes improvement. For example, the recognition of depression as a major determinant of the adverse quality of life, for patients with advanced head and neck cancer receiving non-surgical therapy, resulted from the experience gained at Nebraska program. Nebraska researchers further identified the role of prophylactic use of anti-depressants in mitigating depression and improving quality of life parameters in such patients even after cessation of therapy. The potential positive impact of these findings on a large number of patients worldwide, who are at high risk for treatment related depression and self harm, are substantial.

Robust clinical program

A robust clinical program supports a head and neck cancer registry and tissue bank that advances our understanding of specific molecular markers that determine behavior of head and neck squamous cell carcinoma. UNMC researchers' work on the expression

of MUC 1 & MUC 4 and their adverse prognostic implications in head and neck mucosal malignancies offers hope for development of novel therapeutic agents in the future.

In addition to continued excellence in oncologic care, the program offers unique opportunities for dissemination of knowledge and shared expertise with partners on a worldwide basis, through training programs, continued medical education opportunities and the ability to provide clinical decision support through remote tumor boards.

As leaders in head and neck cancer care, Nebraska continues to expand its efforts at improving survival and quality of care outcomes for its patients through innovative use of care pathways, research with real world applications, advanced clinical training programs and opportunities for collaboration with head and neck clinicians and researchers across the globe. MCH

Nizar Mamdani, executive director of Nebraska's International Healthcare says: "Our healthcare professionals and researchers are great examples of the caliber of specialists and researchers working tirelessly to help provide the best head and neck surgical oncology treatment options. Through strategic collaborations with 123 institutions in 44 countries, Nebraska provides innovative treatment options for cancer care and transplantation to patients around the world".

Nebraska also provides customized training and educational programs for specialists, nurses and allied healthcare professionals.

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www.unmc.edu/international

A promise to children and families around the world.



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Children deserve the best care possible no matter where they live. That's why doctors and families around the world turn to Nemours. As an internationally recognized children's health organization, we provide highly specialized pediatric care with compassion and respect for each child and their family's unique health, cultural and financial needs. Our Nemours/Alfred I. duPont Hospital for Children is consistently rated among the best children's hospitals in the nation by *U.S. News & World Report*. And while this level of pediatric care is not always available around the globe, it is the Nemours promise to help every child, everywhere, have a healthier and happier future.

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Children's Health System
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Advancing pediatric medicine with innovation and family-centered care

Throughout its 120-year history, Children's Hospital of Pittsburgh of UPMC has helped define excellence in pediatric medical care and research. Children's Hospital ranks ninth on *U.S. News & World Report's* 2014-15 Honor Roll of America's Best Children's Hospitals. Also, Children's is one of only 13 pediatric hospitals in the U.S. named to The Leapfrog Group's 2013 class of Top Hospitals, based on the results of a survey that measures hospitals' performance in patient safety and quality.

Located in Pittsburgh, Pennsylvania, Children's opened its new, innovative campus in 2009. The 296 bed hospital was designed with children and families in mind with private patient rooms and many homelike amenities. Additionally, it's one of the most technologically advanced facilities in the U.S. for pediatric medicine. Clinical services that set Children's apart include innovations in the neurosciences, cardiac care, transplantation, rare disease therapy, and ophthalmology.

Brain Care Institute

At the Brain Care Institute (BCI), innovative medical and surgical treatment options are available to help patients afflicted with neurological disorders. The BCI brings together a number of pediatric specialties, including: neurology, neurosurgery, neuro-critical care, and neuro-oncology – a unique combination of international specialists all dedicated to the care of children with injuries or conditions related to the brain and spinal cord.

Heart Institute

The Heart Institute is one of the most active and innovative centers for the care of children who are born with or who acquire heart problems.

Achievements include:

- The lowest overall four-year surgical mortality rate among all medium- and high-volume pediatric cardiovascular surgery programs with a rate of 1.1%, according to the latest data compiled by the So-



ciety of Thoracic Surgeons (2008-2012).

- One of the most experienced centers in the use of the Ventricular Assist Device (VAD), a mechanical heart pump that offers lifesaving support to keep patients alive until heart transplantation or recovery occurs

First in pediatric transplantation

Children's Hospital established the world's first and largest pediatric transplantation center in 1981 under renowned transplant pioneer Thomas E. Starzl, MD, PhD. The Hillman Center for Pediatric Transplantation has:

- Performed more transplants in children than any other facility
- Patient survival rates that are among the world's best
- Transplant specialties include liver, intestine, kidney, heart, lung, and blood and bone marrow
- Recognized as a leader in transplant-related research

Rare disease therapy

The Center for Rare Disease Therapy consists of international experts who are focused on treating children with rare diseases, defined by leading standards of care, pioneering protocols, and individualized services.

World-class ophthalmology care

Children's Division of Pediatric Ophthalmology, Strabismus, and Adult Motility is led by one of the world's foremost pediatric eye specialists, Ken K. Nischal, MD, FRCOphth. As part of the UPMC Eye Center, it combines best practices and interdisciplinary collaboration to deliver exceptional care for visually impaired patients – from infants to adults.

Groundbreaking research

Children's Hospital's has a rich heritage in pediatric research and today is recognized as one of the fastest growing National Institutes of Health (NIH)-funded pediatric research programs in the U.S.

Experts in telemedicine

Children's Hospital is a leading center for the use of telemedicine services to bring pediatric specialists to hospitals worldwide through state-of-the-art technology. Children's offers remote physician-to-physician consultation of critical care units to hospitals around the world in need of pediatric intensivists. Children's provides telemedicine consultative services with pediatric cardiac critical care units in various cities in Colombia and post-operative management of pediatric liver transplant patients in Palermo, Italy.

International services

Children's International Services team is available to assist physicians, parents, health ministries, and embassies around the world who are seeking leading-edge clinical services, consultation, education and training, and more. International liaisons are fluent in multiple languages including Arabic, to ensure proficient communication. Its Passport Care program helps patients and families feel at home until they return home, providing a wide range of concierge services such as assistance with housing, transportation, administration, translation, financial counselling and religious and cultural matters.

- To learn more about Children's Hospital of Pittsburgh of UPMC, visit: www.chp.edu or contact our International Services team at: +1-412-692-3000 or by email: international@chp.edu

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Or you can turn to Mayo Clinic.

At Mayo Clinic, a team of experts works together for you. No wonder Mayo Clinic was recognized as the No. 1 hospital in the United States by *U.S. News & World Report*. Visit mayoclinic.org or mayoclinic.org/arabic to learn more.



Lab test results within 48 hours at Mayo Medical Laboratories

Mayo Clinic has been recognized as the No. 1 hospital in the United States by *U.S. News & World Report* Honor Roll of Best Hospitals 2014-15. More than a million people each year choose Mayo Clinic for their medical care, including more than 7,000 international patients from over 140 countries.

In addition to patient services, health care organizations can also access Mayo Clinic testing expertise through Mayo Medical Laboratories, a global reference laboratory operating within Mayo Clinic's Department of Laboratory Medicine and Pathology. Mayo Medical Laboratories test catalog includes more than 3,000 tests across the full spectrum of health care subspecialties including cardiology, clinical chemistry, genetics, hematology, microbiology and infectious diseases, neurology, oncology, pharmacogenomics, pediatrics, and transfusion medicine.

As a part of an integrated group practice, Mayo Medical Laboratories services enable health care institutions to collaborate with 160 Mayo Clinic physicians and scientists and 3,000 laboratory professionals dedicated to laboratory medicine and pathology. Through this collaboration, Mayo Medical Laboratories helps healthcare organizations in more than 11 Middle East and North African countries apply patient care-driven testing approaches, establish clinically proven test utilization strategies, and advance the integration of community healthcare delivery.

Global reach

Performing more than 23 million tests each year for providers around the world, Mayo Medical Laboratories focuses on the turnaround time of test results, not just specimen transit time. Their global reach and logistics network enables healthcare providers to efficiently send specimens to Mayo Clinic, with electronic results available in as little as 48 hours. All specimens sent to Mayo Medical Laboratories receive the same care and

turnaround times as Mayo Clinic patient samples. To enable this level of access, Mayo Medical Laboratories has invested heavily in internationally dedicated test ordering, specimen transport, and results processing solutions.

One phone call away

Once a result is reported, medical professionals can consult with more than 3,300 Mayo Clinic physicians and scientists on test selection, results interpretation, and clinical care guidance. Areas of expertise available include anatomic pathologists, histopathologists, medical oncologists, geneticists, genetic counselors, metabolic disease specialists, and other experts in nearly every medical subspecialty.

World-class logistics and customer service

Mayo Medical Laboratories realizes that a test result is only one aspect of laboratory medicine and pathology, which is why they have made a substantial investment in their customer service and logistics teams to ensure specimens are delivered to Mayo laboratories quickly and safely.

- Mayo Medical Laboratories has strong relationships with preferred international logistics providers including FedEx, UPS, DHL, World Courier, OCASA, and several others.

- Mayo Laboratory Inquiry has dedicated, client service representatives to answer your questions at any time, via phone or e-mail. The customer service center is available 24 hours a day, with all calls personally answered. More than 99 percent of inquiries are resolved by one phone call.

- Dedicated support teams located in your region can be contacted regarding any laboratory matter.

- Personalized support includes specimen collection, shipping supplies, and comprehensive shipping instructions.

- Information technology solutions can connect your organization to Mayo

Clinic's laboratory information system for simple test ordering and result reporting.

Improving care through utilization management

Mayo Medical Laboratories is at the forefront of optimal test utilization and have implemented services and offerings to help clients maximize their test utilization efforts.

- Practice-driven algorithms are based on proven Mayo Clinic diagnostic approaches and provide guidance for appropriate ordering and use of laboratory tests.

- Testing Ordering Analysis examines your test-ordering patterns to identify utilization opportunities that reduce costs and optimize patient outcomes.

- Education and testing resources provide utilization information to ensure testing knowledge is practical, readily available, and applied appropriately to patient care.

Stay on the cutting edge of patient care through education

Mayo Medical Laboratories educational offerings help providers maintain competencies required to successfully practice in today's competitive healthcare environment.


- Online presentations focused on phlebotomy, process improvement, and quality management.

- On-demand modules covering customer service training and the transportation of dangerous goods.

- Visiting Faculty programs delivered by Mayo Clinic physicians, scientists, and allied health professionals, tailored to your organization's specific education needs.

- Hot Topic video presentations by Mayo Clinic physicians or scientists that discuss specific tests, disease states, and test utilization practices.

- Immersive live conferences focused on delivering the latest strategies that optimize patient care and improve outcomes.

To learn more about Mayo Medical Laboratories' test menu and international solutions, visit www.mayomedicallaboratories.com or www.mayoclinic.org. 

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From five continents and all 50 states, patients and their families come to one medical center known for lymphoma treatment and research, and bone-marrow and stem-cell transplantation. Recognized by *US News and World Report* and the National Cancer Institute as one of the best in cancer care, this is the program where many of the early advancements occurred that have helped this field grow.

When it's your family, there is only one.



JAMES O. ARMITAGE, MD
Program Founder and Lymphoma Specialist



JULIE M. VOSE, MD
Chief, Hematology/Oncology

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UNIVERSITY OF NEBRASKA
MEDICAL CENTER

Five Harvard-affiliated hospitals – One global mission

Partners HealthCare International® (PHI) is an academically-based international healthcare organization that is extending the capabilities of local healthcare systems worldwide. PHI, founded in 1997, is the international arm of Partners HealthCare.

As a leading not-for-profit academic medical institution in the United States, Partners HealthCare is committed to patient care, research, teaching and service to the community locally and globally. Founded in 1994 by the two largest teaching hospitals of Harvard Medical School, Massachusetts General Hospital and Brigham and Women's Hospital, Partners HealthCare includes community and specialty hospitals, a managed care organization, a physician network, community health centers, home care and other health-related entities. Massachusetts General Hospital (MGH - ranked #2) and Brigham and Women's Hospital (BWH - ranked #9) are the only two hospitals in one city ranked in the Top Ten by *US News & World Report*.

International Patient Services

Each year thousands of international patients come to our hospitals seeking a consultation, a second opinion or medical treatment. From assistance with appointment scheduling to translation services, the International Patient Centers at Massachusetts General Hospital and Brigham and Women's Hospital offer a full-service office that helps patients, their families and their referring physicians navigate the care journey.

- To request an appointment, contact:
 - **Massachusetts General Hospital**
Tel: 011-617-726-2787
Web: <http://www.massgeneral.org/international/>
 - **Brigham and Women's Hospital**
Tel: 011-617-732-5777
Web: www.brighamandwomens.org/Patients_Visitors/international/
- PHI also serves as a gateway for patients seeking care at one of our hospitals because of our direct connection to the institutions. To learn more about international patient services at our hospitals, contact:
 - Tel: 011-617-535-6434
 - Email: internationalreferral@partners.org

Massachusetts General Hospital

As the third oldest general hospital in the United States and the oldest and largest hospital in New England, Massachusetts General Hospital continues its tradition of excellence today. Mass General has long been a leader in successfully bridging innovative science with state-of-the-art clinical medicine. In fact, Mass General conducts the largest hospital-based research program in the United States – a program that spans more than 20 clinical departments and centers across the hospital.

The hospital has five multidisciplinary care centers – known worldwide for innovations in cancer, digestive disorders, heart disease, transplantation and vascular medicine – that unite specialists across the hospital to offer patients comprehensive, state-of-the-art medical care and the best possible outcomes. Mass General has consistently placed among the top hospitals on the *U.S. News & World Report* Best Hospitals Honor Roll since the survey began in 1990. In fact, many clinical specialties at the hospital ranked in the top 10 by the 2014 – 2015 *U.S. News & World Report*, including orthopedics, gastroenterology and cancer. Other specialties and subspecialties at Mass General include:

- Diabetes & Endocrinology
- Ear, Nose & Throat (Massachusetts Eye & Ear Infirmary)
- Neurology & Neurosurgery
- Ophthalmology
- Pulmonology
- Geriatrics
- Gynecology
- Cardiology & Heart Surgery
- Rehabilitation
- Nephrology
- Rheumatology
- Pediatrics
- Urology

Brigham and Women's Hospital

Brigham and Women's Hospital (BWH) is an international leader in virtually every area of medicine and has been the site of pioneering breakthroughs that have improved lives around the world. The BWH Biomedical Research Institute (BRI) is one of the most powerful biomedical research institutes



Brigham and Women's Hospital




Massachusetts General Hospital

in the world and the second largest recipient of National Institutes of Health (NIH) funding among independent hospitals in the US. With over US\$640 million in total research funding and over 1,000 principal investigators, BWH has long had great success in research as measured by the number of important discoveries made, the size and scope of its research portfolio and the volume of publications annually.

BWH is an internationally-known referral center for the most complex cases in nearly all areas of medicine. In fact, *U.S. News & World Report* consistently ranks the hospital among the nation's Top Ten hospitals. Many clinical specialties at BWH are ranked in the top 10 by the 2014 – 2015 *U.S. News & World Report*, including gynecology, cancer and cardiology. Other specialties and subspecialties at the hospital include:

- Nephrology
- Rheumatology
- Diabetes & Endocrinology
- Ear, Nose & Throat
- Geriatrics
- Gastroenterology & GI Surgery
- Neurology and Neurosurgery
- Orthopedics
- Ophthalmology
- Pulmonology
- Urology

Other Partners member hospitals include:

- Dana-Farber Cancer Institute (ranked #4 in Cancer)
- Spaulding Rehabilitation Network (ranked #6 in Rehabilitation)
- McLean Hospital (ranked #4 in Psychiatry) 

More than 90 countries trust in our world-class care.

We care for children from around the world and have a reputation built on our groundbreaking research and deep understanding of the treatment and diagnosis of complex and rare diseases. It's no wonder *U.S. News & World Report* recently ranked us:



#3 on the Best Children's Hospitals Honor Roll for the fourth year in a row

Top 10 in all 10 pediatric specialties

To refer a patient or learn more, please call us in the United States at 001-513-636-3100, email us at international@cchmc.org or visit cincinnatichildrens.org/international.

 **Cincinnati Children's**
Hospital Medical Center

Sultan, a colorectal and urology patient from United Arab Emirates.



Global access to high quality medical care in the United States

■ By **Dr. Tricia Johnson** – Director of Research in the Center for the Advancement for Health-care Value in the Department of Health Systems Management at Rush University

■ By **Vidya Chakravarthy** – Project Coordinator for the US Cooperative for International Patient Programs

■ By **Dr. Andrew Garman** – Executive Director for the US Cooperative for International Patient Programs, and Professor in the Department of Health Systems Management at Rush University

For more than 50 years, patients have travelled to the United States from across the world in search of the highest quality of tertiary and quaternary care and cutting edge treatments. US hospitals have a long history of breakthrough research to improve the health of children from across the world by using the most advanced technologies and scientific knowledge for diagnosing and treating childhood diseases.

US pediatric hospitals have developed some of the most specialized treatments and therapies that have resulted in remarkable improvements in childhood health and life expectancy and specialize in providing these treatments to children from across the world. Advanced treatments for pediatric diseases and conditions such as leukemia and other childhood cancers, orthopedic conditions and cardiac disorders, as well as treatments, such as heart, liver and other organ transplants, and long-term rehabilitation are just a few examples of the advanced pediatric care provided in the United States.

US hospitals are also leaders in genomic research to more quickly diagnose and treat inherited diseases in children, transforming how medical care is delivered.

US hospitals recognize that travelling for medical care, especially for children and their families, can be physically and emotionally difficult. These hospitals have invested substantial resources to help make the process of travelling internationally for medical care as seamless as possible. With the goal of providing the very best care to patients, our hospitals have developed sophisticated international patient programs that provide wrap-around services to support

our outstanding clinical care. Services span the gamut of needs, starting with the first call to the international patient program office, to ensuring that travel from the patient's home to the US hospital destination is effortless (Figure 1). While these programs help to schedule appointments and coordinate care, this is only one of many services provided to international patients.

Many US hospital programs can provide a medical record review to ensure that the patient's medical needs can be addressed by the hospital. For patients with medical records in another language, programs often coordinate the translation of these documents into English. Before deciding to come to a US hospital, patients may request a remote second opinion to confirm a diagnosis or to understand the treatment options. Once a patient decides to travel to the US for medical care, many programs facilitate travel and hotel accommodations so that the patient and family members can focus on their healthcare needs rather than the logistics of international travel. US hospital programs can then offer interpretation services for patients and their family members after their arrival, and continue to stay involved throughout the stay to ensure that care is seamlessly coordinated even after the patient returns home.

American hospitals focus not only on the quality of clinical care provided, but also on the patient experience. Medical care in the United States is characterized by several unique attributes that, together, help to create the very best experience for patients from across the world.

Interprofessional care teams

Figure 1

Services Provided by International Patient Programs

- Appointment scheduling and care coordination
- Facilitation of travel and hotel accommodations
- Medical record review
- Translation services
- Interpretation services
- Remote second opinions

Complex medical care is commonly delivered by an interprofessional care team that may consist of pediatricians, pediatric specialists, nurse practitioners, nurses, and other health professionals from multiple disciplines. The team structure can be as simple as a physician, nurse, respiratory technician, and physical therapist. For complex medical conditions, however, these teams can even include subspecialists such as clinical molecular geneticists, genetic counselors, and computer engineers. The interprofessional team-based care is instrumental in managing the complex needs of patients that, in addition to the clinical issues, can also include addressing psychological and social needs. This team structure creates cohesion within the healthcare delivery system, improves the quality and safety of care provided, and leads to better health outcomes overall.

Patient-centered care

American hospitals are also committed to delivering care that is patient-centered. Patient-centered care integrates patient preferences, needs, culture, and values into individualized care plans and clinical decisions, while encouraging patients to be engaged in the care decisions. This is particularly important for pediatric patients and their families. An abundance of research has demonstrated better outcomes for patients who remain engaged.

Substantial investments in research and development

The United States invests more into research and development (R&D) than any country in the world. In 2009, gross expenditures on R&D totaled US\$402 billion, far more than any other country in the world. The US National Institutes of Health is the largest funder of medical research in the world. With these investments in R&D, survival rates and quality of life for children with diseases such as leukemia and other pediatric cancers, cardiac disorders, and other conditions have dramatically improved. This demonstrates

Figure 2
2014 USCIPP Members (September 2014)



Ann & Robert H. Lurie Children's Hospital of Chicago
Baptist Health South Florida
Boston Children's Hospital
Cancer Treatment Centers of America
CHI St. Luke's Health
Children's Hospital of Philadelphia
Children's Hospital Colorado
Children's Medical Center-Dallas
Children's Mercy Hospitals and Clinics
Children's National Medical Center
Cincinnati Children's Hospital Medical Center
City of Hope
Cleveland Clinic
Emory Healthcare
Hospital for Special Surgery
Houston Methodist
Indiana University Health
Johns Hopkins Medicine International
Mayo Clinic
Memorial Hermann
Memorial Sloan Kettering Cancer Center
Methodist Healthcare-San Antonio
Minnesota International Medicine*
Moffitt Cancer Center
Mount Sinai Medical Center
New York-Presbyterian Hospital
Northwestern Memorial Hospital
NYU Langone Medical Center
Ochsner Health System
Oregon Health & Sciences University
Partners HealthCare International**
Philadelphia International Medicine***
Rehabilitation Institute of Chicago
Roswell Park Cancer Institute
Rush University Medical Center
Scripps Health
Stanford Hospital and Clinics
Tenet Healthcare
UC Davis Medical Center
UC San Diego Medical Center
UCLA Health
UCSF Medical Center
University of Chicago Medicine
University of Colorado Health
University of Miami Health System
University of Pennsylvania Health System
University of Texas MD Anderson Cancer Center
UPMC

*Includes Abbott Northwestern Hospital, Children's Hospital & Clinics of Minnesota, Gillette Children's Specialty Healthcare, Phillips Eye Institute, Regions Hospital, University of Minnesota Medical Center-Fairview, University of Minnesota Amplatz Children's Hospital
**Includes Brigham & Women Hospital, Dana Farber Cancer Institute, Massachusetts General Hospital, McLean Hospital, Spaulding Rehabilitation Network, teach affiliates of Harvard Medical School
***Includes Alfred I. duPont Hospital for Children, Fox Chase Cancer Center, Temple University Hospital, Thomas Jefferson University Hospital

a direct translation of medical research through the collaboration of researchers and clinicians from bench to bedside.

Leader in quality measurement

The United States is a global leader in standardized quality measurement and public reporting of medical care outcomes. The US Centers for Medicare and Medicaid Services collects and reports measures of hospital quality, including in-hospital and 30-day mortality, readmissions, patient safety indicators, and patient satisfaction. Individuals in the United States and from across the world can access this information via the internet and compare outcomes with standardized definitions. This public reporting of quality measures reinforces an environment where hospitals seek to continually improve care.

Commitment to creating 'learning health systems'

Members are committed to creating "learning health systems" that are predicated on tight integration between research, care delivery, and education. The US Institute of Medicine describes the learning health system as one that brings together science, data and informatics, incentives, and culture to continually improve and innovate with the goal of improving medical care, improving systems of care, and optimizing the health of all patients. Hospitals focus on identifying and disseminating best practices to ensure the highest quality of care is provided to all patients.

US Cooperative for International Patient Programs

The US Cooperative for International Patient Programs (USCIPP) is a member organization of US healthcare providers with a mission of expanding global access to US expertise in high quality care. USCIPP members include hospitals and health systems across the United States, including children's hospitals, academic medical centers, and cancer and other specialty care hospitals (Figure 2).

USCIPP is a program of the non-profit National Center for Healthcare Leadership, and in collaboration with the Rush Center for the Advancement of Healthcare Value, works with its member hospitals to develop strategies to increase the global competitiveness of the organizations, develop a rigorous base of research to inform best practices and quantify size and nature of the international patient market in the United States. USCIPP was formed in 2010 as a partnership between the University HealthSystem Consortium, Rush University and the US Department of Commerce International Trade Administration and became a self-sustaining entity within NCHL in 2013. The USCIPP member organizations have the common goal of identifying and disseminating best practices within American hospitals for continually improving the quality and experience of care delivered in the US. 

Providing hope for the future

A young boy from the gulf region of the Middle East was diagnosed with epidermolysis bullosa (EB) that required a bone marrow transplant; however, none of the local hospitals were equipped to provide such a treatment. After doing extensive research, his parents found an EB treatment center at an American hospital. With the help of the receiving hospital's international patient services, this boy was able to travel to the United States with his mother, father, and siblings and acclimate to their new home. The US-based EB treatment center identified that the patient's older sister was a matching donor for his bone marrow transplant, and he began treatment at the age of three, when his delicate condition

required him to wear bandages, gloves, and clothing that covered all of his skin except for his face. The patient recovered as expected, but the family soon received the disappointing news that the bone marrow did not take. His care team supported the family during this difficult time, and although it was a difficult decision, the family agreed to a second procedure, and departed home for a few months for their children to attend school. The patient has returned to the EB treatment center this year, and recently received his second bone marrow transplant. The family is currently waiting for news of the results of his procedure. Like many others, his journey is a miraculous one, for which they have high hopes for a bright future.

Together we provide world-class care

Boston Children's Hospital has been named the top pediatric hospital in the *United States* by *U.S. News & World Report* for 2014-15. Eight of our clinical specialties were also selected as the best in the nation. With dozens of laboratories and more than 1,100 scientists, we're home to the world's largest research enterprise based at a children's hospital. And as a teaching affiliate of Harvard Medical School, we're training a new generation of innovative and compassionate clinicians.

We're proud of these achievements. But we also recognize that the exceptional care we offer our patients wouldn't be possible without our worldwide network of partners. Each year, more than 2,000 children from outside the United States travel to our hospital to receive specialized treatment. Meeting the unique needs of these patients and families requires a truly collaborative approach. That's why we view referring physicians as an integral part of our team and rely on their input, insights and support.

Our patients are your patients, and together we can provide them world-class care that's available nowhere else. We offer a broad array of specialized services and treatments, including:

Oncology and Hematology

The Dana-Farber/Boston Children's Cancer and Blood Disorders Center offers unmatched expertise in hard-to-treat conditions such as relapsed leukemia and neuroblastoma. Our researchers are leading the way in gene therapy, precision medicine and other cutting-edge treatments, and in recent years our surgeons have performed more than 1,300 transplants (including stem-cell transplants).

Cardiology

Our Heart Center is the largest of its kind in the United States. Despite treating the most serious congenital heart conditions, we have surgical survival rates that approach 99 percent. We're committed to using minimally invasive treatments, such as catheterization instead of open-heart surgery. Our commitment to individualized care has driven us to innovate and refine unique approaches and techniques.

Orthopedics

With 13 subspecialty clinics, our Orthopedic Center is the largest in the United States. We offer the full spectrum of care for developmental disorders, congenital anomalies, neuromuscular problems and more. Some of our notable advances include treatments for infantile scoliosis, success with the vertical expandable prosthetic titanium rib (VEPTR™) procedure, and the use of adjuvant chemotherapy and limb salvage surgery in osteosarcoma.

Neurology

The specialized clinical offerings in our Brain Center include a Brain Tumor Program with access to the Northeast Proton Therapy Center and a Level 4 Epilepsy Center. To provide comprehensive care, we draw on specialists from across the hospital. Our teams include not just neurologists and neurosurgeons but also experts from other areas – such as psychiatry – that help us address our patients' overall medical, physical and emotional needs.

Urology

Each year, nearly 15,000 children visit our urology department. We're at the forefront of pediatric robotic surgery, which has made it possible for surgeons to perform complex pro-

cedures, such as pyeloplasty and ureteral reconstructions, through small incisions. We've performed more robotically assisted surgeries than any other pediatric hospital and offer training programs for physicians all over the world.

Gastroenterology

Our Gastroenterology Division is the largest in the world and offers specialized evaluation and treatment for a wide variety of diseases. Our Center for Pediatric Polyposis is the only one of its kind, and the Center for Inflammatory Bowel Disease Treatment and Research is a leading referral center for pediatric patients. We strive to develop individual care plans that meet patients' medical and emotional needs as well as their family's need for information and support.

International health services

We're dedicated to providing comprehensive service and support to international patients, families and referring physicians. Our experts assist with patient intake, interpreters and translation, financial arrangements and more. We place a high priority on communicating and sharing information with referring physicians. We offer training and education opportunities for providers around the world through a variety of forums, both in-person and online. And we welcome partnerships with international health care organizations of all kinds. MEH

Spotlight on Innovation

Our mission is to ensure that life-changing innovations know no boundaries. We empower clinicians, researchers and entrepreneurs to transform pediatric health care by turning groundbreaking visions into reality. Recent highlights include:

- **3D printing:** A new program that has produced more than 100 intricate 3D models to help surgeons prepare for highly complex procedures.
- **Infant warming pads:** A low-tech, low-cost, non-electric warming pad heated with boiled water that keeps a newborn warm for hours at a time, preventing hypothermia.
- **ETV-CPC:** A minimally invasive procedure that bypasses the need for surgical shunts in children with hydrocephalus.



World Class Health Care. World Class Destination.



At Northwestern Medicine®, the entire medical staff focuses its talents and energies on making a greater impact in people's lives. The Northwestern Memorial Health System offers outstanding care and service – top-ranked in Chicago and the nation – providing world-class medical care and the personal attention you deserve.

To support global patients, the Northwestern Medicine International Health Program offers an exceptional healthcare experience, providing patients and their traveling companions with culturally sensitive, compassionate and comprehensive services from initial consultation through treatment, recovery and the return home. We also assist with coordinating communication between personal physicians and medical experts at Northwestern so that you can focus on your health.

- As one of the country's premier academic medical health systems, Northwestern provides leading-edge medical care in a healing, culturally-respectful environment.

- We use breakthrough discoveries to bring innovative and successful treatments to patients at the soonest, safest point possible. Our medical staff represents virtually every specialty – comprised of more than 1,600 affiliated physicians who also serve as faculty members of the Feinberg School.

- We listen to the patient's perspective and provide a healthcare experience that focuses on quality and results.

- The medical campus, including Northwestern Memorial Hospital and the International Health Program, is located in the heart of downtown Chicago – America's third largest city, known for its diverse neighborhoods, shopping, top universities and stunning location on Lake Michigan.

Nationally-recognized programs in heart surgery, cancer, orthopaedics, and neurosciences, along with our solid organ transplantation expertise, bring renowned medical experts in:

- **Transplant** - The Kovler Organ Transplantation Center offers comprehensive, supportive care throughout the transplant process. A leader in transplant since 1964, with surgeons transplanting more than 400 organs each year, the center provides kidney, liver, pancreas and islet, heart, and intestinal transplant services, and is a national leader in islet cell transplantation for patients suffering from severe type 1 diabetes. It also leads in innovative alternative treatment, laparoscopic kidney donation, prednisone-free transplantation, and living donor liver transplant surgery.

- **Oncology** - Northwestern Medicine is committed to being a national leader in the battle to overcome cancer, and Chicago's Robert H. Lurie Comprehensive Cancer Center of Northwestern University is dedicated to advancing innovative medical knowledge, providing state-of-the-art cancer care, and training the next generation of cancer clinicians and researchers. The Lurie Cancer Center is one of only 41 National Cancer Institute-designated "Comprehensive" cancer centers in the nation.

- **Neurology and Neurosurgery** - Northwestern provides treatment for a full range of neurological disorders, with physicians actively engaged in clinical research offering patients the latest and most sophisticated treatment and surgical options. The departments of neurological surgery and neurology feature subspecialists collaborating to offer the highest level of care for patients with Alzheimer's disease, amyotrophic lateral sclerosis (ALS), multiple sclerosis, brain tumors, migraines, spinal cord injury and other spine disorders, epilepsy/seizures, stroke, brain aneurysms and brain/spinal vascular malformations, sleep and neuromuscular disorders, Parkinson's disease and other movement disorders, among other conditions.

- **Cardiology** - Northwestern Medicine's Bluhm Cardiovascular Institute is a health-care destination for patients requiring highly specialized cardiovascular care. The Bluhm Cardiovascular Institute offers the latest advances in cardiac and vascular treatments, innovative research, multidisciplinary support and ongoing evaluation of clinical outcomes. Six highly specialized centers that make up the Bluhm Cardiovascular Institute provide the clinical settings that allow us to improve the quality of care for all cardiovascular patients: Center for Coronary Disease, Center for Heart Failure, Center for Heart Rhythm Disorders, Center for Heart Valve Disease, Center for Preventive Cardiology and the Center for Vascular Disease.

- **Orthopaedics** - The Northwestern Center for Comprehensive Orthopaedic and Spine Care is one of the nation's premier destinations for musculoskeletal services, specializing in degenerative joint disease, joint replacement, spinal disorders and injuries, arthritis, sports medicine, physical therapy, rehabilitation for injuries to bones, muscles, tissues, joints, central nervous system, peripheral nerve injuries, chronic pain from nerve injuries, failed back or neck surgery – along with state-of-the-art imaging and operating room facilities.

- **Gastroenterology** - Northwestern Medicine offers every aspect of care for organs of the body that break down and absorb food from small intestinal transplant to home total parenteral nutrition. Physicians evaluate, diagnose and treat a whole host of conditions including Celiac disease, Colon cancer, Crohn's disease, gallstones, peptic ulcers and gastroesophageal reflux. GI surgeons at Northwestern Memorial are leaders in minimally invasive techniques for many of the most common gastrointestinal surgeries, as well as weight loss surgery.

■ For more information visit northwesterninternationalhealth.com or call +1-312-926-1089.

World-renowned research, breakthrough innovations, top physicians – Stanford Medicine leads the way in advanced care for children

Lucile Packard Children's Hospital Stanford is one of the few hospitals in the United States dedicated to providing the most advanced innovations in both pediatric and obstetric care. Our affiliation with Stanford University School of Medicine, one of the country's top-ranked academic medical institutions, enhances the resources, technology, professional expertise, and staff we maintain to deliver both complex and comprehensive care for children and pregnant women. It's a place where vision and teamwork are combined with dedication and personal attention to bring out the best outcomes for children with life-threatening illnesses.

International recognition

Our hospital has developed an unmatched reputation for promoting new medical therapeutics and diagnostics. We share a culture of innovation and communication that attracts some of the world's top scientists, physicians, and caregivers. Year after year, Lucile Packard Children's Hospital Stanford is recognized by *U.S. News and World Report* as one of the best places for pediatric and obstetric care.

The hospital is renowned in several nationally and internationally recognized areas of excellence, including:

- Cardiology and Heart Surgery
- Neonatology
- Nephrology
- Pulmonology
- Cancer
- Neurology and Neurosurgery
- Gastroenterology

A top referral center

Our physicians are skilled in a full range of specialties unavailable at most children's hospitals, from repairing congenital heart abnormalities in a newborn to developing novel therapies for neuromuscular disorders. Surgeons performed more than 5,200 procedures last year, developing deep expertise in both routine and challenging practices. Our hospital was among the first to offer pediatric bone marrow transplants more than 20 years ago, and today special-

ists perform more than 60 stem cell transplants each year to treat children with cancer and immunodeficiency diseases.

Stanford: A place of excellence

Lucile Packard Children's Hospital Stanford is closely aligned the adult medical services of Stanford Health Care and the research and educational programs of Stanford School of Medicine. Together we comprise Stanford Medicine, a diverse but tight-knit community of physicians and scientists who collaborate easily to share different perspectives. And being part of a top-rated university means pediatric and obstetric specialists can interact with experts in non-medical specialties like engineering, physics, and chemistry.

Stanford University has a long tradition of leadership in creative research, entrepreneurship, and applying new clinical therapies. It was integral in shaping the beginnings of Silicon Valley and has been the training ground for many successful entrepreneurs in biotechnology, pharmaceuticals, robotics, and high-tech.

The result is an environment of cooperation and enterprise, streamlining multidisciplinary collaborations for "outside-the-box" solutions that lead to new therapies, technologies, and cures. Incredible progress has been made in recognizing and addressing all sorts of pediatric disorders, from heart malformations to spina bifida, cerebral palsy, sickle cell anemia, and diabetes.

Collaborations for innovation

From biodesigners developing instruments sized especially for children to stem cell researchers exploring strategies to regrow malfunctioning organs, breakthroughs are taking place at Packard in biomedical specialties that didn't even exist a few decades ago – fields like fetal surgery, intravascular imaging, bioinformatics, and pharmacogenomics.

Clinical procedures and treatments pioneered at Stanford Medicine are used all over the world, and breakthroughs in the understanding of the development and mechanisms of disease are leading to improved patient outcomes and long-term



Rajni Agarwal-Hashmi, MD, Associate Professor of Pediatrics (Stem Cell Transplantation), at Lucile Packard Children's Hospital Stanford

quality of life for children of all ages.

Both Lucile Packard Children's Hospital Stanford and Stanford Health Care are constructing new and expanded facilities that will incorporate new models of integrated care, additional beds and private rooms, state-of-the-art operating suites, family-friendly amenities, and the flexibility needed to adapt to new technologies and streamlined services. In addition to facilitating superior medical and nursing care, the new buildings will address patients' emotional, social, and developmental needs, carrying on Stanford Medicine's long-term commitment to providing optimal care in a modern, welcoming environment. **MEH**

International Medicine Services

Each year, thousands of patients from around the world come to Stanford Medicine for the highest quality medical care and treatment. A dedicated team of physicians, international care coordinators, administrators, and interpreters provides an unsurpassed level of personal attention and concierge-level services to simplify the process for patients, families, and referring physicians. IMS can arrange for second opinions and immediate consultations with Stanford specialists and can assist with documentation, lodging, transportation, and other needs. International Medical Services at Stanford provides personal assistance for any language, length of stay, medical situation, or professional experience.

- For more information, contact us any time, day or night, at +1 (650) 723-8561 or ims@stanfordhealthcare.org



“Through innovative uses of Deep Brain Stimulation, we’re solving the movement disorders that medications can’t.”

—JAIMIE HENDERSON, MD, NEUROSURGEON

At Stanford, our neuroscientists are actively addressing a range of neural disorders with Deep Brain Stimulation. We have reduced the recurrence of epileptic seizures, calmed the tremors of Parkinson’s and even shown promise in helping people overcome compulsive behavior and depression. Discover more at stanfordhealthcare.org.



A promise to children and families around the world



Nemours/Alfred I. duPont Hospital for Children

Nemours Children's Health System is one of the largest pediatric health systems in the country and also the only system in the United States with two children's hospitals and affiliations with many others.

Nemours has over 50 locations and 700 specialists and offers outstanding pediatric care made possible by a collaborative team across these multiple locations. Nemours' world-renowned expertise includes the following specialties:

Orthopedics

Nemours is one of the largest and most widely respected pediatric orthopedic practices in the United States – and the world. In fact, *U.S. News & World Report* ranked Nemours/Alfred I. duPont Hospital for Children, Wilmington, Delaware, one of the top five children's hospitals in the country for orthopedics. The pediatric orthopedists have also been selected as some of the *Best Doctors in America*®, year after year.

Cardiac care

Families from around the world come to the renowned Nemours Cardiac Center at duPont Hospital for Children. Everyone on the Nemours care team works only with children with heart conditions, assuring that all patients are treated by true heart specialists.

Cancer center

The Nemours Center for Cancer and Blood Disorders (NCCBD) is a community-based program with a specialized team that pulls together expertise from across four core locations, all of which are members of

the Children's Oncology Group (COG). As a National Cancer Institute Community Oncology Research Program (NCORP), Nemours can offer the institute's most advanced treatments to children. Nemours is one of only two pediatric research programs in the United States having reached NCORP status.

Interventional radiology

Nemours is at the forefront of using minimally invasive pediatric procedures. This minimizes the child's discomfort, enhances healing and reduces the length of time in the hospital. These advanced techniques also help reduce risk and infection rates. Conditions that previously required open surgery can now be treated by Nemours pediatric interventional radiologists. Interventional radiology is both a clinical and procedural branch of imaging. Our highly trained team of experts uses image-guided techniques to diagnose and treat diseases in nearly every organ system.

Limb reconstruction

The Limb Deformity Center at Nemours Children's Hospital, Orlando, offers surgical treatments for the correction of upper- and lower-limb deformities and injuries in children and adolescents. The center helps kids with orthopedic issues due to trauma, birth defects, infections or short stature. Few medical centers offer the type of limb reconstruction program available at Nemours.

Organ transplant

Nemours has one of the largest pediatric solid organ transplant programs in the United States. With more than 20 years of experience and hundreds of successful transplants, the solid organ transplant team can help if a child has end-stage kidney or liver disease.

Surgical expertise

The pediatric surgical teams are specially qualified to help children of all ages – from the smallest newborns just entering the world, to teens on the verge of adulthood. Using the


latest advances in surgery and radiology, our pediatric surgical experts perform all kinds of procedures, from complex transplants to robotic-assisted operations

Awards & Recognitions

- Named one of the best children's hospitals in the nation by *U.S. News & World Report*, Nemours/Alfred I. duPont Hospital for Children is ranked in all 10 surveyed specialties including cancer, cardiology and heart surgery, diabetes and endocrinology, gastroenterology, neonatology, nephrology, neurology and neurosurgery, orthopedics, pulmonology, and urology.
- 164 Nemours physicians are ranked among the *Best Doctors in America*® for 2014-2015 by Best Doctors®, Inc.
- Among the "Most Wired" hospitals and health systems in the *U.S. Hospitals and Health Networks* magazine, 2013, 2014.
- Advanced Electronic Health Record (EHR) technology that works seamlessly across multiple locations. Only 1 percent of hospitals in the country have achieved the level of advancement and distinction of NemoursOne, the electronic health record system.
- Nemours/Alfred I. duPont Hospital for Children nursing program granted Magnet status 2012, by the American Nurses Credentialing Center (ANCC), in recognition for its professional nursing excellence.
- *KidsHealth.org* – created by Nemours Center for Children's Health Media – is the No. 1 most-visited website devoted to children's health.

Support services

Along with exceptional care, Nemours recognizes that a family may need additional services and resources to help them get through the health care journey. Nemours offers a variety of support services designed to help families before, during, and after a visit.

For more information on international services offered by Nemours Children's Health System, call +1 (302) 651-4993 from 8 a.m. to 5 p.m. Eastern Time (New York), Monday–Friday or email international_medicine@nemours.org 

5 top-ranked hospitals. 1 direct path to world-class care.



Massachusetts
General Hospital
#2 Overall



Brigham and
Women's Hospital
#9 Overall



Dana Farber
Cancer Institute
#4 in Cancer



McLean
Hospital
#4 in Psychiatry



Spaulding
Rehabilitation
#6 in Rehabilitation

Your patients deserve the best health care possible – especially when they're faced with complex medical conditions and diseases that call for treatment not available close to home.

Partners HealthCare International® (PHI) offers you and your patients direct access to exceptional care at one of our five Harvard Medical School-affiliated hospitals.

All are highly ranked in the *U.S. News and World Report* 2014-2015 List of Best Hospitals. And all are recognized internationally for clinical expertise in cancer treatment,



neurosurgery, cardiovascular disease, cutting-edge radiation therapy, women's health and orthopedics.

In fact, over 90% of the doctors at our hospitals are also Harvard Medical School faculty members. So you know your patients are getting the most advanced care in some of the most respected hospitals in the world.

To refer a patient, please e-mail us at internationalreferral@partners.org.

To learn more about our patient care services, visit www.partners.org/international.



FOUNDING MEMBERS





The main campus of Cincinnati Children's Hospital Medical Center

Pioneering treatment

Cincinnati Children's Hospital Medical Center is one of the most distinguished medical centers in the United States, recognized nationally and internationally for excellence in patient care, training, education and research. Clinical procedures and treatments pioneered at Cincinnati Children's are used all over the world and our research breakthroughs are changing the outcome for children of all ages.

Leader in clinical care

Cincinnati Children's is ranked third on the Honor Roll in the 2014-15 Best Children's Hospitals issue of *U.S. News & World Report*.

Leader in research

Cincinnati Children's is ranked third in National Institutes of Health (NIH) grant funding among all pediatric research programs, with an average of more than US\$100 million awarded each year.

Leader in pediatric training

The Department of Pediatrics, affiliated with University of Cincinnati College of Medicine, was ranked in the top three in the United States by *U.S. News & World Report* in 2014.

We train approximately 195 residents each year and offer more than 109 residency, fellowship, and post-doctoral training programs, making our pediatric training program one of the largest and most specialized in the United States.

Areas of expertise: Programs attract patients from all over the world

Cincinnati Children's has gathered some of the best pediatric subspecialists in the world who collaborate in our multidisciplinary programs to treat the most complex conditions and rare diseases:

- Aerodigestive disorders
- Airway reconstruction
- Bone marrow transplantation
- Brachial plexus surgery
- Rare, high-risk and recurrent cancers
- Cardiomyopathy
- Cardiothoracic surgery
- Congenital heart disease (including adult and adolescent)
- Craniofacial conditions
- Cystic fibrosis

- Colorectal surgery
- Disorders of sex development
- Eosinophilic gastrointestinal disorders
- Epidermolysis bullosa
- Epilepsy and epilepsy surgery
- Esophageal disorders
- Fanconi anemia and bone marrow failures
- Fetal care and fetal surgery
- Genetic evaluations and testing
- Genitourinary health
- Hand and upper extremity surgery
- Heart failure and transplant
- Hemangioma and vascular malformations
- Histiocytosis disorders
- Immune deficiencies
- Inflammatory bowel disease
- Intestinal rehabilitation
- Acute kidney injury
- Liver care and chronic liver disease
- Rare lung disease
- Motility disorders
- Neurofibromatosis
- Neuromuscular disorders
- Transplantations – bone marrow, heart, intestine, kidney, liver, lung
- Tuberous sclerosis
- Urological reconstruction

International patients: Special assistance for patients and families from other nations


Patients have come to Cincinnati Children's for care from 94 countries. Our international patient program offers special services for patients and families who are coming to our hospital from outside the United States. This team makes the entire experience easier for patients, families and referring physicians by helping with obtaining treatment plans, estimating expenses for treatment and working with families to set up payment arrangements. The team also provides interpreter services, assists with

documentation required for travel visas and connects visitors with our Guest Services team to assist with lodging, transportation and other services. The international patient program can be contacted directly via email at international@cchmc.org.

Quality and safety focus

Cincinnati Children's is focused on transforming healthcare delivery, with an aim to make lasting changes that result in improvements from the point of view of patients and families. We are especially focused on improving patient safety. Our goal is to be the safest children's hospital in the world, and this goal shapes all the work we do.

Family-centered care

Cincinnati Children's practices family-centered care in every way. We believe that healthcare providers, patients, and their families are partners working together to best meet the needs of the child. 

Global Health Center

Our Global Health Center works to serve the needs of medical communities abroad through:

- Collaborations with international institutions for education, training and research.
- Our Visiting Physicians Program, a well-organized program that helps with logistics, from acquiring visas to finding accommodations.
- Online CME programs and training opportunities through observation.
- Opportunities for non-clinical training in management, quality improvement and safety.

**World class healthcare. World class destination.
Ranked among the top 10 hospitals in the United States.**



Chicago is home to one of the nation's top-10 hospitals and top-ranked medical schools. Together, as Northwestern Medicine, our leading-edge treatments, breakthrough research and commitment to quality have established us as a destination of choice for patients throughout the world, across every medical discipline. To support our global patients, Northwestern Medicine International Health helps coordinate an exceptional healthcare experience to provide our patients and their traveling companions with culturally sensitive, compassionate and comprehensive services from the initial consultation through treatment, recovery and their return home. We also assist with communication between your personal physician and our medical experts, so that your care is coordinated allowing you to focus on your health.

To learn more about Northwestern Medicine International Health, visit northwesterninternationalhealth.org.

Our breakthroughs are your breakthroughs.
northwesterninternationalhealth.org

**M Northwestern
Medicine®**

International Health



(Left to right) Girish S. Shirali, MBBS, FACC, FASE, Division Director, Cardiology, Co-Director, the Ward Family Heart Center and James E. O'Brien, MD, FACS, Division Chief, Cardiovascular Surgery, Co-Director, the Ward Family Heart Center.

Developing the future of pediatric cardiology, while helping patients thrive today

The Ward Family Heart Center at Children's Mercy Kansas City is transforming pediatric heart care for decades to come – and we're doing it now. Our patented HeartCenter® database software captures detailed information on every interaction with patients, so we can better understand how treatments affect outcomes throughout their lifetime.

These data also helped us create our Cardiac Neurodevelopment Clinic – one of only a few in the United States – that screens for and monitors developmental outcomes and other health issues related to pediatric heart disease, so we can implement interventions more quickly and effectively.

Advanced data applications fuel our thriving research program, which is progressing care in numerous areas from advanced cardiac imaging to patients' home monitoring with smartphone and tablet apps. We are also developing a tissue-engineered heart valve that will grow with the patient and potentially eliminate the need for a lifetime of surgeries.

Every day we're using data and technology to find new ways to improve care for patients now and in the future.

Improving outcomes through fetal cardiac intervention

The Fetal Cardiology Program, in collaboration with the Elizabeth J. Ferrell Fetal Health Center at Children's Mercy, is providing early intervention for congenital cardiac anomalies. The Fetal Health Center is a rarity among children's hospitals across the nation.

"We are one of only a handful of free-standing children's hospitals in the United States providing special care delivery services for mothers carrying a fetus with congenital defects," said Tara Swanson, MD, Director of Fetal Cardiology, the Ward Family Heart Center. "Here, mothers and newborns receive immediate, leading-edge care upon delivery, including direct access to experts in

high-risk obstetrical medicine and specialized neonatal services and procedures."

Additionally, thanks to the pioneering work of Stephen Kingsmore, MB, BAO, ChB, DSc, FRCPath, at the Children's Mercy Center for Pediatric Genomic Medicine, rapid genome sequencing of the newborn confirms and clarifies diagnoses of genetically-based complex heart disease within hours instead of days, allowing for early genetically-personalized treatment for each patient.

With these very sick newborns, time is a key factor in his/her treatment. For neonates with hypoplastic left heart syndrome or other single ventricle anatomy, the interval between their first and second scheduled surgeries is a time of particular vulnerability, representing heightened risk for poor outcomes.

Not satisfied with merely sending families home with a binder to record these newborns' daily weight and oxygen saturations, Children's Mercy's dedicated Heart Center Informatics specialists built the first tablet and cellphone app to record and upload critical data, including 30 seconds of video, instantly to the EMR. This allows clinicians to review the information and look for abnormal results. This development expands the notion of "telemedicine" to a 24/7 monitoring relationship between fragile neonates with complex heart disease and our expert clinical caregivers.

Redefining outcomes for pediatric heart disease

Great work is also being done through the Children's Mercy Cardiac Neurodevelopment Program. This program is redefining outcomes for children with heart disease by ensuring better quality of life throughout their lives. Our team looks at everything from feeding and nutritional problems in infants to delays in fine and gross motor skills in toddlers and attention deficits and learning disorders in pre-school and school-age children.



Tara Swanson, MD, Director of Fetal Cardiology, at the Ward Family Heart Center.

"Very few hospitals have studied neurodevelopmental delays in these children, or have looked at which interventions are most appropriate and when," said Becky Gregory, RN, MSN, CNOR, Coordinator of the Cardiac Neurodevelopment Program. "Our goal is to be the benchmark program for centers of this type."

Pioneering research to transform care

Cardiac surgeon and regenerative scientist Richard Hopkins, MD, is pioneering development of a tissue-engineered heart valve for children. The Mercy Valve, which is decellularized in the lab, then seeded with the patient's own bone marrow cells, will grow with the patient after implantation, something no currently available heart valve replacement can do. This innovation will spare children multiple surgeries currently necessary to install progressively larger heart valves.

Learn more

These highlights are just a few of the reasons Children's Mercy Kansas City is on the leading edge of therapeutic innovations for little hearts in the Heartland of the United States and beyond.

● To learn more, visit www.childrensmercy.org/heart or call International Services at +1 (816) 701-4524.

IN THE BEST HANDS. AT HOME AND ABROAD.

There are many reasons that patients from over 100 different nations seek out our care at NewYork-Presbyterian. We've been ranked as the #1 hospital in New York City by U.S. News & World Report and have the most Top Doctors on the list of America's Top Doctors* for 13 years in a row. We are also affiliated with two internationally renowned medical schools — Weill Cornell Medical College and Columbia University College of Physicians and Surgeons. But most importantly, like you, we are committed to outstanding care.

Our new office in Riyadh's Kingdom Tower is now open to make it easier than ever for patients to access our services, helping you ensure they get the best possible care. This office also serves as a base for collaborating with NewYork-Presbyterian to further develop healthcare in the region through advisory services including program development, medical education and training programs.

For more information, please visit us at nyp.org/globalservices. Or call:
Saudi Arabia: +966 112110570 | United States: +1 212 7469100



 **NewYork-Presbyterian**
Global Services

**AMAZING
THINGS
ARE
HAPPENING
HERE**

*As measured by Castle Connolly's survey of America's Top Doctors



Innovative treatments and leading edge therapies

Indiana University Health has been ranked by *U.S. News & World Report* in the top 3% of hospitals in the U.S. Our unique partnership with Indiana University School of Medicine gives our physicians and patients access to innovative treatments and leading edge therapies.

Patients come from all over the world to Indiana University Health. We complement our highly skilled surgeons and state-of-the-art operating facilities with compassionate professionals who will help international patients and their families feel welcome. A specially trained International Patient Coordinator will help make your stay in Indianapolis comfortable, so you can focus on your treatment, recovery and wellness.

Clinical expertise

IU Health offers a full range of specialty and primary care services for children and adults, including the following areas of clinical expertise:

■ **Cancer:** IU Health Cancer Centers are Indiana's largest network of cancer specialists and are connected through IU Health Simon Cancer Center – the state's only National Cancer Institute (NCI)-designated cancer center that provides patient care.



■ **Cardiovascular:** IU Health Cardiovascular specialists treat some of the most complex cases, offer unequalled care, combine innovative technology with advanced procedures and have a strong reputation for patient safety.

■ **Neuroscience:** One of the largest programs in the country, and the only one in Indiana recognized by *U.S. News & World Report*, IU Health Neuroscience provides a full range of neurological and neurosurgical services along with access to the latest research and treatment options.

■ **Orthopedics:** IU Health Orthopedics

provides comprehensive joint, spine, bone and muscle care for adults and children.

■ **Pediatrics:** Ranked among the top children's hospitals in the nation by *U.S. News & World Report*, Riley Hospital for Children at Indiana University Health offers comprehensive children's care – from the routine to the most complex.

■ **Transplant:** IU Health Transplant is the only comprehensive transplant program in Indiana and is one of the top 10 centers in the country by volume. Outstanding expertise, short wait times and positive outcomes make it the ideal choice for patients. **MEH**

IU Health International Patient Services

One of our International Patient Coordinators will work with you, your insurance company and/or embassy/government to secure financial clearance for your planned treatment. If you are a self-pay patient, we will provide a detailed cost estimate and the deposit amount required before you begin your treatment. We will provide the necessary documentation to expedite the processing of your visa to travel to Indianapolis. A representative will meet with you and your family shortly after arrival and provide you with an IU Health International Patient Identification Card for registration. We will review and discuss the financial arrangements, provide an introduction to Indianapolis and resources

available on the IU Health campus. We offer interpreting services free of charge to non-English-speaking patients. Our medical interpreters are trained in cultural competency and adhere to national standards of practice and ethics.

Getting started

Complete the IU Health International Patient Information Form found online at iuhealth.org/patients/international-patient. Return the completed form with a copy of your passport to international@iuhealth.org or via fax at +1.317.968.1037.

If you have questions or would like additional information, please call +1.317.962.3111 to speak with an IU

Health International Patient Services team member. Once we receive this information we can begin the initial record review and consultation process. Send us your most current medical records, in English, for an IU Health specialist physician to review. If you have had CT, MRI, or PET scans, we will request those images in a digital format. If you have undergone surgery or biopsies, we will request pathology slides or paraffin blocks for review and verification of the diagnosis. After the medical record review process is complete, we will inform you if you are a candidate for treatment, then schedule your initial consultation and subsequent treatment.



TRANSFORMING OUTCOMES WHILE TRANSCENDING BORDERS.

There's a reason why the reputation of Children's Mercy Kansas City extends well beyond the United States. Our noteworthy accomplishments have made the rounds among hospitals and physicians across the globe. We're known for providing outstanding multidisciplinary, patient-centric pediatric care, pioneering the latest breakthrough research and clinical trials, and empowering the next generation of health care providers with a rich education.

We have a longstanding history of partnering with physicians near and far, working with physicians from more than 36 different countries. Right now, we're collaborating in surgery, cardiology, neurology, genomic medicine, hematology and oncology, teleradiology, and telemedicine.

Our Children's Mercy International Services team ensures that the children and families who walk through our doors receive complete, individualized care, no matter their country of origin, from the moment they enter our hospital to the moment they are released, and beyond. We're dedicated to improving outcomes for all children so they may grow to enjoy life to the fullest.

To see how we can transform outcomes for your pediatric patients, contact International Services at +1-816-701-4524 or international@cmh.edu. To learn more, visit childrensmercy.org/internationalservices.



Children's Mercy
KANSAS CITY



Serving the world

New York City, synonymous with high finance, the arts, fashion, and the United Nations, is also home to one of the most comprehensive medical centers in the world. At NewYork-Presbyterian (NYP), nothing is more important than putting our patients first. With more than 21,000 employees and over 6,500 physicians committed to providing quality healthcare services for nearly 2 million patients annually, it is no surprise that NYP attracts patients from over 100 countries worldwide. Our world-renowned physicians lead the way in patient care, teaching, and research, ensuring that future generations of physicians will continue this legacy of healthcare excellence for patients everywhere. Our patients are at the center of everything we do, and our multidisciplinary team approach to healing yields amazing results. You can see and hear our amazing stories directly from our patients by visiting nyp.org/amazingthings – true testimonials to the dedication of our physicians, nurses, and other health care professionals.

Ranked #1 in New York and among the Top Ten Academic Medical Centres in the USA

Our patient-centered care, along with our technological and research innovations, has not gone unnoticed. NYP has been recognized by *U.S. News and World Report* for 14 consecutive years, and is currently the top hospital in New York and among the top ten hospitals in the U.S. As one of the few hospitals recognized in 15 adult clinical specialties and 9 pediatric clinical specialties, NYP attracts patients with the most complex diseases, many of whom other hospitals will not treat, giving them hope that we will do all we can to make them well. For the latest news and advancements, please visit nyp.org/hospitalnews.

The most top doctors in the US

NYP has more top doctors than any other hospital in the U.S. In an independent survey by Castle Connolly, over 300,000 physicians in the US were asked to name



peers to whom they would refer family members. NYP had more top doctors identified in “America’s Top Doctors” than any other U.S. hospital for more than 10 consecutive years. (For more on Castle Connolly, please visit castleconnolly.com/hospitals/index.cfm).

Only hospital in the US affiliated with 2 Ivy League medical schools

NYP is affiliated with two Ivy League medical schools, Columbia University College of Physicians and Surgeons and Weill Cornell Medical College. In addition to providing world class care, our physicians are also researchers, developing the latest medical innovations in their fields while teaching the next generation of physicians.

Team of Arabic-speaking coordinators

In support of our excellence in patient care, NYP offers international patients a personalized experience led by a diverse team of Patient Coordinators from the Middle East region.

Our personalized service begins from the moment you contact us. Our Coordinators, who have an understanding of Middle Eastern languages and cultures, will assist you in all aspects of your travel to our medical centre. Our Global Patients Services team will provide the following services:

- Facilitate communication between referring physicians and NYP physicians
- Schedule and coordinate medical appointments
- Escort patients to appointments
- Explain and interpret medical information and procedures
- Explain financial and other administrative matters
- Organize emergency transport services (e.g. air ambulance) for critically ill patients
- Organize local accommodations for family and/or companions

Our Coordinators are available day and night, seven days a week. When you return home, NYP will be there to provide support services through mynyp.org, a secure web service that allows patients to store and access their medical records from anywhere in the world.

In the region

NYP and the Al Murjan Medical Company LTD have signed a cooperation agreement to enable NYP to establish a presence in the region. Our new Global Services LLC office located in Riyadh’s iconic Kingdom Tower was opened in 2014 to facilitate access to the expertise of NYP physicians, and to serve as a base for institutional collaborations to support the advancement of healthcare in the Middle East. MEH



IMAGINE

research that leads to better health.

CHI St. Luke's Health is now part of Catholic Health Initiatives, one of the largest and most influential health systems in the United States.

Our shared vision is to find new and better ways to keep you healthy. That's why we are building on our affiliation with Texas Heart[®] Institute, one of the world's leading cardiovascular research institutes, and have forged a new alliance with Baylor College of Medicine[®], one of the top medical schools in the United States.

Revolutionizing health begins with revolutionary discoveries and collaboration. And that's what you can expect from CHI St. Luke's Health. **Imagine the difference that will make.**

For more information about our International services, visit www.StLukesInternational.com.

 **CHI St. Luke's Health**

Imagine better health.SM

Discover more at ImagineBetterHealth.org

Texas Medical Center | Houston, TX

A patient-centered, research-driven health system for the future

With the opening of The Johns Hopkins Hospital in 1889 and the Johns Hopkins University School of Medicine in 1893, Johns Hopkins revolutionized American medicine by integrating patient care, medical research and education – the gold standard for academic medical centers today. Today, the flagship hospital is part of a US\$6.5 billion integrated global health enterprise featuring six hospitals, multiple primary and specialty care facilities, and managed care and home care providers. Most services are provided in the Baltimore-Washington, D.C., metropolitan area. We also offer comprehensive pediatric services, at All Children's Hospital in St. Petersburg, Florida.

World-renowned experts come together

Johns Hopkins doctors are in the vanguard of their fields. Together with highly skilled nurses and technicians, this unmatched combination of talents works as a team to treat complex illness from all perspectives.

Discoveries move quickly to the bedside

Generations of Johns Hopkins researchers have worked tirelessly to unravel the mysteries of disease, push the boundaries of medicine and develop breakthrough treatments that change lives. Our scientists move rapidly to apply discoveries to the care of people who are suffering.

Future leaders come to learn

Our revolutionary Genes to Society medical school curriculum prepares the next generation to practice the personalized medicine of the future. This unique approach integrates all variables in a human being – from genes and cells to the influence of society and environment – the only program of its kind in the country.

Knowledge is shared around the world

Part of our mission is to take what we've learned and share it with colleagues around the world to help raise the standard of health care everywhere. We do this through high-impact collaborations that provide sustainable improvements to patient care in nearly every region of the globe.

Compassionate, concierge-level care designed for you and your family

Johns Hopkins Medicine International's team of more than 100 care experts from 30 countries will serve as your guide to Johns Hopkins' world-class medicine. We provide the highest level of service in a compassionate, discreet and respectful manner.

Our dedicated team seamlessly combines your medical needs, individual preferences and cultural, linguistic and religious expectations into a tailored experience that makes Johns Hopkins feel as close to home as possible. A medical concierge serves as your personal liaison to Johns Hopkins before your visit to offer guidance and coordinate your medical services and accommodations. Throughout your stay, a care coordinator guides you to medical appointments, provides interpretation and is available whenever you need.

We take care of everything before, during and after your visit. At every step, we want to make your visit as easy as possible. We want you and your family to be comfortable and stress-free so you can focus on your health.

Cancer

At the Sidney Kimmel Comprehensive Cancer Center at Johns Hopkins, research scientists and clinicians work closely together, quickly transferring new treatments from the laboratory to the clinical setting.

World-renowned pathologists here can identify cancer cells at a much earlier stage of diagnosis, ensuring the best outcomes. Surgeons and oncologists work together to develop the best course of treatment. The center also features many one-day, multi-specialty clinics that offer patients comprehensive diagnosis, staging and treatment planning – in a single day.

Heart and Vascular

World-renowned cardiologists and cardiac and vascular surgeons at the Johns Hopkins Heart and Vascular Institute provide comprehensive care of the highest quality,



ensuring that patients receive the most advanced treatments known to medicine.

Neurology and Neurosurgery

Johns Hopkins is the birthplace of neurosurgery – it first became a specialty here in 1902. Our neuroscientists continue to improve patients' lives by sharing ideas across disciplines and joining forces to develop the strongest individualized treatment plans. **MEH**

The Johns Hopkins Hospital Baltimore, Maryland

125 years of expertise, hospital of the future

- Only hospital to have ranked #1 in the nation for 21 years in a row by U.S. News & World Report; the hospital was again ranked #1 in the nation in 2013
- Over 125 years of commitment to patient care
- Cutting-edge medical facilities opened in 2012, adding 1.6 million square feet dedicated to pediatric and adult care in a modern, spacious environment
- More than 2.8 million outpatient encounters annually
- 1,059 patient beds and more than 2,000 full-time attending physicians

For more information:

+1-443-287-6080

jhicare@jhmi.edu

hopkinsmedicine.org/international

hopkinsmedicine.org/Arabic

HOW FAR WOULD YOU GO?

FOR AN ACCURATE DIAGNOSIS.

FOR UNPARALLELED EXPERTISE.

FOR GROUNDBREAKING TREATMENT.

YOUR LIFE IS WORTH THE TRIP.

When it comes to your life, distance should never be a factor. As soon as you know you need help, come to Johns Hopkins Medicine. We've been innovating patient care at every point of the journey for over a century. That includes making your journey to us as easy as possible. Let us help you plan your trip. The sooner, the better the outcome.



For appointments, trip planning and more

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JOHNS HOPKINS
MEDICINE



Why do doctors from 92 countries and every corner of the world trust their patients to us?



For more than 120 years, Children's Hospital of Pittsburgh of UPMC has been at the forefront of pediatric medicine. We're consistently ranked one of the top hospitals in the United States by *U.S. News & World Report*.

Our experience, expertise, and ongoing commitment to innovation and compassionate care are reasons why patients from around the world travel to Children's Hospital for transplantation, cardiac care, brain care, ophthalmology services, and more.

At Children's, patients and families from the Middle East find a welcoming medical community that provides outstanding care, frequent communication with referring physicians in their home country, appointment and checkup scheduling, discharge planning, and follow-up — all in a culturally sensitive environment. We call it PassportCare.

To refer a patient or seek a consultation, contact our International Services team at +1-412-692-3000, or by email at international@chp.edu.



Children's
Hospital of Pittsburgh
of UPMC

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www.chp.edu