

LEARNING THAT YOUR BABY  
HAS A BIRTH DEFECT  
IS A STRESSFUL,  
LIFE-CHANGING EXPERIENCE.

Children's Hospital of Philadelphia (CHOP) has welcomed patients and families from more than 115 countries, providing an unmatched level of care for children with the rarest and most complex diseases and conditions. **Global Patient Services (GPS)** helps families from around the world access cutting-edge treatment that's backed by the latest breakthroughs and research.

When a family seeks the best medical care for their child, they often look far beyond their home country. Children's Hospital of Philadelphia has welcomed patients from more than 100 nations, for care in nearly every pediatric subspecialty.

[chop.edu/global](http://chop.edu/global)



3401 Civic Center Blvd.  
Philadelphia, Pa. 19104, U.S.A.  
001-267-426-6298  
fax: 001-267-426-4991  
[CHOPGlobalMedicine@email.chop.edu](mailto:CHOPGlobalMedicine@email.chop.edu)

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GLOBAL  
PATIENT  
SERVICES



## HELPING INTERNATIONAL FAMILIES ACCESS CARE

Our staff ensure that international patients and families have the best possible experience at CHOP. From referral to discharge and beyond, we are dedicated to providing seamless, well-coordinated care for every child. Our GPS team will:

- Contact families and referral sources to begin the process of having a child's case evaluated at CHOP.
- Provide clinical intake of all medical records and coordinate a full review by relevant CHOP specialists to determine the best treatment options, at no cost.
- Prepare a cost estimate based on the treatment plan and share it with any sponsoring foundations, insurance companies or governments.
- Help families understand their financial obligations if they are seeking self-pay treatment or have insurance co-pays.
- Arrange and coordinate the patient's initial appointments and send a detailed welcome letter with important introductory information.
- Provide visa letters for international travel as requested.

## CHOP'S WORLD-CLASS PATIENT SERVICES

International families traveling far from home for treatment have unique needs beyond medical care. Our multilingual staff is here to meet those needs and make sure families feel at home in Philadelphia. Our concierge services for all international families include:

- Hospitality staff to help select and make arrangements for lodging. We can also assist in arranging airport transportation and travel for appointments.
- An in-person welcome orientation and a binder with all the details a family will need during their stay.
- A personal tour of the Hospital and initial appointment locations so families feel comfortable navigating the campus.
- Assistance with setting up banking needs and obtaining a mobile phone to receive information about their child during treatment.
- Call or text reminders the evening before any appointments or procedures.
- Introductions to CHOP's certified medical interpreters.
- Recommendations for places to worship, shop, dine and have fun.

## GPS INTERNATIONAL STAFF

The Global Patient Services team is dedicated exclusively to the needs of international families. Our multilingual staff arrange all details of a patient's care and are available to answer questions and provide assistance to all international families. Our team includes:

- Medical director
- Clinical nurse coordinators
- International transport coordinators
- Access coordinators
- Patient care navigators
- International social worker

Our medical director, registered nurses and nurse practitioners all have extensive medical experience and use their knowledge to ensure that each patient receives the best care. Our medical team acts as a liaison between families and other members of the patient's care team.

- Our medical staff are available outside normal business hours through an on-call service for emergencies and urgent medical questions.
- The medical director and nurse coordinators visit patients in the Hospital, participate in rounds, and attend family meetings with specialists to discuss medical updates and care plans.
- Our team supports families throughout the discharge process and communicates with the physicians who will be providing the patient's follow-up care.
- Our team provides copies of medical records, radiology imaging studies, and the results of all testing completed at CHOP.
- Our team serves as an ongoing resource for patients even after they have returned home.

## GLOBAL PATIENT SERVICES CLINIC

Our Global Patient Services Clinic is a medical home for international patients and families. On their first visit to CHOP, families meet the clinic pediatrician and nurse who will assist them during their stay. The nurses and physicians are advocates for the family and are always available at the clinic to coordinate care with the child's specialist, renew prescriptions, and review the next steps in the child's care. The clinic also offers sick visits so children can be seen quickly and avoid the Emergency Department.



**CONNECT WITH US:**  
001-267-426-6298  
[CHOPGLOBALMEDICINE@EMAIL.CHOP.EDU](mailto:CHOPGLOBALMEDICINE@EMAIL.CHOP.EDU)

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[CHOP.EDU/GLOBAL](https://CHOP.EDU/GLOBAL)