



THE JOHNS HOPKINS HOSPITAL



## International Patient Services

[hopkinsmedicine.org/international](https://hopkinsmedicine.org/international)

**Located in Baltimore, Maryland, in the U.S., Johns Hopkins Medicine is one of the top health care systems in the world for both adult and pediatric care.** Centrally located between New York and Washington, D.C., Johns Hopkins Medicine operates multiple academic and community hospitals, suburban health care and surgery centers, and primary and specialty care outpatient sites providing the highest quality care for patients and their families.

Johns Hopkins Medicine International facilitates the global expansion of the Johns Hopkins Medicine mission: to improve the health of the community and the world by setting the standard of excellence in medical education, research and clinical care. We provide personalized, culturally appropriate care for patients traveling to Johns Hopkins from outside Maryland and the U.S., and for local patients with interpretation needs. We also leverage Johns Hopkins' extensive knowledge base in medicine, nursing, public health, medical education, research and health care administration to improve health care delivery through sustainable, high-impact collaborations throughout the world. The Johns Hopkins Hospital was ranked #3 in the U.S. in *U.S. News & World Report's* 2017-18 Best Hospitals list. This—coupled with the recent pediatric ranking in which *U.S. News* named Johns Hopkins Children's Center #5 nationally—makes Johns Hopkins the nation's top-ranked hospital combined for both adult and pediatric care.

## Patient Services

Johns Hopkins Medicine International welcomes thousands of patients from around the world every year, focusing on each unique individual. Our team, made up of more than 100 care experts from over 30 countries, will serve as your guide to Johns Hopkins' leading-edge medicine. Our patient services team is dedicated to providing you with a personalized, stress-free experience. We're with you through every step of your visit to Johns Hopkins, so you can focus on your health.

### Some of the services we provide:

#### Before your visit

- From your first inquiry, you'll be paired with a caring, knowledgeable international medical concierge who will facilitate interpretation in your preferred language
- A medical expert will review your health records
- Your concierge will schedule specialist appointments, provide estimates and verify insurance coverage, assist with hotel and ground transportation, and provide a detailed itinerary

#### During your visit

- A culturally-sensitive care coordinator will escort you to medical appointments and make Johns Hopkins feel as close to home as possible
- You will have access to a committed patient experience team that ensures patients know what to expect and how to get the help they need
- Our patient services team is prepared to handle any urgent needs
- International newspapers and internet access keep you in touch with current events at home

#### After your visit

- Your care coordinator will ensure you have all necessary medical records and prescriptions, as well as any follow-up instructions from the medical providers
- You'll receive a consolidated final bill, with a financial counselor available to support you and answer any questions

### Services:

- Cardiology
- Gastroenterology & Hepatology
- General Surgery
- Internal Medicine
- Interventional Radiology & Neuroradiology
- Nephrology
- Neurology
- Neurosurgery
- Oncology & BMT
- Ophthalmology
- Orthopedics & Spine
- Otolaryngology
- Pediatrics
- Physical Medicine & Rehabilitation
- Plastic Surgery
- Rheumatology
- Transplant
- Urology
- Women's Health
- ...and more