

A MEDICAL HOME FOR INTERNATIONAL PATIENTS

We recognize that receiving medical care away from home can be challenging, and our Global Patient Services (GPS) team is here to help international patients and their families who travel to Children's Hospital of Philadelphia (CHOP). Our International Clinic is a medical home for these patients, providing important medical and nonmedical services to ensure patients receive the best care while at CHOP — and that families feel at home in Philadelphia.

A DEDICATED CLINIC FOR INTERNATIONAL PATIENTS

The International Clinic is located in the heart of the hospital. The clinic is open to all international families, offering a place to get information, meet our team and relax between appointments.

All international patients begin their stay at CHOP with a visit to the clinic. During this free intake visit, a general pediatrician and nurse will evaluate the child and prepare for specialist visits. A nutritionist and social workers are also available to help patients during their time at CHOP.

MEDICAL PARTNERSHIP

The International Clinic provides:

- Sick visits for patients and siblings to avoid a trip to the emergency room
- Help understanding specialist visits and making clinical decisions
- Immunizations
- Phone triage for medical questions

SUPPORT SERVICES

Our team can help families with nonmedical needs, too, including:

- Visa renewals
- Tours of the hospital on the family's first day at CHOP
- Housing resources
- Culturally appropriate food suggestions
- Advice on kid-friendly activities in Philadelphia
- Appointment reminders
- Introduction to CHOP amenities for families, including sleeping spaces and laundry

ASSISTANCE WITH FINANCIAL MATTERS

Our clinical team works with insurance providers and other payers to assist with financial coverage for a patient's care at CHOP.

Contact us 24 hours a day, 7 days a week.

Call Global Patient Services at any time:

001-267-426-6298

Our normal business hours are 8 a.m. to 5:30 p.m., EST, Monday through Friday. If you call after normal business hours, on weekends or on a holiday, your call will be answered by CHOP's After Hours Program. The program is staffed by pediatric nurses who can help you connect with our on-call Global Patient Services staff.

Cases requiring medical evacuation:

001-215-590-2160

For cases requiring medical evacuation after normal business hours, call 001-215-590-2160 to reach CHOP's Medical Transport Coordination Team. The team will facilitate the transfer of a sick child and will notify the Global Patient Services staff.

Global Patient Services

Phone: 001-267-426-6298

Fax: 001-267-426-4991

Email: CHOPGlobalMedicine@chop.edu

Learn More

chop.edu/global