

# Center for Destination Excellence International and Out-of-Area\* Patient Program



Cincinnati Children's Hospital Medical Center is one of the most distinguished pediatric medical centers in the United States, recognized globally for excellence in patient care, training, education, and research. The Center for Destination Excellence offers special services to referring doctors, patients and families who come from beyond the Cincinnati area.

## TO REFER A PATIENT

For more information or to refer a patient, please contact:

Phone: +1-513-636-3100

Email: [international@cchmc.org](mailto:international@cchmc.org)

[www.cincinnatichildrens.org/international](http://www.cincinnatichildrens.org/international)

## HOW WE ARE DIFFERENT

- **Unique patient-centered approach to care coordination.** Our approach to care for international and out-of-area\* patients focuses on an exceptional patient and family experience before and during their visit, as well as after they have returned home. Additional information is available on the reverse side.
- **Direct doctor-to-doctor communication.** Our medical team works directly with referring doctors to optimize patient care. We make it easy to refer patients and continue collaboration after patients have returned home.
- **Communication with referring doctors and patients in their preferred language.** We tailor communications to the cultural and linguistic needs of doctors, patients and families in partnership with our Interpreter Services team.
- **Visiting Physician Program (VPP).** In a limited number of programs, Cincinnati Children's doctors travel abroad and provide in-country support on complex cases, resulting in improved clinical outcomes and reduction in medical expenses. It also provides an excellent patient and family experience, minimizing disruptions to work and school and providing extended family support.
- **Leader in pediatric training and doctor education.** We serve global education and training needs through resources such as GlobalCast online CME programs and our Global Health Center, which provides opportunities for collaborations in research, training and observerships.



Cincinnati Children's is ranked #3 in the nation among honor roll hospitals.

Nationally ranked in all 10 subspecialties, including top 3 in:

- Cancer
- Diabetes & Endocrinology
- Gastroenterology & GI Surgery
- Pulmonology & Lung Surgery



We treat patients from all over the nation and around the world. We have cared for patients with complex conditions from all **50 states** and **116 countries**.

*2012–2022 Data*

\*Anyone traveling from outside Ohio or Cincinnati Children's primary service area.



Please contact us at +1-513-636-3100 or email at [international@cchmc.org](mailto:international@cchmc.org) for more information on how to refer a patient to Cincinnati Children's.

## A COORDINATED APPROACH TO CARE

The Center for Destination Excellence offers unique services and a one-stop experience for referring doctors, patients and their families from the time of the inquiry, throughout treatment and after the patient returns home.

### Destination Excellence Specialist

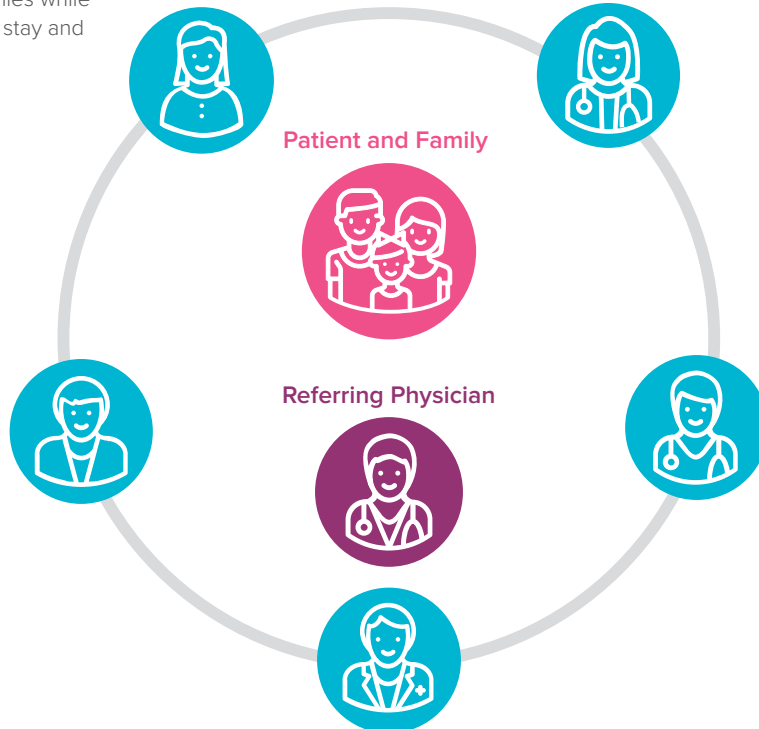
- Serves as the primary point of contact for coordinating requests for treatment
- Coordinates the case review and facilitates communication among the family, the patient's local medical team and the Cincinnati Children's team
- Confirms coverage and payment
- Assists with arranging lodging and transportation in collaboration with Cincinnati Children's Concierge Services
- Provides ongoing support to families while planning the visit, throughout the stay and upon return home
- Provides 24/7 on-call support

### Medical Director

- Reviews referrals to ensure the patient is a candidate to receive care at Cincinnati Children's
- Directs referrals to the most appropriate medical team
- Provides continuous leadership to Destination Excellence team and families to ensure optimal outcomes

### Interpreter Services

- Interpretation is offered free of charge via phone, video or in person



### Nurse

- Reviews case to ensure shared understanding of clinical status and expectations to develop a patient treatment plan
- Works with family and Destination Excellence Specialist to ensure safe arrival to Cincinnati

### Nurse Care Manager

- Leads the family through the clinical plan and coordinates with our medical teams
- Connects the family with appropriate clinical resources within Cincinnati Children's and ensures interdisciplinary collaboration
- Provides a medical summary
- Plans and facilitates safe return home and ongoing communication