



On average, our Clinical Concierge service schedules eight appointments for each patient visit; we have scheduled as many as 22, spread out in just a few days.

An Extra Measure of Care for Out-of-Town Families

When you refer a child to us for care, we want to provide the best experience possible for both you and your patient's family—even before your patient arrives at Cincinnati Children's Hospital Medical Center. Since 2005, our Guest Services team has **served more than 6,000 families** who had children traveling to Cincinnati to see our subspecialists.

Family is at the Center

We believe in family-centered care. Our Guest Services program is one more way we work to ease worry and stress for families so they can focus on their child's health and healing.

Guest Services is “At Your Service” for Your Patients and Their Families

Guest Services provides a professional, knowledgeable staff to take care of the many complex details of arranging a visit to our medical center for out-of-town families—everything from transportation to lodging to appointments. We do whatever it takes to make sure a family's time with us is as stress-free and comfortable as possible.

We Schedule Your Patient's Appointments

Guest Services also provides Clinical Concierge services, managing all the complexities of scheduling multiple appointments. Staffed with coordinators and RNs, our Clinical Concierge team has been a support for many parents whose child, on average, needs eight subspecialty appointments during their short stay.

International Patients

Cincinnati Children's is proud to care for children from all over the world. This year, we cared for children from 40 countries. We're experienced and respectful in working with patients from all cultures, so your patients can feel comfortable coming here.

Our International Patient Care program offers special services for patients and their families who are coming from outside the U.S. for care at Cincinnati Children's. We can help with:

- Obtaining a proposed **treatment plan**, scheduling **appointments** and **estimating expenses** for treatment, working with each family to set up payment arrangements
- Arranging for **interpreter** services
- Assisting with **medical documentation** required for a travel visa application



Before Your Patient Travels

- **We will make hotel reservations and provide complimentary ground transportation in Cincinnati.** A Guest Services associate will assist your patient's family with discounted lodging rates at more than 35 hotels with a variety of amenities. In addition, we are fortunate to have one of the largest Ronald McDonald Houses, located right next to Cincinnati Children's, where families may be able to stay. The 78-room house is used to taking care of families from many countries and cultures.
- **We will make appointments.** When two or more appointments are needed during your patient's visit, one of our Clinical Concierge staff of RNs will do the scheduling, ensuring visits with different specialists in a short period of time.
- **We will be an advocate for the family,** focusing on the needs of the child, working on their behalf with a sense of urgency.
- **We will answer questions.** The Clinical Concierge nurses help find answers to many questions the family may have related to their child's stay.
- **We will obtain medical records.** We try to relieve some stress for our traveling families by taking care of this necessity.
- **We will send you and the family an appointment itinerary.** This way, everyone will know which specialists are involved in the care of your patient.

Upon the Family's Arrival

- **We will provide complimentary ground transportation** (based on availability) between the airport, hotel and the medical center, if requested.
- Upon arrival to Cincinnati Children's, **the family will meet with a Guest Services associate** to review their easy-to-read **appointment itinerary** and answer questions.
- **We will provide interpreters to assist** the patient and family in being completely involved in **patient care.**
- While the family is here, **Guest Services will provide complimentary or discounted admissions to area attractions,** allowing the family to enjoy some leisure time during their stay.

Contact Guest Services

Let us help make your patient's trip to Cincinnati Children's more comfortable. Please have families call us at **1-888-894-1374.**

For information and inquiries about international patient care, please email us at globalhealthcenter@cchmc.org or **513-636-3100.**