

## INTERNATIONAL PATIENT PROGRAM

### Frequently Asked Questions

#### Why should I consider receiving care at Capital Health?

Capital Health is a first-class healthcare system that has the latest technology to provide care to patients for a broad range of services. Capital Health offers comprehensive cancer care including medical/chemotherapy, radiation and surgical treatments which have achieved the highest commendations. Capital Health is also well-known for its Capital Institute for Neurosciences, has outstanding services in orthopedic care and many other capabilities.

**NOTE: Capital Health does not provide maternity services through its International Patient Program at this time. Please contact your provider for information regarding maternity services that are available to you.**

#### How are travel arrangements made?

Capital Health is easily accessible from three International airports in Newark, NJ (EWR), New York (JFK) or Philadelphia (PHL). There is also a regional airport in Trenton (TTN). International patients are responsible for securing passport, visa and any other necessary travel documentation. International patients are also responsible for making all travel plans as well as the cost of travel.

#### What are the costs for receiving care at Capital Health?

Without knowing the specific information about a treatment plan for a patient, it is impossible to provide a cost estimate. Each patient's condition varies and the cost for care will depend on each diagnosis and treatment. One of our representatives will reach out to you regarding the cost for our physicians to evaluate your case. After we have enough information to make a diagnosis and treatment plan, the patient will be provided with a cost estimate.

#### When do I pay?

Payment will need to be received no less than three (3) business days before services commence.

#### Will my insurance cover part or all of the costs?

It is the responsibility of the patient to contact his or her insurance company to confirm if Capital Health participates in the provider network of the insurer and/or if the insurer will cover any of the costs.

#### Where will I stay?

Capital Health will help make arrangements for international patients receiving outpatient care to stay at a local hotel with transportation to the hospital. Family members may also stay at the hotel.



Follow up care?

Patients will receive a written recommended follow care program. Ideally, the international patient will be able to receive these services from a local provider in the country where they live. Follow-up care can also be provided at Capital Health for an additional expense. The care program will indicate the frequency of follow-up by the Capital Health physician with the patient. This could include a review of medical records, a telephone call, and/or a video conference.

Interpreter Services:

All medical records provided to Capital Health must be in English. If needed, Capital Health can assist with the translation for a fee. All reports provided by Capital Health will be in English. When receiving care at Capital Health, the patient and physicians will have immediate access to telephone interpreter services that are credentialed to provide medical interpretation. Many Capital Health physicians and staff are fluent in languages other than English. If additional interpreter services are requested, Capital Health can arrange for an on-site interpreter for a fee.

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