



### Transportation

- Time and schedule permitting, the International Patient Center will provide transportation to and from the Medical Center for medical appointments to international patients who do not have a means of transportation. Please understand that this service is provided as a courtesy, and that our center is therefore not responsible for missed appointments due to lack of transportation.
- Please be ready to be picked up 30-45 minutes before your appointment.
- Please plan to arrive 15-20 minutes before your appointment. Failure to arrive on time may cause significant delays or cancellations. This may also extend your stay due to the difficulty of rescheduling missed appointments.

### Check-in and Hospital Admission

- Our medical interpreters will assist you check in at the clinics or during admission and discharge from the hospital. We thank you in advance for your patience while waiting to be seen by our physicians.

### Inquiries and Emergency Procedure

- During working hours (8am-5pm), you may reach the International Patient Center Services at 681-3007. During non-business hours, you can either call the Arabic-French interpreter on-call at 616-4969 for medical issues, or the Resident Advisor at 971-8483 for non-medical issues.
- For any assistance after working hours, Spanish-speaking patients may reach us by dialing the main number (681-3007). After you hear the message, please dial "1" to reach the interpreter on call (see below).



### *In case of a life-threatening emergency at any time for patients and/or medical escorts:*

- DIAL 911
- Inform the patient services main number at 681- 3007. After hours, please inform immediately the interpreter on call at 616-4969 (for Arabic & French), or 681-3007 (Spanish).
- The Clinical Coordinator will arrange for your visit to the emergency room and the interpreter on call will meet you there.

### **For non-life threatening situations after hours (5:00 pm – 8:00 am):**

- Dial 616-4969 to reach the Arabic-French interpreter on call, or 681-3007 for the Spanish interpreter on-call.

## AUXILIARY SERVICES

### Airport Transportation

- The center provides transportation shuttle upon arrival and departure from Raleigh Durham International airport via the International Patient Services van.
- Please inform the resident advisor at least two days in advance of your departure date and time.
- Please keep in mind that you will be charged by the airlines for the cost of any excess luggage, so plan accordingly and consult with the resident advisor. For more information on shipping excess luggage, please contact our resident advisor.

### Accommodations

- International patients are offered several options for one, two and three-bedroom furnished and unfurnished apartments through various local area housing providers. These options differ in location, quality of furnishings, available amenities and price. Our resident advisor will assist you with your accommodation needs. For short-term stays, our patients and their escorts will take benefit of preferred daily and weekly medical rates at a few hotels within close proximity to Duke Medical Center.
- Upon arrival, the resident advisor will explain the housing policies, available amenities at your residence to ensure that your transition to this new environment is as smooth as possible and that your stay is comfortable. Please know that the housing assistance offered by the IPC is for your convenience; you are welcome to explore other options on your own.

### Banking Assistance

On request, the resident advisor will assist you with opening a bank account at a local bank. The resident advisor will also fax the necessary banking information to the guarantor, for embassy-sponsored patients, for wiring of daily allowances.

The center can also assist you with renting a car at a reduced medical rate with participating companies. Please ask the resident advisor for all necessary requirements such as a valid international driver's license and a credit card.

### Fax and internet use

Please be advised that the hospital does not allow the patients to use the internet and the fax machines in our offices; we will be glad to send and receive faxes on your behalf as long as they are directly linked to your medical treatment.

### Confidentiality

For the protection of the privacy and the confidentiality of patient information, please be informed that patients are not allowed to walk into the staff offices and work stations. We will appreciate your cooperation on this very important matter.

### Community Resources and Social Events

The Resident Advisor will provide you with the necessary information to help you meet your religious and cultural needs, such as locating the groceries that sell specific types of food (e.g. Halal food) and helping you locate the local mosque, synagogue or other places of worship available in the Durham community.

### Airline Reservations

The Center offers assistance with airline reservations upon request. Please consult with the resident advisor for more details.



# Duke International Patient Center



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DUMC Box 3201 | Trent Drive  
Durham, NC 27710 USA  
919-684-5191 | 919-681-3007

[http://www.dukehealth.org/locations/duke\\_hospital/in\\_this\\_section/international\\_patient\\_center](http://www.dukehealth.org/locations/duke_hospital/in_this_section/international_patient_center)



Dear International Patient,

Duke International Patient Center welcomes you and your medical escort(s) to Durham, "The City of Medicine." In addition to Duke's world-renowned medical care, our center offers services designed to meet the patients' cultural needs and to ensure their stay with us is comfortable, and the outcome of their visit is successful. Please read carefully the following information in order to have a clear understanding of:

- The services available to you at Duke
- The Policies and procedures of the International Patient Center
- The guarantor's guidelines for new referrals and continuation of treatment

Thank you for choosing Duke and best wishes for a successful completion of your treatment and a speedy recovery. Please do not hesitate to contact our Office at the following numbers:

**International Patient Center:**

(919) 681-3007

**Arabic phone line:**

(919) 668-2430 / 668-2431

**Spanish phone line:**

(919) 681-3007

**International clinical coordinator:**

(919) 684-5191

## CORE SERVICES

### Medical Interpretation

Duke's International Patient Program places a high premium on the qualifications and linguistic competence of its staff. Our medical interpreters are bilingual and culturally competent; they are highly qualified and trained to interpret in a medical setting according to accepted national standards of professional and ethical behavior.

### Role of the interpreter

- Eliminate the language barrier by facilitating communication and understanding between the patient and the health care staff. Our interpreters have been trained to interpret accurately and completely, without any additions, omissions or changes.
- Contact the patient to confirm the time and place of the medical appointment.
- Meet the patient at the clinic or hospital upon arrival and facilitate the check-in process for the patient.
- Coordinate the scheduling of follow-up appointments with the International Patient Center's clinical coordinator.
- Accompany the patient, if requested, to the Duke's outpatient pharmacy to receive medications and interpret/translate usage instructions.
- Visit in-patients as needed to provide necessary assistance, such as dietary assistance (menu interpretation & religious needs) within available hospital resources.

### Important Reminders

- In order to meet the needs of our growing international patient population, we are unable to guarantee the same interpreter for each encounter. We will however, do our very best to meet any gender needs or any other culturally sensitive issues on a case-by-case basis.
- In case of lengthy waiting periods in the hospital or clinics prior to the beginning of the medical appointment, the interpreter may have to leave to assist other patients. As soon as the physician/ staff is ready to see the patient, the nursing or clerical staff will contact our office to dispatch an interpreter back.
- A medical interpreter must accompany the patient to all medical appointments. If a patient is able to communicate in English and chooses not to have an interpreter present during the appointment, the interpreter will only escort them to their appointments and facilitate scheduling new appointments and/or any other hospital services.

- Medical interpreters are not qualified to give any medical advice. If you have any questions, please ask the interpreter to interpret them in the presence of your physician for a sound medical explanation and advice.
- It is the policy of Duke University Hospital not to allow employees to accept any gifts from patients and/or their family members.
- Services provided to Embassy-sponsored patients are covered by a specific letter of guarantee (LOG); in the event that your physician refers you to an outside service, the center's Clinical Coordinator must first obtain approval from the guarantor prior to scheduling an appointment.
- If the guarantor denies the request, the patient may still request to schedule an appointment provided he/she can meet the financial requirements of a self-payer. Please ask the medical interpreter to explain these guidelines and to schedule you an appointment with the International Clinical Coordinator for a more comprehensive explanation of the necessary financial requirements.
- It is our policy to require a deposit before an appointment may be scheduled for medical escorts, if it has not been pre-authorized by the sponsor. The hospital considers these new patients as self-payers, and expects a full payment of all medical bills upon delivery of service.

### New International Patient Referrals

International patients who would like to transfer their care to Duke University Medical Center should take the following steps:

- Forward all most recent medical records in English, including physicians' notes, lab work, tests, studies and imagery (e.g CT scan, MRI if available) to the international patient coordinator. Please see address and other contact information on this brochure.
- Upon receipt of your records, the international patient coordinator will direct them to a Duke physician who handles that specialty for a medical opinion.
- If a treatment option is available and you choose to transfer your care to Duke Medical Center, we will estimate the cost of the anticipated charges for your medical treatment. Our Managed Care division will then draft a letter of agreement which provides detailed instructions about wiring the deposit to cover the cost of your medical care. Please note that if the estimate is deposited in full, a 30% discount will be applied to your account.

- In order to process your request and schedule your medical appointments, please provide us with the following: 1/ Name and last name of the patient; 2/ Patient's date of birth; 3/ Patient's or financial guarantor's address and contact information; 4/ a passport copy of the patient and the financial guarantor.

### Medical Treatment Update and Final Medical Records

- The medical interpreter keeps the Clinical Coordinator informed of all new appointments and treatment progress. The Clinical Coordinator reports this information to the guarantor on a weekly basis. Based on this report, the guarantor continues their approval of treatment and funding.
- Upon completion of medical treatment, the Clinical Coordinator forwards a copy of all medical records to the sponsor, and in order to maintain patient confidentiality, it is Duke hospital's policy to release these records directly to the patient.
- At your request we will provide you, free of charge, with a paper copy of your physician notes, test and study results and a copy on disk of your X-Rays. These are provided to you so that you can share them with your physician upon your return home as a record of the treatment you received at Duke. We only furnish one copy per visit per patient and only at the patient's request. Please advise us at least 3 days before your scheduled departure if you would like a copy of your reports and X-Rays in order to allow us enough time to prepare them for you.

### Medical Supplies, Medications, and Equipment Rental

- During the treatment plan, it may be necessary to purchase supplies or to rent medical equipment from local suppliers. The patient will be required to pay cash for these supplies and for the first month rent of any medical equipment upon delivery. Please forward receipts to the clinical coordinator to submit to the guarantor for reimbursement.
- At the completion of your treatment, please contact the I.P.C. staff to arrange for the return of this equipment.
- Non-embassy sponsored patients are required to pay in full for all medications at the time of pick up.

### "To Whom It May Concern" Letter

Upon request, the Clinical Coordinator will provide a letter to your employer specifying your arrival and departure dates.