

 **New York-Presbyterian**

Global Patient Services

Improving Health and Wellbeing
for Patients and Families



COLUMBIA UNIVERSITY

*College of Physicians
and Surgeons*



**Weill Cornell
Medicine**



One of America's Best Hospitals More of America's Top Doctors America's Greatest City

Every year, thousands of individuals from around the world travel to NewYork-Presbyterian Hospital in New York City for the latest diagnostic modalities, advanced treatments, and innovative approaches available in healthcare today. Here they find outstanding care from physicians and surgeons practicing at the forefront of their specialties.

Through NewYork-Presbyterian's comprehensive Global Services program, patients and their family members find a multilingual and multicultural team committed to making them feel welcomed and at ease while far from home. Dedicated coordinators provide personalized attention and service every step of the way – from the journey to America and throughout treatment, recovery, and their return home.

AT YOUR SERVICE AROUND THE CLOCK

We understand how valuable it is to have support while planning for care far from home. Our dedicated, multilingual and multicultural regional coordinators are available 24 hours a day/seven days a week to answer questions and help plan an itinerary that addresses both travel and healthcare-related logistics for patients and their accompanying loved ones. Our team of coordinators will guide patients through their medical care experience, providing customized service and personal attention every step of the way.

This includes:

- **Scheduling physician and other clinical appointments or tests**
- **Escorting patients to appointments**
- **Explaining and interpreting medical information, instructions, and procedures**
- **Facilitating communication between referring physicians and NewYork-Presbyterian physicians**
- **Organizing global air ambulance, ground ambulance, or other emergency transport services for critically ill patients**
- **Making recommendations and arrangements for hotels or furnished apartments, including the Hospital's on-site facilities**

Prior to admission to NewYork-Presbyterian, our financial counselor will assist families in understanding the cost of care.

PATIENT ACCOMMODATIONS AND AMENITIES

NewYork-Presbyterian Hospital offers an array of personalized patient services and amenities, including private hospital rooms and suites that provide luxury accommodations in a hotel-like environment. Panoramic river views, chef-prepared meals and afternoon tea, visitors' sitting rooms with a sleep sofa, stocked pantries, and satellite television all contribute to enhancing the patient's and family's experience during hospitalization. In addition, our concierge staff can facilitate access to a private business center.



WELCOME TO NEWYORK-PRESBYTERIAN

ONE OF AMERICA'S BEST HOSPITALS

Out of nearly 5,000 hospitals nationwide evaluated by *U.S. News & World Report* for its 2017-18 rankings, NewYork-Presbyterian ranked **#1** in the New York Tri-state area and continues to be recognized as one of the country's premier medical institutions. For the 17th consecutive year, NewYork-Presbyterian has been included on *U.S. News'* prestigious Honor Roll.



AFFILIATION WITH TWO IVY LEAGUE MEDICAL SCHOOLS

With its academic partners, Columbia University College of Physicians and Surgeons and Weill Cornell Medical College, NewYork-Presbyterian pursues clinical excellence, engages in pioneering medical research, and provides outstanding medical education.

MORE OF AMERICA'S TOP DOCTORS

NewYork-Presbyterian has more physicians cited in Castle Connolly's distinguished survey of America's Top Doctors than any other hospital in the nation. The survey asks 250,000 physicians to name those doctors "to whom you would send members of your family."

ONE OF THE NATION'S LARGEST HOSPITALS

- More than 6,500 physicians
- More than 2 million inpatient and outpatient visits, including close to 15,000 deliveries



WORLD-CLASS CLINICAL CARE

From diagnosing rare and complex diseases for adults and children to performing lifesaving interventions, NewYork-Presbyterian physicians are among the most sought after in the world.



Dr. Gary K. Schwartz

Cancer

Our comprehensive oncology programs serve more patients than any other hospital in New York, treating patients of all ages and at all stages of disease. The Herbert Irving Comprehensive Cancer Center at NewYork-Presbyterian/Columbia University



The Herbert Irving Comprehensive Cancer Center is a Comprehensive Cancer Center Designated by the National Cancer Institute

Medical Center is a National Cancer Institute-Designated Comprehensive Cancer Center – one of only three in New York.

Our patients benefit from a multidisciplinary approach that includes collaboration among specialists in medical, surgical, and radiation oncology, and physicians and health professionals throughout the Hospital. At the forefront of personalized cancer care, our scientists pursue research in the development of targeted and more effective therapies that minimize side effects of treatment and maximize outcomes. In addition, the Hospital has fully accredited programs for stem cell therapy and bone marrow transplantation for hematological cancers.

Transplant

NewYork-Presbyterian is the largest hospital in the country for solid organ transplantation, including heart, liver, lung, kidney, and pancreas. Our transplant surgeons have developed and apply the most advanced transplant procedures, including laparoscopic kidney removal from living donors that results in less pain, a shorter hospitalization, and a quicker return to normal activity for the donor.



Dr. Emile Bacha

Children's Health

NewYork-Presbyterian's Morgan Stanley Children's Hospital and the Phyllis and David Komansky Center for Children's Health have built a reputation for more than a century as two of the nation's premier centers for pediatric care. Together, they offer the best available treatment in every area of pediatrics, including neonatal care, critical care medicine, congenital heart disease, cancer, and all areas of pediatric surgery.



Dr. Roger Härtl

Neurosciences

Home to one of the largest faculties of neurologists and neurosurgeons in the United States, the Hospital provides subspecialty care for diseases and disorders affecting the brain and spine, including traumatic brain injury, tumors, Alzheimer's disease, autism, epilepsy, movement disorders, and spinal diseases and deformities.

Our interventional neuroradiologists lead the way in the endovascular treatment of cerebral aneurysms and continue to refine minimally invasive approaches to treat carotid artery disease, stroke, and vascular malformations.



Dr. Douglas Scherr

Nephrology and Urology

Patients with complex kidney diseases and urologic conditions can find the full range of treatment options at NewYork-Presbyterian. Our nephrologists work closely with the surgeons in the Hospital's leading kidney transplantation program, which has pioneered living donor transplantation and the latest therapies that help reduce the side effects of anti-rejection drugs.

With extensive expertise in urologic oncology, our skilled and experienced urologists have advanced robotic surgery for prostate cancer, resulting in superior outcomes, and have helped to develop and refine minimally invasive nerve-sparing techniques for these patients. Our pediatric urologists are recognized experts in the treatment of tumors and reconstructive surgery for congenital abnormalities of the reproductive system.

Cardiology and Heart Surgery

NewYork-Presbyterian's adult and pediatric cardiovascular specialists are at the forefront of medical, interventional, and surgical care for cardiac arrhythmias, coronary artery disease, pulmonary hypertension, and complex aortic and mitral valve disease. They are international leaders in the development of ventricular assist devices that serve both as a bridge to heart transplant and for the treatment of advanced heart failure. In addition, they have pioneered the catheter-based approach for replacing heart valves. The Hospital's congestive heart failure and heart transplantation programs are the largest in the nation.

Maternal Fetal Medicine

As a major referral center for high-risk pregnancies, the Hospital has a team of maternal fetal medicine specialists who collaborate with pediatric specialists, neonatologists, and geneticists to evaluate and treat expectant mothers with health conditions, and obstetric or fetal complications. Our physicians have pioneered many of the techniques in use today that make it possible to diagnose potentially serious conditions, including those that will require treatment in utero or immediately following birth.

Digestive Diseases

NewYork-Presbyterian Hospital is a pioneer in the diagnosis and treatment of digestive disorders, from painful inflammatory diseases to life-threatening malignancies of the digestive tract. Specialists from multiple disciplines – including gastroenterologists, colorectal surgeons, liver disease specialists, oncologists, and radiologists, among others – collaborate to ensure patients receive comprehensive and advanced care.

Our surgeons employ minimally invasive or laparoscopic approaches in 80 to 90 percent of patients undergoing major intestinal surgery. They have extraordinary expertise in advanced endoscopic procedures to eliminate obstructions, open blocked ducts, and remove cancerous tumors without the need for open surgery.

Orthopedic Surgery

Our orthopedic surgeons are renowned for their expertise in joint replacement surgery, enabling patients to resume active and pain-free lifestyles. They have set the standards of minimally invasive surgical techniques that help to reduce trauma and lead to quicker recovery. As the official hospital of the New York Yankees, we provide all levels of care for sports injuries. Our pediatric orthopedic surgeons are at the forefront of treatment for spine diseases, including scoliosis, using innovative techniques to correct spinal deformities.

Pulmonology

NewYork-Presbyterian's pulmonology programs include internationally recognized clinicians practicing at the forefront in lung disease, allergy and immunology. Our physicians continually apply new knowledge and technologies to improve diagnosis and treatment with particular expertise in cystic fibrosis, interstitial lung disease, asthma, chronic obstructive pulmonary disease, and tuberculosis. We also offer specialized centers in respiratory failure and lung transplantation, having performed some 300 lung transplants over the past five years.

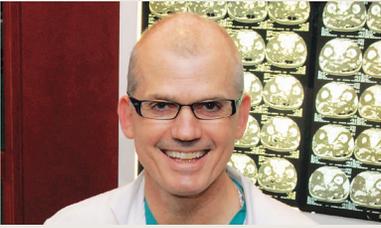


Dr. Selim M. Arcasoy

ADVANCED TECHNOLOGY

The physicians and surgeons of NewYork-Presbyterian Hospital frequently lead the development and application of advanced medical, interventional, and surgical technologies. These include:

Precision Medicine – The Institute for Precision Medicine is working toward the replacement of the traditional one-size-fits-all medicine approach with one that focuses on targeted, individualized patient care using a patient’s own genetic profile and medical history. Physician-scientists are working to precisely identify the genetic influencers of a patient’s specific illness – such as cancer, cardiovascular disease, and neurodegenerative disease – to design a more effective course of treatment that targets those specific contributing factors.



Dr. Jeffrey W. Milsom

Minimally Invasive Surgery and Procedures – In virtually every specialty, NewYork-Presbyterian physicians pursue newer and safer treatment options using minimally invasive and lesser invasive procedures and technologies to maximize patient outcomes and minimize the time and discomfort of the recovery process. The Hospital’s Minimally Invasive New Technologies (MINT) Program draws on the collaboration of clinicians and engineers to develop innovative technologies that advance minimally invasive surgery.

Robotic-Assisted Surgery – Robotic-assisted surgery is used by NewYork-Presbyterian physicians for general, urologic, and gynecologic procedures. This technology offers the surgeon better access to the surgical site, greater surgical precision, improved dexterity, and enhanced visualization.

Operating Facilities – The Hospital’s operating facilities include operating rooms equipped with the Artis Zeego® OR system for complicated surgical cases. The system provides capabilities for imaging the entire body using fluoroscopy-based intravascular ultrasound, bringing an unparalleled level of precision and thoroughness to diagnosis and intervention.



Pediatric low-dose CT Scan suite



Artis Zeego® OR

SCHEDULE AN APPOINTMENT

Global Services at NewYork-Presbyterian assists individuals, medical providers, and corporations with access to the healthcare services and expertise of the Hospital and its physicians worldwide.

To schedule an appointment or for more information, please call

Global Patient Services
+1 (212) 746-9100
nyp.org/globalservices

Email

globalservices@nyp.org

In-Country Representatives

Our presence and reach continue to grow as we now have representation throughout the world. Below is contact information for our growing presence outside of the United States.

Bermuda

phone 441-232-2673
email globalservices@nyp.org

Latin America

phone 829-764-1160
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