

# What to Expect

To help you prepare for your upcoming visit to Nationwide Children's Hospital, our International Patient Services team has developed the following.

## Before You Leave Home Checklist

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- Confirm all financial arrangements have been made and ensure all required documents are completed prior to arrival.**
  - Your appointments may be cancelled if required documents are not completed or payment is not received in full prior to arrival.
- Confirm scheduled appointment with our International Patient Services team.**
- Check Visa requirements.**
  - Visa requirements can vary by country. Obtain visas for all individuals traveling to the United States. Our International Patient Services team can provide a Medical Visa Letter upon request.
- Make and confirm airline tickets—after obtaining visas.**
  - The John Glenn Columbus International Airport is the most convenient airport to use when visiting Nationwide Children's Hospital.
  - Please provide a copy of your flight itinerary to the International Patient Services Team.
- Arrange ground transportation for arrival, during your stay, and departure.**
  - Our International Patient Services team can help assist with reserving ground transportation during your visit.
- Reserve living accommodations.**
  - International Patient Services can help you reserve your living accommodations. Nationwide Children's Hospital has a relationship with our local Ronald McDonald House and many area hotels, apartments, and housing.
- Request an interpreter.**
  - Before you arrive, please let us know if you wish to have an interpreter who speaks your preferred language to help support you during your visit.
- Pack for your trip.**
  - Medical needs for all travelers
  - Formula
  - Special foods
  - Medications
  - Medical equipment and supplies
  - Passports
  - Visas
  - International driver's license
  - Credit card
  - Medical insurance card (if applicable)
  - Active mobile phone that works in the United States
  - Ohio weather can be unpredictable. Please, pack accordingly.



## How to Get to Columbus

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- The John Glenn Columbus International Airport is the most convenient Airport to use when visiting Nationwide Children's Hospital.
- International Patient Services can arrange a private shuttle to greet you and take you to your destination.

## Where to Stay

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- International Patient Services can help book your hotel reservation or submit a request for your family to stay at the Ronald McDonald House.
  - **Hotels/Extended Stay:** Nationwide Children's Hospital has a relationship with many area hotels, apartments and housing and may be able to secure you a reduced rate. Please note: We cannot guarantee availability at each location. Review our Hotel List for a full listing of options.
  - **Ronald McDonald House:** Located across the street from the hospital, The Ronald McDonald House provides a safe and secure "home-away-from-home" for families. No one is turned away due to inability to pay. The Ronald McDonald House is available to every family, based on a first-come, first-served basis

## Your First Appointment

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- A member of our International Patient Services team will greet your family upon arrival.
  - Our International Patient Specialist will provide directions to the meeting point and help assist with check-in registration and provide you with our International Welcome Packet that includes all the resources you'll need while you are here.
- An Interpreter will be present during your appointment if requested.
- Please bring the following with you to all appointments:
  - Photo I.D.
  - Insurance information (if applicable)
  - List of all medications and dosage
  - Passport

## During Your Stay

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- **Ground transportation** — International Patient Services can assist in arranging transportation for you when you arrive in Columbus. Below, you will find a list of options available during your stay.
  - Private Shuttle Service
  - Uber
  - Hotel Shuttle (if applicable)
  - Rental Car
  - Cab Services
- **Local amenities** — Upon arrival, a member of our International Patient Services team will provide you with a Welcome Packet that includes information about a wide variety of local grocery stores, restaurants, banks, fun activities, and reflection and prayer resources in the Columbus area.
- **Family Resource Center** — The Family Resource Center is located inside the hospital and was designed by families and professionals to help support patients and families during their time at Nationwide Children's Hospital. More information about this service will be given to you upon arrival.
- **Sibling Clubhouse** — The Sibling Clubhouse is a special place for pre-school and school-aged children to play and learn while their siblings are in the hospital. More information about this service will be given to you upon arrival.

## Returning Home

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- International Patient Services will provide you with a discharge summary and plan of care in your preferred language.
- We will ensure your family is fully prepared to have a seamless transition of care back home.
- International Patient Services can help coordinate your return transportation to the airport when your family is ready to leave Columbus.
- International Patient Services can provide a complete list of your child's medical records upon request.
- You may be asked to complete a survey after your visit. Your feedback helps us better serve our international families.