



## INTERNATIONAL PATIENT SERVICES



## A NOTE FROM OUR PRESIDENT

Thank you for entrusting your care to us. We feel deeply honored when people from all over the world choose Fox Chase.

Your decision to seek treatment here provides you access to leading physicians, cutting-edge research and clinical trials, state-of-the-art technology, novel treatments and therapies, and a truly excellent support staff. We are proud to say our hospital consistently ranks among the best for cancer care.

At Fox Chase, world-class care is right here—under one roof. Welcome to our home.

**Richard I. Fisher, MD** *President and CEO, Fox Chase Cancer Center*



## WELCOME TO FOX CHASE CANCER CENTER

Traveling for cancer care is a significant decision for patients and their families. We understand the emotional and physical challenges a cancer diagnosis can impose, and how difficult it can be to decide to travel for medical services. Our entire team at Fox Chase is prepared to guide you every step of the way—making your journey as comfortable as possible.

Fox Chase has been devoted exclusively to adult cancer care since being founded in 1904. For decades, people from all over the world have sought treatment here. Today, we are ranked among the best U.S. hospitals for cancer care with outstanding survival outcomes, some of the nation's top doctors, and access to state-of-the-art technology. We conduct an array of internationally recognized basic, translational, and clinical research, with special programs in cancer prevention, detection, treatment, and community outreach.

**We are honored to serve you.**

### CONTENTS

Welcome	1	Philadelphia International Medicine	9
Designations and Awards	2	Request an Appointment	9
Outstanding Survival Outcomes	3	Language Services and Interpreters	11
Location	4	Amenities: Philadelphia and Surrounding Areas	13
Our Services	5	Where to Stay	13
Clinical Trials	7	Transportation	14
Remote Assessment Service	8	Financial and Billing Information	14
		Patient and Family Support Services	14

# FOX CHASE CANCER CENTER DESIGNATIONS AND AWARDS



## WORLD'S LEADING CANCER CENTER

We are a member of the National Comprehensive Cancer Network (NCCN), a not-for-profit alliance of 26 of the world's leading cancer centers. NCCN centers are at the forefront of cancer diagnosis, treatment, and supportive care, and lead the way in conducting groundbreaking research.

## COMPREHENSIVE CANCER CENTER

Fox Chase Cancer Center has earned the highest designation from the National Cancer Institute (NCI) as a Comprehensive Cancer Center. These elite centers are recognized for excellence in cancer treatment, research, prevention, and education.



## TOP HOSPITAL

Fox Chase ranks among the nation's top hospitals for cancer care according to *U.S. News & World Report*.

## PRIZES AND PRESTIGE

Fox Chase physicians have won numerous awards—including two Nobel Prizes, a Kyoto Prize, and a Lasker Prize.

## TOP DOCTORS

Our physicians are consistently named among the best in their specialties in *Philadelphia* magazine's Top Docs lists.

## CLINICAL TRIALS AND RESEARCH EXCELLENCE

Our physicians and researchers frequently set new guidelines for breakthrough medicine and comprehensive care. We are a powerhouse for innovative research, with nearly 400 clinical and basic research projects occurring at any one time.

## NURSING EXCELLENCE

We received the Magnet designation for excellence in nursing services by the American Nurses Credentialing Center's (ANCC) Magnet Recognition Program. Fox Chase is the first in Pennsylvania and first acute specialty hospital in the U.S. to receive Magnet status.







Patients from around the world travel to Fox Chase Cancer Center for premier cancer care.

## LOCATION

Fox Chase Cancer Center is located in Philadelphia, Pennsylvania, and is easily accessible by patients across the globe.



### **Fox Chase Cancer Center**

333 Cottman Avenue  
Philadelphia, PA 19111-2497



## OUR SERVICES

Fox Chase is devoted exclusively to adult cancer care. Our board-certified physicians are experts in their fields and treat more cases of rare and common cancers than other hospitals. You can expect your physicians' expertise to match the type of cancer you have. Cancers we treat include:

- Breast
- Gastrointestinal
- Genitourinary
- Gynecologic
- Head and Neck
- Hematology: Lymphoma, Leukemia and Myeloma
- Lung
- Melanoma and Other Skin Cancers
- Neuro-Oncology (Brain)
- Prostate
- Sarcoma

### Team and Approach

We are known for our multidisciplinary approach to treating every type of cancer. Our care teams meet regularly to evaluate and discuss individual patients and collaboratively design the best course of action for treatment. Patients are treated by as many different experts as are needed for their particular type of disease—including surgeons, medical oncologists, radiation oncologists, radiologists, pathologists, psychiatrists, and nurses.

### Accurate Diagnosis

Our experienced pathologists utilize advanced technology to determine an accurate diagnosis and the extent of your disease (known as staging). Precise identification of cancer allows our oncologists to choose the most effective treatment for you.

---

Fox Chase Cancer Center is part of Temple Health, one of Philadelphia's leading academic medical centers. Temple Health offers a full range of medical services.

---

## State-of-the-Art Technology

Fox Chase is home to some of the most sophisticated technology in surgery, radiation, and diagnostic imaging. In fact, we developed many of the technologies used by others for treating cancer. We continuously build and invest in new technologies that allow our expert care teams to detect tumors early, target cancer cells with pinpoint accuracy, and perform complex procedures using minimally invasive techniques.

## Radiation Oncology

Fox Chase is an internationally recognized leader in radiation oncology—providing patients with many types of cancer access to some of the world's most innovative radiology treatments. In fact, we often work with the world's foremost makers of medical equipment to test prototypes and develop the best applications long before they are available elsewhere. Our goal is to treat tumors aggressively, while reducing or eliminating side effects that accompany radiation treatment.



---

Fox Chase researchers work collaboratively and persistently to bring the most promising discoveries from the laboratory to our patients.

---

## Novel Therapies

Patients at Fox Chase have access to new and emerging therapies not yet available at other hospitals. Because our research takes place with an unusually high degree of interaction between our basic researchers and physicians, our experts are bringing laboratory discoveries to the forefront of patient care every day.

## Risk Assessment Program/Genetic Testing

Fox Chase offers a comprehensive Risk Assessment Program for individuals and families at risk for cancer and those with cancer—including cancers of the breast, ovaries, prostate, skin, and colon. Our team of physicians, nurses, and genetic counselors provides clinical and genetic evaluation and testing, screening, and cancer risk-reduction services.



**Wafik El-Deiry, MD, PhD, FACP** *Professor, Medical Oncology Deputy Cancer Center Director for Translational Research; Co-Program Leader, Molecular Therapeutics*

## Precision Medicine and Genomics

Fox Chase employs precision medicine to understand the complex mechanisms underlying a patient's health. Through this approach, our experts examine molecular and genomic information to identify changes and patterns in individual cancers that may influence therapy outcomes. Our team is promoting precision medicine by applying advanced DNA sequencing technology to patient care, prevention, and research.

## CLINICAL TRIALS

For some patients, a clinical trial may be the best option for treatment. Fox Chase researchers conduct hundreds of clinical trials at any given time to test new treatments for both common and rare cancers. This affords our patients access to treatment options that may not be available elsewhere. Your doctor can determine if a clinical trial is right for you.





## REMOTE ASSESSMENT SERVICE

Many patients and their families turn to us for expert health advice but are unsure about traveling or cannot travel. Our Remote Assessment Service is designed to allow you to stay at home while our accomplished team of physicians conducts an in-depth study of your medical records, diagnostic images, and pathology to tailor a plan for your treatment.

Essentially, our goal is to provide you with a comprehensive, individualized assessment. Our physicians are committed to working quickly and efficiently from the point at which we have received all requested materials. Our Office of International Health is also readily available to advise you on the tentative treatment plan cost estimation.

After you receive the assessment report, you and your family can make a decision about whether to travel to Fox Chase for your care. Our Remote Assessment Service can be provided independently from on-site services.

## PHILADELPHIA INTERNATIONAL MEDICINE (PIM)

Fox Chase Cancer Center works as a team with Philadelphia International Medicine (PIM), its partner organization. Since 1999, PIM has helped patients from around the world eliminate the guesswork, planning, and anxiety of finding and connecting with leading oncologists who are ranked among the best in the world. PIM, working with the Fox Chase team, helps to make sure that all visiting international patients have the support and resources needed to ensure a positive healthcare experience.

PIM is a personalized resource for centralized appointment scheduling and administrative support for insurance; financial and billing services; patient support services; assistance in arranging visas; interpreter services; discounted hotel and accommodations; and assistance in navigating Philadelphia.

## REQUEST AN APPOINTMENT

Fox Chase Cancer Center values every patient and looks forward to scheduling your first visit. Patient services representatives from Fox Chase and Philadelphia International Medicine will help ease your way through the initial steps listed below. After your initial contact, a Fox Chase/PIM patient services representative will be assigned to assist you.

### STEP 1

To schedule your first appointment or to request a remote assessment, we must receive all of the following medical records interpreted into English by a medical interpreter. We do not offer this service but can recommend companies to help you.

- Contact information
- Country of origin
- Height and weight
- Diagnosis
- Medical summaries
- Discharge reports
- Laboratory reports
- Diagnostic imaging reports
- Pathology material
- Post-operative reports
- Recent health assessment

We also request the items below, if available:

- Diagnostic images
- Pathology slides



**Richard Bleicher, MD, FACS** *Attending Surgeon; Leader, Breast Cancer Treatment; Director, Breast Fellowship Program; Associate Professor, Surgical Oncology*

## STEP 2

Once you have submitted your medical records, Fox Chase physicians will review them to evaluate your case, propose a tentative treatment plan, and determine if you will benefit by traveling to Fox Chase.

## STEP 3

Based on the physician's proposed treatment plan, we will create a tentative cost estimate for your review. Prior to your scheduling an appointment, PIM staff will review the cost estimate with you. Our counselors work with many global insurance companies or can work with you directly. We will discuss treatment option costs with you so you can make an informed decision regarding your care.

## STEP 4

Each country has specific travel requirements, and you are responsible for obtaining your own travel documentation. PIM will assist you with obtaining the appropriate documentation by emailing you a formal confirmation letter for your first appointment and providing you with a patient itinerary and/or receipt of payment, if needed. Please give yourself enough time prior to your trip to obtain appropriate travel documentation.

**To get started or for assistance, please contact Fox Chase or PIM.**  
**Fox Chase: 1-267-559-5544 | [InternationalMedicine@fcc.edu](mailto:InternationalMedicine@fcc.edu)**  
**PIM: 1-215-563-4733 | [PIM@philadelphiamedicine.com](mailto:PIM@philadelphiamedicine.com)**

# LANGUAGE SERVICES AND INTERPRETERS

Fox Chase provides interpretation services to non-English speaking patients as needed and free of charge. The goal of our interpreters is to ensure clear communication with your healthcare team.

## Face-to-Face Interpreters

Interpreters are available 24/7 in 196 languages—including Arabic, French, Italian, Japanese, Mandarin, Portuguese, Russian, Spanish, and Ukrainian.

Our institution has a department that works directly with our clinical staff to arrange interpreter services each day, every day.

Our interpreters assist you by:

- Accompanying you during your appointments and making sure both you and your physicians understand each other
- Helping you to schedule follow-up consultations and medical tests, when necessary
- Assisting you in requesting medical reports and films after your visits
- Protecting patient confidentiality

## Language Line Services

Language phones are available in all areas where patient care is provided. This service provides access to an over-the-phone interpreter 24/7.

---

Our interpreters help patients and their families who are more comfortable speaking with their healthcare team in a language other than English.

---







---

**While you are here, we encourage you to explore our beautiful city.** From historical sites and museums, to restaurants, parks, and theaters, Philadelphia is sure to impress.

---



## **AMENITIES: PHILADELPHIA AND SURROUNDING AREAS**

Philadelphia was once America's original capital—rich in history, tradition, and culture. It is the sixth largest metropolitan city and fifth largest city area by population in the United States. Nearly 1.5 million people live in the Philadelphia metropolitan area alone. Geographically, the city is positioned on America's East Coast between Washington DC and New York City and is easily reachable via the Philadelphia International Airport.

### **WHERE TO STAY**

Many lodging options are available to patients and their families. Our team is happy to assist you with your housing and transportation needs prior to your arrival and throughout your stay.

#### **AstraZeneca Hope Lodge**

The AstraZeneca Hope Lodge of the American Cancer Society offers lodging at no cost for eligible patients being treated at Fox Chase Cancer Center and one companion. Located on land contributed by Fox Chase, the Hope Lodge provides a quiet, convenient temporary residence. It is located less than one mile from Fox Chase and offers free transportation to and from the Center.

#### **Coventry House Apartments**

Located within walking distance of Fox Chase, Coventry House offers furnished, one-bedroom apartments for patients and families planning an extended stay. Apartments are available for a minimum of two nights. Patients must be ambulatory and able to care for themselves without aid.

#### **Hosts for Hospitals**

This unique nonprofit program provides free or minimal-cost lodging at private volunteer host homes for out-of-town families and patients receiving care at Philadelphia-area hospitals. Meals and transportation are the responsibility of guests.

#### **Hotels**

Many area hotels offer special discounted room rates to Fox Chase patients and their families, so be sure to mention you are a patient or member of a patient's family when making a reservation. For a list of participating hotels, visit [www.foxchase.org/patients/resources/lodging/local-hotels](http://www.foxchase.org/patients/resources/lodging/local-hotels).

## TRANSPORTATION

Fox Chase Cancer Center is situated in a beautiful suburban setting yet quickly reached by car from downtown Philadelphia. A regional train also runs on a set schedule from downtown Philadelphia to local train stations, including one just a few blocks from Fox Chase. In addition, the regional train connects to the Philadelphia International Airport.

## FINANCIAL AND BILLING INFORMATION

Our team assists patients and their families with financial details before, during, and after your visit to Fox Chase. Whether you are covered by international insurance, sponsored by an embassy or corporation, or paying for your own care, we work with you to help ensure the billing and payment process runs smoothly. Our dedicated staff strives to provide timely and accurate billing services and is available to help you with any concerns that may arise.



---

In addition to treating cancer, Fox Chase has many specialists who manage the needs of patients with additional health concerns.

---

## PATIENT AND FAMILY SUPPORT SERVICES

### Case Management Services

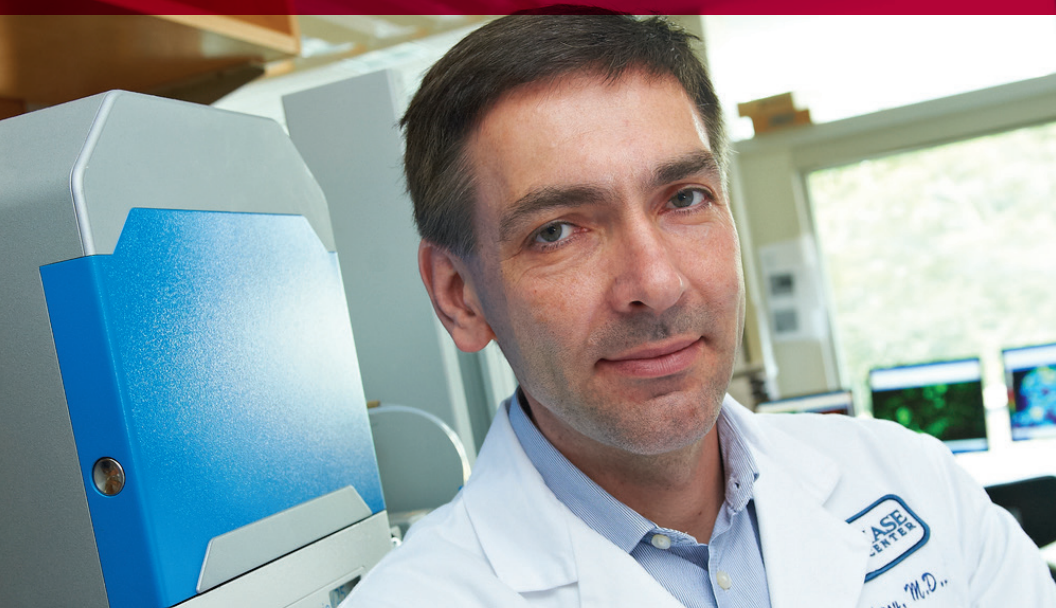
Fox Chase employs international liaisons who work with you and your health team members to assess, plan, coordinate, and monitor your care options and services. Liaisons act as your advocate throughout your stay.

### Nutrition Support Services

Fox Chase offers nutrition assessment and evaluation for patients receiving specialized nutrition.

### Pain and Palliative Care Program

The Pain and Palliative Care Program focuses on relieving patients of pain and lessening other symptoms caused by cancer.



**Igor Astsaturov, MD, PhD** *Attending Physician, Hematology/Oncology*

## **Physical Medicine and Rehabilitation**

The Physical Medicine and Rehabilitation Department helps patients maximize recovery of physical functions for return to their everyday activities. We offer a variety of services for patients dealing with the effects of cancer treatment—including physical and occupational therapy, lymphedema treatment, and management of cancer-related fatigue (CRF).

## **Respiratory Care**

The Respiratory Care Department helps patients to lessen heart and lung disease symptoms and increase strength.

## **Survivor Clinics**

Through survivor clinics, we continue our relationship with patients even after treatment is complete. Survivor clinics are designed to:

- Address the unique healthcare needs of cancer survivors
- Maximize each patient's quality of life
- Provide wellness education and screening
- Give patients a care plan to help coordinate their care with their other healthcare providers



### **Resource and Education Center (REC)**

Health educators at the REC can speak with you one-on-one, answer cancer questions, and share resources. Fox Chase also provides social work services, volunteer services, and support groups to help make your stay easier. Patients and their families have access to free Wi-Fi throughout the Fox Chase campus.

### **Cafeteria**

A variety of food choices is available at Fox Chase Cancer Center's two dining facilities.

### **Caring Bridge**

This free web service allows patients and their families to create a private web page to stay in touch with loved ones during and after treatment.

### **Pastoral Care**

Our oncology-trained chaplains offer pastoral care services that focus on the unique needs of individuals with cancer. We serve people of all faiths and backgrounds, work with local clergy, and strive to give hope and compassion.

### **Chapel**

This sacred place of peace and quiet is open to patients, families, and staff for meditation and prayer. Oncology staff chaplains are available to provide spiritual and emotional support and are respectful of each individual's personal values and beliefs.

## FOX CHASE CANCER CENTER

333 Cottman Avenue | Philadelphia, PA 19111-2487 | USA  
1-888-FOX CHASE (1-888-369-2427)

[FoxChase.org](http://FoxChase.org)

## FOX CHASE CANCER CENTER INTERNATIONAL PATIENT ASSISTANCE

Johana Vanegas, MD  
Tingting Li

Phone: 1-267-559-5544 | Fax: 1-215-728-3594  
[InternationalMedicine@fccc.edu](mailto:InternationalMedicine@fccc.edu)

## PHILADELPHIA INTERNATIONAL MEDICINE

Phone: 1-267-563-4733  
[physicians@philadelphiamedicine.com](mailto:physicians@philadelphiamedicine.com)



Temple Health refers to the health, education and research activities carried out by the affiliates of Temple University Health System (TUHS) and by Temple University School of Medicine. TUHS neither provides nor controls the provision of health care. All health care is provided by its member organizations or independent health care providers affiliated with TUHS member organizations. Each TUHS member organization is owned and operated pursuant to its governing documents.