

# Canadian Information Guide

for accessing health care at Detroit Medical Center

## **If I call 1-888-DMC-2500, which is the number I hear on the radio, as a Canadian can I schedule an appointment with a Detroit Medical Center (DMC) physician in Detroit?**

Yes and no.

Yes, if you want to schedule a service that you will pay for and all costs are out-of-pocket. When you call, you will be transferred to the International Services Department and they will address all of your needs and inquiries.

No, if you want the Ontario Ministry of Health to cover the services.

## **Under what circumstances will the Ontario Ministry of Health cover the cost of the services I receive from DMC?**

Your Canadian physician has the ability to submit a request to the Ontario Ministry of Health for pre-approval/authorization. If the services are approved, the Ministry will then pay for your services.

## **Can I gain access to the services at DMC without a referral from my Canadian physician?**

For diagnostic services such as MRI, PET scans, CT, ultrasounds, etc., a prescription from your Canadian physician is required. However, for second opinion consultations with a DMC physician, just call the DMC call center at 1-888-DMC-2500 or International Services at 1-800-745-6447.

## **If the Ontario Ministry of Health does not approve my request for out-of-country services, what are the alternatives?**

If you or your spouse have U.S. health care coverage, DMC will work with you to obtain authorization for payment by that carrier. If not, you will have the option to pay for services yourself.

## **How can I remit payment for the services I receive?**

Payments are accepted in U.S. dollars, in the form of cash, traveler's checks, credit cards (Visa, MasterCard, American Express and Discover Card), and personal checks drawn from a U.S. bank. Payments are expected in advance of your appointment or upon arrival, prior to receiving services.

## **How quickly can I get an appointment for services at DMC?**

If you have the Ontario Ministry of Health approval, insurance coverage or cash, you can receive a MRI, CT or other diagnostic services within 72 hours or for most second opinion appointments within seven days.

## **Which facility within DMC will I be seen?**

DMC's main campus is located two miles from the Windsor/Detroit tunnel. It is comprised of nine health care facilities: Children's Hospital of Michigan, Detroit Receiving Hospital, Harper University Hospital, Huron Valley-Sinai Hospital (located in Oakland County), Hutzel Women's Hospital, Kresge Eye Institute, Michigan Orthopaedic Specialty Hospital (located in Madison Heights), Rehabilitation Institute of Michigan, Sinai-Grace Hospital (located at our northwest Detroit campus). The DMC works in partnership with the Barbara Ann Karmanos Cancer Institute.

## **What will I need to bring to the appointment?**

All current prescription(s), and in most cases it will be necessary for you to obtain your medical records.

## **How do I obtain my medical records?**

You will need to ask your Canadian physician for your medical records and you may be required to sign a "Release of Medical Information Form."

## **Which physician will I be scheduled to see?**

A specialist will be recommended after a review of your medical records and diagnosis, unless you request to see a specific specialist.

## **How can I obtain information on the physician I am scheduled to see?**

DMC's website, [www.dmc.org](http://www.dmc.org), provides information regarding medical staff and programs or you can ask a DMC International Services representative by calling toll free 1-800-745-6447.

## **If I need overnight accommodations where would you suggest I stay?**

DMC International Services has established numerous corporate rates with area hotels and will assist you in finding accommodations to best suit your needs. Housing accommodations are also available on the DMC campus at the International Center/Guest Housing Building.

## **Why should I choose DMC for my health care needs?**

The DMC is the largest medical teaching facility in Michigan. Each of its nine facilities offers highly trained physicians and the highest standards in general and specialized services including:

**Children's Hospital of Michigan** - an international leader in neurology and neurosurgery, cardiology, oncology, diagnostic services including Positron Emission Tomography and MRI and is southeast Michigan's only pediatric Level One Trauma Center. Experts in pediatric critical care, rehabilitation, neonatal and perinatal medicine care for thousands of children every year.

**Detroit Receiving Hospital** - Michigan's first Level One Trauma Center. Areas of expertise include a burn center, hyperbaric medicine, emergency psychiatry, medical and surgical emergencies, and traumatic brain surgery.

Detroit Receiving trains nearly 60 percent of Michigan's emergency physicians.

**Harper University Hospital** - known for its specialty services in bariatric (gastric bypass surgery) cardiac, vascular, neurosurgery, neurology, and kidney and pancreas transplants. As the hospital with the first mechanical heart, Harper has always been a leader in state-of-the-art technology. Today, Harper continues that trend with Michigan's only iMRI machine, cardiac non-invasive procedures, and new advances in stroke prevention and neuromuscular diseases like Parkinson's and multiple sclerosis.

**Huron Valley-Sinai Hospital** - Oakland County's newest hospital has earned the distinction of being among the top hospitals in the area and nation in patient satisfaction. The hospital features the Harris Birthing Center with all private birthing suites, a regional specialty center, the Charach Cancer Center, a part of the Barbara Ann Karmanos Cancer Institute, the Krieger Center for Senior Adults, state-of-the-art surgical suites; cardiac services, complete inpatient and outpatient diagnostic care as well as an emergency department ranked among the highest in the United States for patient satisfaction.

**Hutzel Women's Hospital** - nationally recognized for cutting-edge research in high-risk obstetrics, infertility, reproductive genetics, gynecology and neonatology. Hutzel has been ranked as the number one hospital in research awards in the United States for its OB/GYN physicians who are affiliated with Wayne State University School of Medicine.

**Kresge Eye Institute** - internationally known for its contributions to ophthalmology and a leading center for the preservation of sight, implant surgery, cornea transplantation, retina disease and treatment of vision problems.

**Michigan Orthopaedic Specialty Hospital** - located in Madison Heights, is the only regional hospital focused exclusively on orthopaedic services. This specialty hospital provides patients access to comprehensive orthopaedic services and its expert team of physicians and caregivers is recognized among the best in the United States for orthopaedic care.

**Rehabilitation Institute of Michigan** - one of the United States' largest hospitals dedicated to rehabilitation medicine and research. The Institute serves as a center of excellence for the treatment of persons with spinal cord and brain injuries.

**Sinai-Grace Hospital** - located in northwest Detroit, a full-service community hospital offering expertise in emergency medicine, obstetrics/gynecology, gerontology and bariatric surgery. Sinai-Grace's orthopaedic surgery program features total joint replacement surgery, including a revolutionary minimally-invasive knee replacement procedure. Sinai-Grace operates 21 ambulatory sites and surgery centers, including the Oakland Virtual Medical Center.

**In partnership with the Barbara Ann Karmanos Cancer Institute** - the only center in Michigan that specializes in cancer. The Institute provides a highly effective, multi-disciplinary approach to patient care in which teams of physicians from diverse specialties and caregivers discuss and present the best treatment options for patients.

**DMC International Services** - the only medical center in the Detroit area that offers specific coordinating services for out of country patients.

## **For information on receiving services at Detroit Medical Center, what number should I call?**

Please call the DMC International Services at **1-800-745-6447**. This toll-free number can be accessed from Canada.