

The Grossman Burn Foundation's

Humanitarian Assistance Manual

A step-by-step guide on how to aid people
in need of urgent medical care and support
in the United States and around the world

(Third Edition)

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GROSSMAN BURN FOUNDATION

Grossman Burn Foundation's mission is to provide medical, financial, and emotional treatment and support globally for burn survivors and their families. Programs range from patient care to burn prevention education and continuously seeks to build partnerships that further its mission. For more information, please visit the [Grossman Burn Foundation](#).

In conjunction with the above listed contributors and sponsors, the information presented in the ***Humanitarian Assistance Manual, 3rd Edition*** has been created by Grossman Burn Foundation (GBF), a 501(c)(3) non-profit organization and philanthropic arm of the Grossman Burn Centers (GBC) which maintains its flagship medical facilities in California in the United States of America.

[Signature Programs](#)

Project Faith: Burn Survivor Treatment

"Project Faith" was developed in 2007 to provide medical treatment and services (surgery, medicine, physical therapy, psychotherapy, medical tattooing, housing, meals, and transportation to medical appointments) for wound and burn survivors and their families. The program is named after burn survivor Faith Wanjungo who was the first patient to receive assistance from Grossman Burn Foundation. She sustained her burns at home in Kenya, when a stove exploded, causing her face, neck, arms and chest to catch fire. She received immediate medical attention in a Kenyan clinic, but was sent home due to an inability to cover the extensive medical expenses, despite severe and disfiguring wounds. She was treated like an outcast in the village as a result, and slipped into depression.

The Grossman Burn Foundation flew Ms. Wanjungo to Los Angeles, where after eight major surgeries and numerous scar treatments and medical tattooing sessions, she was transformed both physically and emotionally. Project Faith is an ongoing patient care program. Since Ms. Wangjungo's treatment, the Grossman Burn Foundation has provided similar, ground-breaking reconstructive treatments to burn survivors in the United States, as well as the Philippines, Afghanistan, Ghana, Kenya, Indonesia, South Africa, and Nepal.

SoCal Survivors: Adult Burn Survivor Support Groups

Grossman Burn Foundation and Grossman Burn Centers coordinates mental health support groups for burn survivors ages 18-25 and ages 25+ living in Southern California. The groups are facilitated by trained and accredited mental health professionals to support survivors moving through their traumatic experiences, encouraging them to process their injuries and demystify the burn experience in order to bring clarity and strength to their journey from victim to survivor. Group members share day-to-day issues such as how to discuss their injuries, intimacy, relationships, jobs and education. There is also an emphasis on strengthening

communication techniques with caregivers and others so that burn survivors may become the best advocates for themselves and others within the community. The group aims to empower burn survivors who have been affected by a burn injury and their families. Sessions are available in-person and/or virtually.

Family Camp

For 20 years, Grossman Burn Foundation has held an annual Family Camp, a 4-day immersive experience at which burn survivors and their families have the opportunity to engage in sports and other recreational games and activities in order to build confidence, gain independence, learn teamwork, and strengthen relationships through a diverse camp program. The physical activities are inclusive and accessible to all regardless of their injuries or disabilities which creates a welcoming environment that survivors may not otherwise experience outside of Family Camp. We believe in the healing power of sports, physical activity, quality time, and bonding.

Senior Burn Prevention Education

The changes to the body physically and mentally that accompany aging, including decreased mobility, comprehension, and vision, combined with side effects from medication and attitudinal risks, put seniors at particularly high risks to scalds, burn injuries, and death from accidental fires. For this reason, Grossman Burn Foundation and Grossman Burn Center are jointly addressing this risk by offering no-charge burn prevention education presentations both in-person and virtually for persons at high-risk of burn injury, including seniors, the disabled and caretakers or those who work with the elderly. Burn prevention for seniors addresses burn injury and death statistics, risk factors, degrees of burn, 1st aid, common senior burns and how to treat and prevent them, as well as fire safety and emergency protocols. The program is available in English and Spanish and or languages, as requested with translators. All participants receive reading materials and prevention tools to use at home.

Burn Treatment, Training, and Telemedicine (TTT)

The Burn Treatment, Training and Telemedicine Program (TTT) was developed in response to overwhelming requests for aid from burn survivors and medical communities worldwide, but especially in developing countries where disabling burns are alarmingly common. According to the World Health Organization, in developing nations, more people die of complications from burn injuries than from HIV/AIDS, tuberculosis and malaria combined. As a result, the TTT program was designed by Grossman Burn Foundation to reduce the burn mortality rate in developing nations by providing training and empowerment to local medical staff where burn injuries are the most common. The programs highlights include: providing long-distance transportation for physicians from developing nations to the Grossman Burn Center headquarters in Los Angeles, CA to provide free training, education, shadowing, and observation of experienced specialists; access to state-of-the-art communications equipment for telemedicine consultations with doctors in the United States; a network of skilled, experienced medical personnel to offer guidance on complicated and rare cases; exposure to

videos, records, and computer software programs for continuing education purposes. For the cost of transporting just one physician to the United States for long-term medical training, the Grossman Burn Foundation can help facilitate the care of thousands of patients worldwide through this innovative program.

Stop Violence Against Women Globally

The Stop Violence Against Women Globally campaign was launched after the Grossman Burn Foundation started receiving a number of letters accompanied by horrific photos from women in various regions of the world who were burned or injured by someone in an effort to oppress, abuse, control and strip them of their rights and freedoms. In every country, every day, women and children are subjected to violence, often simply because they are female. The Grossman Burn Foundation and the Grossman Burn Centers have supported and continue to support and treat dozens of victims of gender-based violence, from survivors of acid attacks to victims of mutilation and immolation. The vision of this campaign is to build an alliance with other organizations both locally and globally that focus on issues of violence against women. The program strives to raise awareness and educate the world on why these atrocities cannot be tolerated in any society, with the ultimate goal of restoring the respect and reference for women as both wise and powerful.

Community Support Collaborations (CSC)

The Grossman Burn Foundation partners with organizations that support burn survivors and their families matriculating back into society. Through local entities such as fire fighters, sport teams, schools, volunteer programs, and other organizations, CSC provides expanded support and services to those families in need.

For Partnership Inquiries, Support, Questions or Feedback, please contact us:

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INTRODUCTION

Purpose of this Manual

The Grossman Burn Foundation has composed this Humanitarian Assistance Manual as a guide for organizations who provide comprehensive care to individuals who are in need of urgent medical care. The types of organizations that have staff or case managers who use this Manual include cultural organizations, non-profit organizations, government social service organizations, places of worship, non-governmental organizations (NGOs), and global humanitarian organizations worldwide.

This Manual has been divided into 2 sections - 1) *The guide* providing step-by-step instructions on all of the various responsibilities of the case manager, from the start of the case to the patient's journey home, with suggestions for follow-up activities. You will find guidance on forming a team to care for the patient, travel arrangements, language needs, cultural sensitivity, living accommodations, working with relatives, counseling options, fundraising, and more. Details on telemedicine and the HIPAA Privacy Rule, which protects the patient's health information, are also included.

In addition to the instructional content, you will find - 2) *Resource Directory* with listings of important organizations and businesses around the world, especially in countries with high risk of burn injuries. We have provided details on active burn care centers in these high-risk regions. In the Directory, we also list agencies and companies related to: fundraising, visas, language interpretation, emergency relief, host families, transportation, food, clothing, entertainment, socialization, education, psychological support, media, embassies, health, and hospital/physician listings. Thanks to these meticulous listings, you can provide quality assistance to the patient in every area of life.

To make this Manual user-friendly, we formatted all the instructions using bullet points that are easy to understand. Furthermore, we include samples of key documents that you will likely need to use including a form for your case notes, a patient intake form, a budget sheet, and letters addressed to relatives, potential collaborators, physicians, donors, guides, transportation companies, host families, counselors, and more. You will also find helpful details on burn care and prevention.

Qualifications for the Case Manager Who Uses this Manual

This Humanitarian Assistance Manual has been written for case managers who will oversee appointments for individuals in need of medical care. The case manager will be able to bring together a diverse group of people to form a team that will support the patient's needs for at

least one year. The case manager will keep and update the case records on a weekly basis to track the patient's progress. (Example forms for each phase are provided at the end of each chapter for reference) The case manager must be skilled at multi-tasking, be comfortable working under deadlines, and be able to work effectively with individuals from diverse professional and cultural backgrounds.

Focus Areas of this Manual

We have crafted this Manual to provide instruction on how to assist patients in the following primary areas: medical, financial, psychological support, logistics in obtaining visas, arranging transportation, and locating a host family. This guide will instruct case managers on how to organize and execute expert teams to support the patients' needs for comprehensive care.

Inspiration for this Manual

Several true-life stories of burn survivors serve as a model for this Manual. These stories have proven that a patient can be successfully restored back to good health when organizations effectively work together and have a dedicated interest in supporting a person in need. An example case is a young girl who was brought to the United States from her native Afghanistan in 2002 for reconstructive surgery after she sustained a horrific burn injury affecting the entire upper portion of her chest and head. After only a year, her health was significantly improved, thanks to a collaborative effort between a host of humanitarian organizations and the Grossman Burn Foundation.

Section I. Compose Case Records to Log Activities

Introduction To Section I

As you support your patient, you will want to take copious notes about all of the case activity, while also maintaining details about the key individuals and organizations involved in the case. The process of taking notes is known as keeping case records.

Documenting precise and chronological details will be helpful to you and all those involved in your case. Keeping a clear, concise history of the patient's treatment(s) or care will support further or appropriate care, and/or referrals to other organizations, medical professionals, and staff. This section will provide instructions and tips on how to organize your case records efficiently and effectively.

Consider the expected content for your case notes. Case notes usually contain general information about the patient's personal information, family history, location for service provision, details of the patient's needs, and plans for assistance.

Consider the audience for your case notes. They should be clear, not only to you, but for other caseworkers and professionals assigned to the case. Try to be neutral, exact, descriptive, appropriate, and succinct. Document facts, not opinions. Case information should all be related to the patient's well-being. Help the reader to swiftly understand the patient's needs, the services given, and the progress, results, or outcome to date.

1. Create a case file for the patient

- The case folder will hold all the patient's documents
 - Use a unique number to identify each case and remember that all patient information is confidential
 - Fasten a label to the case folder with essential details: the patient's name, case file number, residential address, hospital or medical address, phone number(s), etc.
 - Create an intake form, including all vital information such as: name, address, date of birth, physician, contact info, emergency contact, etc.
 - Include details on how to contact other participants in the case, including physicians, staff members, and other agencies that are involved
(See the Sample Intake form at the end of this section)

- Create a medical history page for the patient
 - Be sure to include information such as dates, injuries, conditions, treatment descriptions, prescriptions, and physician info
(See Sample Medical History form at the end of this section)

2. Write case notes to thoroughly document all case activities
 - Create initial case notes page with basic details
 - Be sure to include relevant information:
 - Case file number, case worker name, start date, dates of activities, author initials, and any other relevant activities and related contact information such as medical treatment, transportation, financial aspects, any important attachments, status of patient, etc.
 - Set up your first entry on the page as follows:
 - Beginning on the top line, right side, write the case file number on the first line, then write the caseworker's name on the second line, and the date when you first started taking notes on the third line
 - Add the patient's name following the above information, using bold lettering
 - Create columns and title each one with the following information:
 Column 1 - Date of Activity
 Column 2 - Author's Initials
 Column 3 - Activities/Contact Information
 Column 4 - Documents Attached – Yes/No
 Column 5 - Status of Patient
 - When you begin each written entry in your case notes, the first word you write should be either "Incoming" or "Outgoing"
 - An incoming phone call or fax or letter, should be indicated with an entry that begins with the word "Incoming," such as:
"Incoming - Phone call from the patient's physician indicating that the patient is doing well"
 - Any activity that was conducted by you or your office should be indicated with an entry in your case notes that begins with the word "Outgoing," such as:
"Outgoing - Phone call to the patient's translator to make sure that the translator will be present at patient's meeting on Wednesday of next week"
 - Include people's contact information in each entry
 - When you make an entry in your case notes, include the contact information for everyone you mention so that you and your co-workers know how to contact all the individuals and organizations associated with your case
 - Indicate the mailing address, phone number, fax number, e-mail address, and any other contact information for every individual and organization that will play an ongoing role in the patient's case
 - Be sure to write a concise paragraph summarizing your patient's case
 - When you write your entries in the case notes, make sure the format is consistent
 (See the Sample Case Notes form at the end of this section)
3. Use your case records as a reference when you compile statistics
 - Provide statistics on your case to the supervisors and directors at your office

- The statistics will likely include the costs associated with the patient's case, and any financial gifts received for the case
4. Keep all important documents together within the case folder
- Hang onto all receipts, expenses, and financial documents associated with your case, particularly for reimbursements or donations
 - You may wish to hold receipts in a designated envelope used for accounting purposes, and keep the envelope in your case file until you submit receipts on a regular basis
5. Use casework software to make your work easy, manage details, and make reports
- Make sure your casework software is private and easy to use
 - Keep the information accessible and clear
 - Design custom-made forms according to your client's needs
 - The more ways you can access information the better: online, e-mail, smart phone, fax, desktop, laptop
 - Expect to make reports on your client's progress, and set e-mail alerts to remind you when reporting activities are due
 - Casework software helps improve services for your clients as you evaluate their outcomes and assess program effectiveness
 - Casework software accomplishes many things at once, including helping the client, keeping track of resources, working with other agencies, and discovering fundraising opportunities
 - Casework software can be used in the office, at home or in the field, while remaining secure and ensuring compliance with HIPAA and state and federal regulations
 - Casework software can communicate important details including the case manager's goals, lists of experts involved in the case, best practices, publicity opportunities, and quality assurance
 - Keep in mind you want to conduct preparatory training on the software as well as provide ongoing guidance

CASE FILE NUMBER: _____
CASEWORKER: _____
DATE OF INTAKE _____

SAMPLE PATIENT INTAKE FORM

PATIENT DATA

NAME _____ SEX: _____ M F

BIRTHDATE _____ PHONE NUMBER _____

RESIDENTIAL ADDRESS _____

LOCAL MEDICAL/HOSPITAL ADDRESS _____

PHYSICIAN'S NAME _____

PHYSICIAN'S PHONE/EMAIL _____

OTHER CONTACT CENTRAL TO PATIENT'S CASE

NAME _____ TITLE/ROLE _____

CONTACT INFORMATION (PHONE/EMAIL) _____

EMERGENCY CONTACT PERSON(S)

NAME _____ RELATIONSHIP TO PATIENT _____

CONTACT INFORMATION (PHONE/EMAIL) _____

NAME _____ RELATIONSHIP TO PATIENT _____

CONTACT INFORMATION (PHONE/EMAIL) _____

CASE FILE NUMBER: _____
CASEWORKER: _____
DATE OF INTAKE _____

SAMPLE PATIENT MEDICAL HISTORY

PATIENT’S NAME _____

PATIENT’S MEDICAL RECORD

DATE OF DIAGNOSIS OR INJURY	BRIEF DESCRIPTION OF INJURY OR DIAGNOSIS (CAUSE, INJURY LOCATION)	TREATMENT DESCRIPTION (LIST ANY DRUGS/MEDICATIONS PRESCRIBED, SURGERIES DONE, ETC.)	DATE OF TREATMENT/ PRESCRIPTIONS	DOCTOR’S INFORMATION [NAME AND HOW TO CONTACT]
March 10, 2019	Patient suffered 2 nd degree burn on right hand below index finger after touching flames on hot stove.	Prescribed cefotaxime – over a antibiotic - ten-day course to treat bacterial infections.	March 11, 2019	Dr. Rich James 800.000.0000 rich@aol.com

CASE FILE NUMBER: _____
CASEWORKER: _____
DATE OF INTAKE _____

SAMPLE CASE NOTES (SHOULD ENCOMPASS ALL CASE ACTIVITIES)

Instructions: After you have completed a case note page, add a new page on top. The case notes should be in chronological order with the most recent notes on top.

PATIENT’S NAME _____

DATE OF ACTIVITIES	AUTHOR’S INITIALS	ACTIVITIES/CONTACT INFORMATION: <ul style="list-style-type: none"> ○ First word should either be “Incoming” or “Outgoing”. Incoming activities are activities received such as, phone calls, fax, letters, etc. Outgoing activities are activities conducted by you or the office. ○ Contact information on people/organizations mentioned should also be included. This includes, name, mailing address, phone number, fax number, and email address. ○ Include everything from medical treatment to transportation to financial aspects 	DOCUMENTS ATTACHED YES/NO	STATUS OF PATIENT Includes any medical complaints, updates on any new treatments, or opportunities to gain help
April 11, 2019	MK	<i>Incoming:</i> Received email stating patient’s visa got approved. Lawyer, Pam Le, (800) 610-0251, helped with visa application.	Yes – Visa	Patient has begun therapy sessions to cope with permanent burn scars
April 13, 2019	MK	<i>Outgoing:</i> Office booked patient’s trip to US through Delta Airlines - (818) 555-1234	Yes – Airline tickets	Patient continues therapy session and will receive surgery in US

Section II. Coordinate a Team and Choose a Facility, Physician, or Medical Group (Part A)

Introduction To Section II

When supporting a patient who needs long-term care in a foreign country, a team effort is critical. You will be partnering with a variety of people in your community, each of whom has their own expertise, including interpreters, medical professionals, cultural leaders, counselors, transportation companies, and more.

This section, parts A and B, alerts you to the different kinds of community organizers and regional experts who will become part of the local network serving your patient. You will find instructions on how to introduce yourself to the local leaders, how to explain your client's needs, and how to maintain relations with your team.

1. Develop a list of organizations for resources and services
 - List the services you plan to provide for the patient
 - As you consider which individuals to assemble to support the patient, consider all of the important services, such as medical rehabilitation, psychological support, spiritual or religious activities, education, transportation, socialization, food, clothing, recreation, and so on
 - Organize your list by priority and need, compiling a list of organizations that can provide you with team members who can help you support your patient on a long-term basis
 - Depending on your patient's cultural background and life circumstances, the nature of the organizations you recruit will vary
 - The types of organizations might include military organizations, governmental organizations, ethnic and cultural organizations
 - In Part B of Section II, there will be specific guidance on how to recruit team members from the medical profession, medical groups, and/or medical facilities
 - If your patient is presently in a refugee camp, there are certain organizations that serve people in those situations such as Red Cross/Red Crescent organizations
 - Consult the Resource Directory/Appendix of this manual for a comprehensive list of organizations that may be able to help
2. Research organizations that can support the patient
 - Search online
 - To search for United States-based non-profit organizations by topic, visit [Interaction](#)
 - Charities are rated and reviewed meticulously at [Charity Navigator](#) and [Charity Watch](#)

- Discover top charities worldwide at [NGO Advisor](#)
 - [Guidestar](#) is a popular online directory of non-profit organizations and private foundations
 - Another useful place to find local cultural organizations to support your patient is to contact the appropriate local consulate, embassy or religious organization
 - Embassies can be found online through websites such as [Embassy World](#) or just go to a popular search engine like Yahoo or Google and then type in keywords for example *consulate, China, Los Angeles* — if your patient is Chinese and you are searching for the Chinese consulate in Los Angeles
 - Find local online cultural directories by visiting search engines and typing in keywords (e.g. Ethiopian community, Los Angeles to find websites for the Ethiopian community in Los Angeles)
 - Likewise, if the patient has a spiritual or religious affiliation, then you might also find support in the patient’s religious group by doing a similar search for local religious leaders using Yahoo, Google, Safari, etc. and then type in appropriate keywords that indicate the region where your patient is living along with the patient’s religious affiliation
 - Search local libraries for organizations that can support the patient
 - At your local library, you might find guidance for ethnic or cultural information on social service agencies, places of worship, and businesses related to your patient’s cultural identity
 - Ask the librarian if there is an international section in the library that might have information for various culture groups in the local area. If your patient is, for example, Vietnamese, and is receiving medical treatment in Los Angeles, then you could go to a library in Los Angeles to look for Vietnamese resources in the Los Angeles region
3. Create case information and resources for new team members
- Compile the actual list of the resources and services you plan to pursue (after the research and due diligence has been completed)
 - Determine the services and resources based on the patient’s needs
 - Make a list of all the main services you want to provide for the patient, including medical rehabilitation, transportation, psychological support, education, socialization, food, clothing, recreation, and more, as outlined in the various section headings of this manual
 - Plan ahead with an understanding of what needs to be done for the patient and how much time all the services will require
 - Create a realistic budget
 - Determine the services needed for the patient

- The budget should reflect an itemization of all the expenses related to the services and procedures according to the patient's medical needs
- Keep track of the budget, preferably using an Excel spreadsheet, that lists each of the anticipated costs for the patient, along with descriptions of who will fund all of the costs
- Your budget spreadsheet should include the following:
 - Case file number, caseworker name, and date of intake at the top of your budget sheet
 - Patient's name should be written in bold lettering
 - Create columns including date of service, services, anticipated costs, and actual costs
 - The people who may want to receive budget reports from you throughout the patient's case might include the CEO and directors of your organization, the national and/or international headquarters of your organization, the patient's family, the host family, and the patient's primary physician
(See Sample Budget Sheet at the end of this section)

CASE FILE NUMBER: _____
CASEWORKER: _____
DATE OF INTAKE _____

SAMPLE BUDGET SHEET

Services	Anticipated Cost	Actual Cost
Surgeries	\$	\$
Physical Therapy	\$	\$
Psychological Therapy	\$	\$
Other Procedures	\$	\$
Housing	\$	\$
Transportation (Includes host family stipend if applicable)	\$	\$
Food	\$	\$
Supplies	\$	\$
Other Costs – Please Specify:	\$	\$
Total Cost	\$	\$

PATIENT'S NAME:

Section II. Coordinate a Team and Choose a Facility, Physician, or Medical Group (Part B)

1. Choose a facility, physician, or medical group for medical care
 - Explore a list of potential medical facilities and medical equipment companies to contact
 - Research your local region for medical facilities
 - The patient's medical records are essential for the case, not only to obtain visas but also to aid in the process of finding the best medical facilities and medical equipment for the patient
 - Search online for medical facilities that might be suitable for the patient
 - The ideal type of medical facility for your patient will depend on various traits, such as his or her gender, age, culture, level of education, religion, and medical condition
 - In your search for the ideal medical facility, try contacting individual hospitals and medical treatment facilities that specialize in certain kinds of injuries or conditions
 - You might also consider medical boards, medical associations, and hospital boards, and you can also search online to find physicians who have done pro-bono medical work
 - Refer to Resource Directory/Appendix for a list of potential patient medical facilities, listed by country
 - The patient will likely need a variety of different kinds of medical specialists during his or her medical treatment, including surgeons, anesthesiologists, pediatricians, general practitioner physicians, and physicians who specialize in particular organs or biological systems of the body
 - The team of medical specialists will need to work collaboratively to create a timeline for the patient's recovery, divided up into separate periods distinguished by different types of medical care
 - Consider the patient's needs and recovery time, which may be one to three months after each provision of major surgery, depending on which kind of surgical procedure has taken place
 - Collaboration is essential because the patient's medical treatment will take place in stages, with various types of medical care provided in a progressive manner until the patient's health has been restored
 - Consider new technologies in medical care that have been developed in recent years
 - Telemedicine uses information technologies and telecommunication to make it possible for clinical health care to be provided at a distance
 - Telemedicine refers to the actual provision of clinical services, as compared with tele-health, which refers to medical education and research

- Patients living in isolated rural communities can have access to a broad variety of medical services through telemedicine
- Crucial medical information, such as health informatics, imaging, and other medical records, can be transmitted from one site to another quickly and accurately
- The latest forms of telemedicine include telemedical devices to support in-home care, advanced diagnostic methods supported by distributed client/server applications and virtual connection
- Three main types of telemedicine are: store-and-forward, remote monitoring, and real-time interactive services
 - Store-and-forward takes place when medical data (such as bio-signals or medical images) is gathered and then later communicated to a medical professional for evaluation offline at an ideal time
 - Both parties do not need to be present at the same time with store-and-forward telemedicine, and a physical examination is not required
 - The physician will consult the patient's medical records, medical history report, and audio/video information provided during the transmission
 - Remote monitoring, which is also called self-monitoring or testing, allows medical personnel to supervise a patient by remote, using special technological equipment
 - Remote monitoring is used when patients have been affected by a chronic disease or long-term medical condition
 - Patients can reduce costs by using remote monitoring telemedicine, while still receiving the same quality of care provided through in-person visits with physicians
 - Interactive, which involves real-time communication between the medical specialists and the patient
 - Significant medical services, such as physical evaluation, review of medical history, and counseling can take place through interactive telemedicine, often without any loss in the quality of care, but with less costs involved for the patient
- Telemedicine can be used in nearly all categories of medicine
 - Example: Tele-pharmacy enables patients to receive medication and pharmaceutical counseling even when they are physically far away from pharmacists
- Tele-rehabilitation provides patients with the opportunity to receive rehabilitation services through telecommunication networks and the Internet
 - There are two categories of tele-rehabilitation: clinical assessment and clinical therapy
 - Tele-rehabilitation can help patients through physical therapy and fitting of rehabilitative equipment such as wheelchairs, braces, and artificial limbs Tele-trauma enables trauma specialists to assess patients remotely

- Telemedicine Resources
 - [American Telemedicine Association](#) is committed to ensuring that everyone has access to safe, affordable, and effective care when and where they need it, and that providers are able to do good for more people
 - [Ontario Telemedicine Network](#) is one of the largest telemedicine networks in the world, using two-way videoconferencing to provide access to care for patients in every hospital and hundreds of other health care locations across the province, also facilitating the delivery of distance education and meetings for health care professionals and patients
 - [UNESCO](#) Chair in Telemedicine provides the following services:
 - Facilitates training and skills acquisition in telemedicine, directed toward the geographic areas and the medical application that show real needs for telemedicine support
 - Acts as intermediate body or give direct telemedicine support adopted to the needs and infrastructure of the supported countries
 - Promotes the mission telemedicine center unit (MTCU) providing medical support via telephone, coordination centers and telemedicine support centers

- Choose medical services in an informed manner
 - Select high quality medical services
 - If possible, obtain medical services for the patient using the top medical facility and medical equipment companies
 - Remember that special legal issues must be considered if the patient is a minor, under the age of 18 years
 - If the patient is a minor who has traveled to the foreign country without a legal guardian, then a release must be obtained from the parent(s) overseas to provide consent for the minor's medical treatment
 - If the patient is a minor and has no family member staying with him or her, then an attorney who donates services as a child's advocate may be required to protect the minor's legal rights
 - In the United States, contact the [American Bar Association](#) for referrals to attorneys

- Contact potential medical facilities and medical equipment companies to find out which of these organizations are most ideal and willing to serve the patient's needs
 - Draft an initial letter to send to various potential medical facilities and medical equipment companies, explaining the patient's needs and presenting the situation as a unique humanitarian opportunity
 - Present the case in the most positive way, so that medical facilities and medical equipment companies will be reminded of all the many positive things that they themselves will achieve by participating in the patient's care

- Depending on what the medical facilities and medical equipment companies have to offer, they might be able to receive global recognition for their services and products, tax benefits, new collaborative alliances with similar organizations in their field, and a rewarding educational experience as they support the patient for an extended period of time
 - Emphasize that the occasion is an historic event and may invite possible media involvement or coverage
 - Explain that the medical procedures will be documented in various ways which could include videotaping and other types of journalistic recordkeeping
(See Sample Medical Facility/Company Recruitment Letter at the end of this section)
2. Secure your resources and services, based on information you've collected
- Compile the materials for each of the services you wish to provide for the patient
 - Organize materials that are custom-tailored to your patient's individual needs, giving special attention to the patient's medical, psychological, cultural, religious, educational, social, and recreational preferences
 - Put together step-by-step guidelines on the services that must be provided, and make sure that the guidelines are easy to follow for everyone collaborating with you on the case
3. Recruit team members
- Start your initial contact with a potential team member by telephone in order to provide a personal, human dimension to your initial contact
 - Introduce yourself and convey that you are presenting an opportunity to participate in a historical, humanitarian event, while keeping these points in mind:
 - Tell the potential team member how you found them, whether through a mutual contact, organization, referral, etc.
 - Explain you are inviting other honorable guests to participate
 - Give brief details about the case — relevant and vital points
 - Share in a clear and simple way how they may become involved and that it will be a collaborative effort to support the patient
 - Ask if you can send a personalized letter, a letter of recruitment, and let them know the deadline of when you need to hear back
 - When drafting a recruitment letter to send to all potential team members, include the following elements:
 - Date of the letter
 - Name of the individual whom you are recruiting
 - Name of organization
 - Mailing address
 - Phone number

- Address the recipient with a personal greeting: “Dear [Name]”
 - State your mission and explain the primary goals you want to accomplish
 - State your needs
 - State why you’re seeking the individual’s expertise
 - State terms and conditions of project
 - Specify dates and deadlines
 - Include a respectful conclusion and salutation
 - Include your contact information
- (See Sample Recruitment Letter at the end of this section)
- When sending, be sure you have a way to track your letter, (e.g., a postal courier, certified letter, etc.)
 - Consider the following security issues that affect whether any information about the patient can be released to anyone besides the patient’s family and medical personnel
 - Some countries, including the U.S., have laws that protect a medical patient’s privacy
 - The type of information that is protected include the patient’s medical records, discussions between the patient and medical personnel, the patient’s billing information from medical facilities, and records kept by the patient’s health insurer
 - In the United States, the Health Insurance Portability & Accountability Act (HIPAA) Privacy Rule provides federal protection for a patient’s health information, but patients can authorize the release of their health information to doctors and caregivers so that services can be provided
 - To learn more about the HIPAA Privacy Rule, visit [this](#) webpage:
 - Mail the recruitment letter to each potential team member
 - Follow-up with a phone call one week after the recruitment letter is sent
 - Note: You should not contact the potential team members again after this follow-up phone call, trusting that that they will contact you if they are interested in participating
 - Be sure to describe the recruiting activities in the case notes as “outgoing” actions
 - Contact and invite the responding team members to an introductory meeting (scheduled after the deadline), where everyone can get to know each other
 - Ask each team member to submit a short biography about themselves to you, along with their contact information which you can distribute at the introductory meeting
4. Organize team members and provide case information to all
- Set up the introductory meeting to accomplish the following basic tasks:
 - Explain the mission of the project

- Tell everyone in attendance about the patient's situation and the patient's need to be restored back to health
- Explain the patient's circumstances to the team, without providing any confidential information about the patient's medical history
- Allow for introductions and provide time for each person to say a brief word about their professional background
- Distribute an information packet
 - Give everyone in attendance a general information packet that will provide the following essential components:
 - Primary goals of the project such as what will be achieved for the patient over the course of time as related to the patient's physical health
 - Secondary goals as they relate to providing for the patient's additional needs such as social, psychological, educational, and cultural support
 - Remaining goals such as securing essentials like a host family suitable for the patient (culturally), language support, travel arrangements, visas, as well as the necessary funding to make everything financially possible
 - Provide all team members a strong sense of purpose and confidence by giving them a clear picture of the capability and resourcefulness of the assembled team
- Provide history on the patient
 - Permission from the patient to write/share their biography or history
 - Chronological order of events (log)
 - Possible sources for research and support information, such as letters, pictures, newspapers, magazines, reputable internet articles, journals, videos, interviews, existing biographies, or an autobiography by the subject
 - Share upcoming interviews with the patient and people associated with the patient, including relatives, friends, business associates, and peers
 - Interviews may be conducted in person, by phone, or through e-mail
 - In person interviews can be recorded with a voice recorder on your computer or phone
 - Provide context about the patient's life by describing the locations, cultures, and timeframes related to the patient's life
 - Share your organized research with a simple timeline of the patient's life
 - Mention important dates, locations, and people
 - Include key moments from the patient's history on the timeline
 - Make sure the subject's story is told
 - Consider a central theme for the story to create a focus
 - This central theme can be related to the subject's interests, goals, and/or philosophical point of view
 - Mention major events and milestones in the subject's life, while pointing to how these events shaped the subject's life and goals
 - Share the patient's biography to others for feedback and proofreading

- Reference all sources used in the biography, including books, articles, magazines, and interviews
- Share autobiographical information, as provided by each team member
 - You will provide the team with a strong sense of purpose and confidence by giving them a clear picture of how gifted and resourceful the assembled team is as a whole
- Discuss a timeline for the project or case
 - The whole team should get a general sense of how long the patient will be staying in your country, and how long each specific stage of the patient's case is expected to take in terms of weeks or months
 - Be sure to discuss how the input from the experts will be required to create an accurate timeline
 - Write the timeline giving general ranges of time for each specific stage of the patient's stay, while breaking down the duration of the stay into the following stages:
 - The first stage, assessment and planning, can take four to six weeks
 - The second stage, first provision of medical care, can take one to two months
 - The third stage, rest, education and recreation for the patient, can take one to two months
 - The fourth stage, second provision of medical care, can take one to two months
 - The fifth stage, another period of rest and education and recreation for the patient, can take another one to two months
 - The medical specialists need to project a timeline for all the necessary procedures for the patient's best recovery, with realistic dates of completion for all the medical care in a timely manner
 - The general timeline should include a calendar of all the meetings you have scheduled during the course of this project, with at least one team meeting scheduled per month through the duration of the patient's stay in your country
- Create the timeline in a Microsoft Word document, using the Table function under Tools
 - Emphasize that the goal to execute the patient's long-term medical care should be done as efficiently as possible in order to get the patient home as soon as possible
 - Always remember to think of the patient as a unique individual
 - Some patients adapt more easily than others
 - A very long, extended stay in a foreign country can potentially become very challenging
 - Ideally, the patient will find the time in your foreign country rewarding and enlightening

- Even though the patient’s medical care might inevitably include some discomfort, you want the patient’s stay to be as enjoyable as possible (See the Sample Timeline at the end of the section)

- Create a Contact List
 - Get authorization from each team member to release their contact information to the group
 - Sharing contact information should be part of your early discussions with each team member
 - Provide a list of everyone’s contact information, giving whatever contact information each individual participant has given you permission to release, such as e-mail, phone number, mailing address or fax number
 - At the very least, the whole team should receive the phone numbers and the e-mail addresses of every member on the team

- Create and share a comprehensive service plan, which is a detailed description of how the patient will be cared for
 - Write the following general categories of services on a board or a display of some kind to refer to as you verbally describe the service plan during the first meeting
 - Case Manager - Explain that you, the case manager, will oversee all of the general details of the patient’s life, such that detailed case notes will be composed as the weeks go by, to ensure that the patient will have all the basic needs met at all times
 - You will be the general point person who will communicate with all of the various organizations supporting the patient
 - Guide - You will assign a guide to the patient who ideally speaks the patient’s native language fluently
 - Transportation - Transportation for the patient will be required for travel to medical appointments, schooling, and recreation
 - Travel arrangements for the patient may be coordinated through all the appropriate embassies and consulates, or possibly local religious organizations or volunteers from local social-service agencies
 - Host Family - Ideally, the patient will be staying in the residence of a carefully selected host family who is from the same cultural background as the patient and who is fluent in the patient’s native language
 - The host family has the duty of ensuring that the patient has all of the appropriate food, clothing, education, socialization, and entertainment that is culturally appropriate, such that the host family will regularly receive a stipend to cover the costs of caring for the patient
 - Team Effort – All of the guests at this introductory meeting will create a team of humanitarian professionals who will join together to support the patient in a

- unified effort, and the team will help the case manager and the host family to support the patient in a culturally sensitive way
- Counseling Services -- A licensed professional counselor should be available for the patient, whenever such support would be helpful
 - Organize an open question-and-answer session to clarify topics with team members
- Schedule the next team meeting
- Request input from the team members about their availability for the next meeting
 - By the next meeting, experts should submit their content for the timeline of services, so that everyone can actively refer to the details
 - Each of the patient's services should be described sufficiently so that all of the team members understand the patient's medical needs
 - All team members need to bring the latest updated information on the patient's case at the next meeting

CASE FILE NUMBER: _____
CASEWORKER: _____
DATE OF INTAKE _____

SAMPLE MEDICAL FACILITY/COMPANY RECRUITMENT LETTER

Date

Name of the Individual Whom You are Recruiting
Name of Organization
Mailing Address

Dear [Name of Medical Facility or Company you are trying to recruit]

My name is [your name] and I work with [name of agency], which has the mission of [primary goal of organization].

The humanitarian project we are organizing is centered on a patient, [patient's name], who has traveled to [your country's name] in order to receive urgent medical care.

Currently, the patient has a [specify medical condition] that requires long-term care. As we are preparing to seek treatment for [patient's first name], we learned that your company provides [what company provides] which fits with the patient's needs. Your assistance would enable the patient to [what assistance would help patient with].

If you are able to contribute your medical assistance to this case, please let us know how we can help facilitate this process.

Feel free to contact me anytime with any questions or comments you may have. We greatly look forward to your earliest reply.

Best regards,

[Your Signature]
[Your Name]
[Name of Your Organization}
[Your Mailing Address, Phone Number and Email Address]

CASE FILE NUMBER: _____
CASEWORKER: _____
DATE OF INTAKE _____

SAMPLE RECRUITMENT LETTER

Date

Name of the Individual Whom You are Recruiting
Name of Organization
Mailing Address

Dear [Name of Individual Whom You are Recruiting],

My name is [your name] and I work with [name of agency], which has the mission of [primary goal of organization].

The humanitarian project we are organizing is centered on a patient, [patient's name], who has traveled to [your country's name] in order to receive urgent medical care.

Currently, [patient's first name] has a [specify medical condition] that requires specific attention and long-term care. In order to provide assistance and support to [patient's first name], our organization will be collaborating with a team of experts who will be working together to make [his/her] stay as successful as possible, and we would like to ask for your assistance.

Your expertise in [individual's expertise] would play a meaningful part in the treatment for [patient's name]. Our current medical records indicate that the patient may require [specific medical treatment], and we believe your expertise in this area will render the best possible outcome for the patient.

Your participation in this humanitarian project would be a tremendous help. Please kindly respond to this letter by [insert a specific date].

Feel free to contact us anytime with any questions or comments you may have. We look forward to your earliest reply.

Best regards,

[Your Signature]

[Your Name]
 [Name of Your Organization}
 [Your Mailing Address]
 [Your Phone Number]
 [Your Email Address]

CASE FILE NUMBER: _____
 CASEWORKER: _____
 DATE OF INTAKE _____

SAMPLE TIMELINE SHEET

PATIENT'S NAME			
CASE FILE NUMBER			
CASEWORKER			
START DATE (Chronological Order)	EVENT	NOTES (Include any important information including duration, status or any changes made:	CONTACT PERSON/ CONTACT INFORMATION
STAGE I			
May 8, 2019	Patient travels to US	Patient will travel from Kabul, Afghanistan to Los Angeles, CA using Delta Airlines. Flight will take about 17 hours. Ticket #0R834YZ	Caseworker – Angie Lee, (805) 610-1981
STAGE II			
June 5, 2019	Patient's first skin graft procedure.	Dr. Eza is using a sheet graft technique to cover the burn scar on the upper left side of the patient's stomach. Doctor instructed that the patient is not allowed to move for five days so healing of the skin grafting can take place.	Plastic Surgeon – Dr. Lese Eva, (806) 302-1024
STAGE III			
June 7, 2019	Patient healing.	Patient is still healing from surgery. Has some discomfort on stomach but is taking painkillers to help with pain.	Nurse in charge – Lisa Mam, (890)111-1213
STAGE IV			
June 10, 2019	Patient begins skin graft therapy.	Therapist uses hot metal to help reshape scar tissue. Patient does not have pain and is expected to come to therapy twice a week for three months.	
STAGE V			
June 27, 2019	Patient is still going to skin graft therapy.	Patient's scar tissue is slowly healing and patient is excited for the final reveal which will happen in about two months.	Physical Therapist – Nan Smith, (818) 000-1111

Section III. How to Obtain Funding

Introduction To Section III

Consider the overall project and its encompassing costs, including medical care, therapies, food and living expenses with host families, stipends, travel and transportation, interpreters, guides, etc. These expenses should all be included in the budget.

1. Possible Funding Sources

- Research to determine available funding sources
 - Consult with all of the organizations involved in the patient's case to determine where financial support is available
 - Discover financial resources by contacting the regional, national, or international headquarters of the following types of organizations:
 - Humanitarian social services organizations – especially foundations focusing on children, or children who have been burned, if the patient is a child
 - Children's hospitals if the patient is a child
 - Spiritual or religious organizations pertaining to the patient's own spiritual or religious background
 - Ethnic or cultural organizations related to the patient's ethnic or cultural background
 - Government or military organizations
 - Find these organizations by using the searching techniques described in the section above on coordinating a team
 - We have also provided a list of potential funding sources for you in the Resource Directory/Appendix section entitled "Funding Sources"
 - Compose a letter of request to potential funding sources emphasizing what they will gain by supporting the patient
 - Emphasize how the donors themselves can benefit when they provide financial gifts to support the patient
 - Donors can benefit from contributing financially and by participating in the patient's case, by:
 - Meeting more professionals in their field
 - Tax-deductible benefits from financial gifts
 - Bringing wider and broader attention to themselves and their own organizations
 - Explore lists of organizations that fund health-related urgent medical needs for individuals
- (See Sample Obtaining Funding Letter at the end of this section)

- Follow up with a phone call or e-mail one week after the letter is sent
 - This follow-up period is an important stage and an opportunity in developing a rapport with the funder
 - Create a funding sheet listing potential funding sources and activities
 - The funding sheet should include the date, the organization's name and contact information, the organization's interest/focus, amount requested, and a status update about possible donations
 - Be sure to make a notation in the case notes as "outgoing" under activities
 - Secure the funding at this early stage
 - Remember to always focus on how the donor will benefit when they give
 - Notate your case records with accurate details
(See Sample Funding Sheet at the end of this section)
 - Secure Stipends for Host Families
 - Explore list of potential organizations that could provide a stipend for the host family, which might include places of worship, non-profit organizations, cultural organizations, etc.
 - Refer to Resource Directory/Appendix Section C for a list of possible funding sources
 - Draft a letter to send to various organizations in order to obtain a stipend for the host family
 - Contact the potential organizations and determine which organization is the best fit
(See Sample Obtaining Stipend Letter at the end of this section)
2. Common funding concerns for patients traveling abroad
- Research medical costs and payment options
 - Medical treatment and hospital care abroad can be expensive
 - If the patient's insurance policy does not cover traveling abroad for medical care, consider purchasing a short-term policy that does
 - There are health insurance policies designed specifically to cover medical and travel costs
 - Many travel agents and private companies and some credit card companies offer insurance plans that will cover health care expenses incurred overseas, including emergency services such as medical evaluations
 - In the United States, the names of some of the companies offering short-term health and emergency assistance policies are listed on the [Bureau of Consular Affairs](#) website. (Type "insurance" in the search bar to find relevant information.)

CASE FILE NUMBER: _____
CASEWORKER: _____
DATE OF INTAKE _____

SAMPLE OBTAINING FUNDING LETTER

Date

Name of the Individual Whom You are Trying to Obtain Funding From
Name of Organization
Mailing Address

Dear [Name of Individual Whom You are Trying to Obtain Funding From],

My name is [your name] and I work with [name of agency], which has the mission of [primary goal of organization].

The humanitarian project we are organizing is centered on a patient, [patient's name], who has traveled to [your country's name] in order to receive urgent medical care.

Currently, the patient has a [specify medical condition] that requires long-term care. We are preparing to embark on this humanitarian project, and we are securing international support and financial assistance.

Your financial assistance would enable us to perform the necessary surgeries and procedures for the patient, as well as fund additional services such as for, therapies, transportation, and much more.

If you would like to participate in the support of this case, please let us know how we can help facilitate this process. Feel free to contact us anytime with any questions or comments you may have. We look forward to your earliest reply.

With much gratitude,

[Your Signature]
[Your Name]
[Name of Your Organization}
[Your Mailing Address, Phone Number and Email Address]

CASE FILE NUMBER: _____
CASEWORKER: _____
DATE OF INTAKE _____

SAMPLE FUNDING SHEET

DATE	ORGANIZATION AND CONTACT PERSON/TITLE	CONTACT INFORMATION	ORGANIZATION'S INTEREST/FOCUS	AMOUNT REQUESTED	STATUS
5/11/2019	Cellheart - Leslie Smith, Assistant to Director of Financial Affairs	800.000.000 lsmith@yahoo.com	Biopharmaceutical company focused on stem cell research to treat heart disease.	\$5,000	Will donate \$1,000 towards patient's heart surgery. Check will be mailed in 5 business days.

CASE FILE NUMBER: _____
CASEWORKER: _____
DATE OF INTAKE _____

SAMPLE OBTAINING STIPEND LETTER

Date

Name of the Organization From Which You are Requesting A Stipend
Mailing Address

To Whom It May Concern:

My name is [your name] and I work with [name of agency], which has the mission of [primary goal of organization].

The humanitarian project we are organizing is centered on a patient, [patient's name], who has traveled to [your country's name] in order to receive urgent medical care.

Currently, the patient is living with a host family while [he/she] is receiving treatment for a [specify medical condition]. We are seeking financial assistance in the form of a stipend to give to the host family to compensate them for the long-term care and accommodations they are providing to the patient.

Your financial assistance would enable the host family to do a variety of things that will help the patient get accustomed to living in [country's name], such as taking trips to local attractions, dining out at local restaurants and trying new dishes.

If you would like to participate in the financial support of this case, please let us know how we can help facilitate this process. Feel free to contact us anytime with any questions or comments you may have. We look forward to your earliest reply.

With much gratitude,

[Your Signature]

[Your Name]

[Name of Your Organization]

[Your Mailing Address, Phone Number and Email Address]

Section IV. How to Obtain a Visa

Introduction To Section IV

This section will introduce you to how obtain and secure a visa for the intended patient.

1. Items required to secure a visa for the patient
 - Obtain a letter from an immediate family member of the patient to explain key issues
 - The letter should explain the reason for travel to the foreign country, the patient's intended length of stay, the patient's plan for where he/she will reside, and the plan for receiving financial support while living in the foreign country
 - Contact the patient's immediate family members to discuss the patient's travel
 - One or more of the patient's relatives might wish to travel with the patient
 - At the very least, the patient's immediate family members should be updated regularly about the progress in the patient's medical care
 - For the patient to travel overseas, permission might be needed from the patient's family, tribe, and/or community leader
(See Sample Letter for Patient's Family at the end of this section)
 - Obtain letter and medical records from the patient's primary physician
 - Provide official medical documentation from the patient's primary physician to the foreign country's main embassy that is located in the native country
 - The patient's physician must explain on his/her own letterhead that the patient needs to travel (for example) to the United States as soon as possible, since the patient has a medical condition that requires immediate attention
 - The physician's letter must explain that the patient's medical condition cannot be adequately treated or cured in his or her native country
(See Sample Letter for Current Physician and Sample Letter of Medical Necessity on page at the end of this section)
 - Obtain a letter from the physician that will treat the patient in the foreign country
 - This physician or medical expert must commit to providing the patient with the necessary treatment to restore the patient back to health, and/or at the very least, ensure that they refer to another medical professional who will execute the next best possible course of action or treatment
 - This should be described in the letter content accordingly
 - As well, the letter from the committed physician from the foreign country will state that he/she has reviewed the patient's medical file and will also conduct a physical exam of the patient upon arrival

- While waiting for the necessary documentation, research the best choice of visas on the embassy or consulate's website
 - The embassy in the patient's native country must also receive a letter from the physician or medical expert from the foreign country
 - Embassies and consulates can be located through websites such as [Embassy World](#)
(See Sample Letter for Receiving Physician and Sample Letter of Medical Necessity at the end of this section)

- 2. Visa requirements may vary for each particular country
 - Research the different types of visas available for the country of travel
 - Visas in the United States
 - The B visa is typically called the "visitor's visa"
 - It is for individuals who wish to visit the United States for a short duration
 - There are two types of B visas: B-1 (for business) and B-2 (for pleasure or medical treatment)
 - Humanitarian visas are documents granted for short-term urgent humanitarian relief, typically for up to one year, when a special humanitarian crisis is at hand
 - Within the United States, this situation is also known as humanitarian parole
 - Be aware of methods to obtain the visa quickly
 - You can sometimes get visas more quickly if you enlist the support of a government official
 - Immigration attorneys might have suggestions as well
 - Special note if the patient is staying in the United States, refer to the [visa section](#) of the State Department's webpage as well as to the [frequently asked questions page](#)
 - Consult with the customs department of the federal government of the destination country
 - Every country has its own unique procedures and forms when it comes to managing visas for people who are arriving from foreign countries for medical care
 - When a person is traveling to a foreign country for emergency medical care, the office to communicate with is the Customs Department of the national government of the destination country where the patient will be receiving the medical care
 - The Customs Department might handle the visa process themselves, but even if they do not handle the visa process, they will know which department does handle the visa process to admit people from foreign countries for urgent medical care

- Submit the documentation early
 - Submit the medical documentation and the letters composed by the family member to the embassy or consulate in the patient's native country, leaving plenty of time for the processing to take place

CASE FILE NUMBER: _____
CASEWORKER: _____
DATE OF INTAKE _____

SAMPLE LETTER FOR PATIENT'S FAMILY

Date

Name of Family Member

Mailing Address

Dear [Family Member's Name],

As [patient's name] urgently needs to travel to [specific country] for medical treatment, we need to quickly obtain a visa for [his/her] travel.

To obtain a visa, we need you to submit a letter stating your relationship to the patient, the reason why [patient's name] has to travel to [country's name], the patient's intended length of stay, where [he/she] will stay, and how [he/she] will receive financial support while living abroad. Please also let us know if you would like to obtain a visa for yourself to travel abroad with the patient.

Feel free to contact us anytime with any questions or comments you may have regarding the patient's case. We look forward to receiving your letter by [insert specific date].

With much gratitude,

[Your Signature]

[Your Name]

[Name of Your Organization]

[Your Mailing Address, Phone Number and Email Address]

CASE FILE NUMBER: _____
CASEWORKER: _____
DATE OF INTAKE _____

SAMPLE LETTER FOR CURRENT PHYSICIAN

Date

Name of the Current Physician

Name of Organization

Mailing Address

Dear [Current Physician of Patient]

Thank you so much for your care and treatment of [patient's name].

[Patient's first name] will need to obtain a visa for the anticipated travel to [name of country patient is traveling to] to continue receiving medical treatment. Kindly submit a letter (on your letterhead) explaining why [patient's first name] can no longer be treated at your hospital, and why [he/she] must travel to [country's name] in order to receive treatment. Briefly include the patient's injuries/diagnosis and how you have been treating [him/her]. You may also include any additional details that would confirm the necessity for the patient to travel abroad.

Feel free to contact us anytime with any questions or comments you may have regarding the patient's case.

We look forward to receiving your letter by [insert specific date] and thank you for your participation and support in the treatment and care of [patient's name].

With much gratitude,

[Your Signature]

[Your Name]

[Name of Your Organization]

[Your Mailing Address, Phone Number and Email Address]

CASE FILE NUMBER: _____
CASEWORKER: _____
DATE OF INTAKE _____

**SAMPLE LETTER OF MEDICAL NECESSITY
CURRENT PHYSICIAN IN NATIVE COUNTRY**

Guidelines:

- The diagnosis must be specific
- The recommended treatment must be described in detail by a licensed health care provider
- The provider must specifically name and describe the recommended treatment.
- The provider must state a specific length of treatment.
- Letter must be on the physician/provider's letterhead

Date

Name of physician, or physician's medical group

Address

Re: Patient Name

To Whom It May Concern:

I am writing on behalf of my patient, [patient name] to document the medical necessity of [treatment/medication/equipment] for the treatment of [specific diagnosis]. This letter provides information about the patient's medical history and diagnosis and a statement summarizing the basis for my recommended treatment.

Patient's History and Diagnosis:

[Include information regarding the patient's condition and specific diagnosis. Also include the patient's history related to the condition.]

Basis for Treatment Recommendation: [Include information on the treatment up to this point, course of care and why the treatment/medication/equipment is necessary and how it will help the patient.]

Duration: [Length of time treatment/medication/equipment is necessary]

Summary: In summary, [treatment/medication/equipment] is medically necessary for this patient's medical condition. Please contact me if any additional information is required to ensure the prompt approval of [treatment/medication/equipment].

Sincerely,

[Physician name and signature]. *The licensed provider must complete, sign and date the letter.*

CASE FILE NUMBER: _____
CASEWORKER: _____
DATE OF INTAKE _____

SAMPLE LETTER FOR RECEIVING PHYSICIAN

Date of Letter

Name of the Physician Who is Receiving the Patient
Name of Organization
Mailing Address

Dear [Receiving Physician of Patient]

We thank you for your cooperation and assistance with [patient's name] and receiving [him/her] at [name of facility, hospital, or office].

Attached to this document is the patient's medical history, as well as the current treatments and prescriptions the patient has been receiving.

Please kindly submit a letter (on your letterhead) acknowledging acceptance of [patient's name] for treatment at your facility, [name of facility], the reason for the patient's stay (i.e. specific treatment(s)), anticipated duration of treatment and recovery time, etc. You may also include any additional details that would confirm the necessary care to restore the patient back to their best possible health.

Feel free to contact us anytime with any questions or comments you may have regarding the patient's case. We look forward to receiving your letter by [insert specific date] and thank you for your participation and support in the treatment and care of [patient's name].

With much gratitude,

[Your Signature]
[Your Name]
[Name of Your Organization}
[Your Mailing Address, Phone Number and Email Address]

CASE FILE NUMBER: _____
CASEWORKER: _____
DATE OF INTAKE _____

SAMPLE LETTER OF MEDICAL NECESSITY RECEIVING PHYSICIAN IN FOREIGN COUNTRY

Guidelines:

- The patient's exact medical condition must be mentioned.
- The intended treatment must be described by a licensed health care provider.
- The provider must explicitly name and describe the envisioned treatment.
- The provider must state a definite length of treatment.
- Must be on the physician/provider's letterhead

Date

Name of physician, or physician's medical group

Address

Re: Patient Name

To Whom It May Concern:

I am writing to confirm that I am able to provide treatment for (patient name) in order to alleviate the medical condition of (specific diagnosis). This letter confirms that I am aware of the patient's medical history and diagnosis, furthermore affirming that I have all the necessary means to provide a complete treatment program for the patient.

Patient's History and Medical Assessment:

[Include information regarding the patient's present medical situation. Also mention the patient's history as it relates to the current condition.]

Treatment Plan:

[Affirm awareness of any relevant past treatment, and then provide a detailed description of the future care/medication/equipment and how it will support the patient.]

Duration:

Length of time treatment/medication/equipment will be needed.]

Summary:

To summarize, (treatment/medication/equipment) is medically essential for this patient's health and well-being. Please contact me if you need any additional information.

[Physician's name and signature]. *The licensed provider must complete, sign and date the letter*

Section V. How to Arrange for Guide/Interpreter if Necessary

Introduction To Section V

This section will provide guidelines as to how to obtain and secure a guide and/or interpreter, as needed, for your patient.

1. Determine the main qualifications and qualities desired for a guide
 - Seek a guide who will accompany the patient to all of his or her appointments, provide translation services and offer cultural support
 - The guide must meet the following criteria
 - Available to accompany the patient to all of his or her appointments
 - Culturally sensitive to the patient's various needs in terms of religion, clothing, diet, socializing, and recreation
 - Ideally, fluent in the patient's native language
 - Sometimes the guide can speak a language that is very similar to the patient's native language, and that will be sufficient
 - Ex: Middle Eastern languages - Dari and Farsi are similar
 - Ex: Hispanic languages Portuguese and Spanish are similar
 - Find a guide who has a gentle and patient demeanor
2. Research organizations for the best guide or interpreter for your patient
 - Pursue all options that would best support your patient needs
 - Consider suitable organizations that might include:
 - Organizations that are in the same region where the patient will receive medical treatment
 - Places of worship, per cultural or ethnic background
 - Social service organizations
 - Student or university groups or venues (if applicable)
 - Relatives or friends of the patient, who may be living in your country would be a source for guide/interpreter services
 - Search for guides by placing advertisements in cultural newspapers, magazines, and indicate that references will be checked
 - Find tips on locating a suitable guide by speaking with immigration attorneys who are familiar with your patient's culture group
 - Hard to reach communities can be located through services such as [Ethnic Media Services](#)

3. Compose a letter of recruitment once you've compiled the best suited list of guides or interpreters
 - Letter of recruitment should include the following components:
 - State your name, organization, mission, and purpose of request
 - Explain your case and/or patient's condition
 - Detail patient's needs
 - Services that will be needed (i.e., transportation, translation, cultural liaison)
 - Discuss dates and times (a schedule)
 - Mention collaborative efforts with specific team members
(See Sample Recruitment Letter for Potential Guide/Interpreter at the end of this section)

CASE FILE NUMBER: _____
CASEWORKER: _____
DATE OF INTAKE _____

SAMPLE RECRUITMENT LETTER FOR POTENTIAL GUIDE/INTERPRETER

Date

Name of Potential Guide/Interpreter

Name of Organization

Mailing Address

Dear [Name of Potential Guide/Interpreter],

My name is [your name] and I work with [name of agency], which has the mission of [primary goal of organization].

The humanitarian project we are organizing is centered on a patient, [patient's name], who has traveled to [your country's name] in order to receive urgent medical care.

Currently, [patient's FIRST name] has a [specify medical condition] that requires long-term care. In order to provide treatment and support to [patient's name], our organization will be collaborating with various entities who will be working together to make [his/her] stay as successful as possible.

We would like to ask for your assistance; through research we have found that both you and [patient's name] share the same cultural background, and we believe you would make a suitable guide for [him/her]. The various tasks at hand would include transporting the patient to and from doctors' appointments and helping [him/her] with any translation or cultural issues may arise during the patient's stay.

Your support of and assistance with the patient would be a tremendous help. Please kindly respond to this letter by [insert a date that is three weeks later].

Feel free to contact us anytime with any questions or comments you may have.

We look forward to your earliest reply.

Best regards,

[Your Signature]

[Your Name]

[Name of Your Organization}

Section VI. How to Obtain Transportation

Introduction To Section VI

This section will review how to secure transportation for emergencies, travel abroad, as well as local transportation during the patient's stay in the foreign country. Consider all aspects of the patient's travel needs.

1. Emergency air travel

- Contact organizations that specialize in providing transportation for urgent medical needs for the particular destination
 - Prepare a brief script for initial inquiry with emergency airline assistance companies
 - Explaining your patient's urgent medical needs and the urgency to get your patient to a capable medical facility
 - Specify dates and time
 - Request costs and inquire if discounted or special rates apply
 - Request necessary documentation to obtain special travel
 - Refer to Resource Directory/Appendix for a list of potential emergency air travel assistance companies
 - Obtain confirmation in writing of special arrangements
(See Sample Script for Obtaining Air Transportation at the end of this section)
- Secure immediate travel arrangements for patient
 - Airline ticket/itinerary
 - Passport/documentation
 - Medical considerations
 - Transportation to airport(s)

2. Non-emergency Travel Abroad

- Follow instructions for emergency travel, considering patient's course of treatments and necessary time allowance for overall care
 - Consider best time to travel
 - Review case goals with your team members
 - Confirm accommodations
 - Confirm all documentation
 - Secure ticketing/visas/passport

3. Local Travel and Transportation (in the destination country)

- Determine the transportation needs of the patient
 - Make a list of all the transportation needs of your patient
 - Consider how often you will need door-to-door transportation from the residence of the host family (if there is one) to various appointments throughout the local region
 - Consider what kinds of support you will need for the patient from the time of pick-up to the time of drop-off
 - Consider what kinds of medical appointments the patient might need, so that you can plan for all of these needs months in advance, and ensure that the transportation service will take the patient to those appointments such as doctor visits, hospital stays, hospital discharge, and dental appointments
 - Compile a list of potential transportation services
 - Research your local region for transportation services
 - Search online or local directories for transportation services that can help your patient travel to his/her various appointments
 - These services might need to be special medical vans, medical shuttle services or medical transportation services that allow people with special medical conditions to travel comfortably, such as those requiring wheelchairs, gurneys, or other customized accommodations
 - Consider that the various medical transportation services might have rates that vary according to numerous factors, such as one-way vs round trip rides, waiting time, and mileage cost
 - If the patient is staying in the United States and the has certain physical disabilities, then make sure that the medical van has been built according to American Disabilities Act (ADA) requirements
 - The patient might need wheelchair lifts, to enter the vehicle in a comfortable manner
 - Make sure that the transportation service's staff are trained to be punctual and sensitive to the client's needs
 - The drivers should have a clean record, with certification in standard CPR and first aid training, in case a medical emergency should arise during the transportation
 - Alternative transportation options should also be explored, in case they might be needed
 - [Lyft](#)
 - [Uber](#)
 - Children's transportation services:
 - [Kango](#) - Background-checked, fingerprinted caregivers
 - [Zum](#) - Kid transportation platform
 - [HopSkipDrive](#) - Transportation for kids
 - [GoKid](#) - Carpool schedule organizer

- Draft a letter that will be sent to various potential transportation services
 - Include the following details in your letter
 - State your name, organization, purpose of request
 - Mention this is for a medical case and you are seeking reliable transportation services
 - Specify when services will be needed
 - Inquire about any possible special rates and what documentation would be required
(See Sample Letter for Obtaining Ground Transportation at the end of the section)
 - Consider which transportation service is most ideal for the patient in terms of geographical coverage, cost, types of vehicles available that would be suitable for the patient's needs, and so on
 - Select and secure the most ideal transportation service and make arrangements for the patient

CASE FILE NUMBER: _____
CASEWORKER: _____
DATE OF INTAKE _____

SAMPLE SCRIPT FOR OBTAINING AIR TRANSPORTATION

AIR TRAVEL:

Hello [name of person on phone], I am [your name] with [name of your organization], and I am reaching out to [airline's name] with regard to a patient who needs urgent medical care here in [country]. We need to know if [airline's name] provides special rates for medical travel. If so, please provide the costs, and the requirements and the documentation needed in order to obtain these special airline tickets or fares.

CASE FILE NUMBER: _____
CASEWORKER: _____
DATE OF INTAKE _____

SAMPLE LETTER FOR OBTAINING GROUND TRANSPORTATION

Date

Name of Ground Transportation Agency
Mailing Address

To Whom It May Concern:

My name is [your name] and I work with [name of agency], which has the mission of [primary goal of organization].

I am reaching out to [Name of Ground Transportation Agency] in regard to a patient who is traveling to [country] to receive urgent medical care. The patient will need transportation to and from medical appointments which includes doctor visits, hospital stays, hospital discharge, and dental appointments.

As [patient's name] is preparing to come to [country], we would like to ask for your assistance and would like to know if your company can provide special rates for medical humanitarian travel. If so, please provide the costs and the requirements and the documentations needed in order to obtain these special fares.

Your support of and assistance with the patient would be a tremendous help. Please kindly respond to this letter by [insert a date that is three weeks later]. Feel free to contact us anytime with any questions or comments you may have. We look forward to your earliest reply.

Best regards,

[Your Signature]
[Your Name]
[Name of Your Organization}
[Your Mailing Address, Phone Number and Email Address]

Section VII. Accommodations/Host Family

Introduction To Section VII

Patients traveling abroad will need accommodations for prolonged periods of stay. As the main caseworker supervising the patient's experiences in your country, you will typically be assigned with the task of finding a host family that is a good match for the patient. With the help of leaders in the patient's own cultural community, try to find a host family who will enjoy the experience of having the patient as their guest. This section explains how to go about locating a suitable family, and how a host family can make the patient's life as comfortable as possible. Remember that a good host family is essential.

1. Search for a host family
 - Qualify a suitable host family
 - Determine if the patient has any relatives to contact in the country of destination
 - Family relations should be considered first as a potential host family
 - Consider resources in the patient's own cultural community
 - Seek host families with similar or prior experience and/or those who have the education/training background to understand the responsibilities of being a host family
 - Be sure the host family has the resources, time, and space to accommodate a patient for an extended period of time, or as needed
 - Language compatibility is a big consideration, so seek a host family that can either engage a translator or have a household member who can communicate effectively in the patient's language
 - Qualify potential host families by doing background checks (i.e., criminal, financial, etc.) and checking any references and prior history as a host family, as necessary
 - Post a message online through a reputable service that connects host families (Internet advertising), including
 - Humanitarian organizations
 - College/university-based groups
 - Cultural communities and their relations
 - Spiritual affiliations
2. Connect with potential organizations or host families under consideration
 - Considerations for a suitable host family
 - Seek a host family that looks like a good match on paper, in terms of language, cultural identification, and/or religion
 - Consider there may be an introductory period for both the patient and the host family to see if it is a compatible fit

- Realize that compatibility can only truly be confirmed when people begin to live together
 - Search for a back-up host family in case the first host family is not an ideal match
 - Consider legal and financial aspects for the host family
 - The host family needs to be made aware of any legal obligations to ensure the well-being and safety of the patient
 - Be sure host family is aware of stipend information, if applicable, since the host family will usually receive monthly financial compensation for taking care of the patient
 - Consider cultural adaptations the patient will be making
 - The host family should be familiar with the many dimensions of the patient's personal identity, such as the patient's native language, age, religion, hobbies, and more
 - The patient will experience a wide variety of new things while visiting the foreign country, such as new animals, languages, transportation vehicles, clothing, social and cultural expectations, and more
3. Approach potential host families
- Compose a letter of inquiry for initial outreach to potential host families, inviting them to act as a host family in a unique opportunity to aid a foreign patient under a humanitarian (special/medical) assistance program
 - The letter should include
 - Name, organization, purpose/request
 - Brief outline of the case
 - Discussion of the patient's personal information (origin, background, age, gender, etc.)
 - Outline of expectations for the host family in terms of responsibilities (i.e., patient support, cultural support, financial arrangement, transportation, etc.)
 - Conclude initial letter of inquiry with your contact information for any questions or further information
(See Sample Request Letter for Host Families at the end of this section)
4. Selection process for host family/families
- Review responses with team members for the final selection host potentials
 - Compose confirmation letter for host family
 - Letter should include the following information
 - Thank and inform the host family that they have been selected by the special team as the most qualified family to support the patient in this case

- Spell out the terms of the stay (time frame), stipend, and legal obligations
 - Discuss expectations of support as the host family – including the services needed as related to the medical treatment and care (see additional information later in this section for supplemental information)
 - Be sure to request a confirmation of receipt of this letter and acceptance of responsibilities, as the new host family for the patient (include patient’s name)
 - Send out the recruitment letter to selected host family
(See Sample Confirmation Letter for Host Family at the end of the section)
5. Provide training materials for the host family
- Provide instructions (training materials) for the host family from all of the medical professionals supporting the patient
 - The host family will need to know how to care for the patient on a daily basis, when it comes to handling bandages, administering lotions or salves that provide comfort, etc.
 - Consider the patient’s needs
 - The patient’s primary needs are medical and psychological, yet the host family should have a complete, comprehensive approach to supporting the patient in a variety of ways during the stay, providing cultural adjustments to help the patient adjust to the new country, as well as recreational support, education (especially if the patient is a child), diet, clothing, spiritual or religious activities, and the means to have an active social life
(See Sample List of Patient’s Needs and the Sample Page at the end of the section)
 - Consult with the patient’s closest relatives, ideally the immediate family
 - Relatives in the native country can alert you to special requests
 - The patient’s relatives can offer suggestions of how to support the patient on every level
 - When you compose training materials for the host family, refer to the special requests made by the patient’s relatives in the native country, since they will likely hold you accountable to make sure the patient is supported in particular ways
 - Ask the patient’s primary physician to regularly update the host family in layman’s terms regarding the patient’s case
 - After the host family gets updates, they can tell the patient how his or her case is progressing, with a reassuring tone, using language the patient can understand
 - Keep familiar things in the patient’s life, from his or her native country
 - Have the host family talk with the patient about the patient’s former hobbies and interests and daily routines from the native country, which could include religious practices, exercise habits, dining customs, recreational activities, and more

- The host family can find ways to accommodate to the patient's needs to provide continuity in the patient's life
 - Familiar activities will give the patient a sense of balance and comfort until returning to his or her native country
 - Make the patient's stay a pleasant journey, not an overwhelming burden
 - Encourage the host family to be enthusiastic tour guides for the patient
 - We want the patient to mostly experience wonder not anxiety
 - Remind the host family that learning a new culture, or a new language, takes place in stages and requires practice
 - Expect language issues to arise
 - If possible, it is ideal if the host family speaks the patient's native language or a language similar to the native language
 - When communication barriers take place, the patient may need to communicate with people using physical gestures or simple non-verbal sounds to express thoughts or emotions
- Prepare for some behavioral concerns
- Remind the host family that they may need to be gracious, understanding that the patient cannot always be held to normal behavioral standards
 - We cannot expect the patient to be as well-mannered or civil as the patient would normally be
 - The patient can be expected to occasionally experience mood swings, with emotional highs and lows, as a response to a variety of distressful factors, such as physical discomfort, cultural disorientation, long-term physical absence from loved ones, and more
 - Encourage the host family to have fun with the patient
 - While it is a serious responsibility to serve as a host family, the task does not have to be solemn
 - The patient will benefit from recreational activities, vacation trips, and light-hearted joking
 - Laughter is the best medicine for body, soul, and spirit, with a natural healing effect
 - Designate a counselor who can periodically intervene between the host family and the patient
 - Find a counselor who can diplomatically improve relations between the patient and the host family, should any interpersonal challenges arise
 - Try to find a counselor who is culturally sensitive to the patient and the host family, someone who can create a bridge of understanding between the patient and the host family

CASE FILE NUMBER: _____
CASEWORKER: _____
DATE OF INTAKE _____

SAMPLE REQUEST LETTER FOR HOST FAMILIES

Date

Name of the Family Whom You are Recruiting
Mailing Address

Dear [Name of Family Whom You are Recruiting],

My name is [your name] and I work with [name of agency]. Our mission is to [goal].

The humanitarian project we are organizing is centered on a patient, [patient's name]. [Patient's first name] is [#] years old and is from [country]. [He/she] has traveled to [your country's name] in order to receive urgent medical care.

Currently, [patient's name] has a [specify medical condition] that requires long-term care and stay here in [country's name]. In order to provide support and assistance to [patient's name], we must secure the proper accommodations and would like to ask for your family to serve as a host family.

There will be financial and legal considerations to ensure the welfare and safety of the patient, as well as the cultural aspects. Naturally, you would be supported by the organizations throughout the process. Your family's ability to provide a home and a sense of community to [patient's first name] would play a meaningful part in [his/her] care and recovery]. We will be able to provide a stipend [per week or per month] for the duration of the patient's stay.

Feel free to contact us anytime with any questions or comments you may have regarding hosting the patient. Please kindly respond to this letter by [insert a date that is three weeks later].

With much gratitude,

[Your Signature]
[Your Name]
[Name of Your Organization}
[Your Mailing Address, Phone Number and Email Address]

CASE FILE NUMBER: _____
CASEWORKER: _____
DATE OF INTAKE _____

SAMPLE CONFIRMATION LETTER FOR HOST FAMILY

Date

Name of the Family Whom You are Inviting
Mailing Address

Dear [Name of Family Whom You are Inviting],

We would like to thank you and officially extend an invitation for you to be the host family for [patient's name]. We believe that your family will be the best match for [patient's first name]. As a host family, you will take on the role of serving as a surrogate family during the patient's stay.

As [his/her] family, you will assume certain legal obligations ensuring [his/her] well-being and safety [add for minor patient: especially since the patient is under 18]. Your stipend will be [insert stipend amount] per [week or month] (refer to budget sheet). We encourage you to help [patient's first name] get accustomed to living in [country's name]. Moving to a foreign country requires adjustment in any circumstances. [Patient's name] is originally from [patient's country] and [he/she] may experience a cultural shock when coming to [country's name]. It is important that an open dialogue takes place between your family and the patient; we can always assist with that.

Cultural differences and mannerisms, especially in the early stages, will also require adjustment, particularly when going through medical treatments. Do not let this scare you! We have attached introductory training materials for you to better understand the lifestyle and needs of the patient so you can get to know [him/her] better. We will also provide contact information for a counselor or therapist to help bridge the gap of understanding between your family and [patient's name].

Thank you again for volunteering as a host family for [patient's name]. Your family's role will positively impact [his/her] treatment and recovery time.

Please kindly respond to this letter to confirm your acceptance as the role as a host family by [insert a date that is three weeks later].

With much gratitude,

[Your Name]
[Name of Your Organization}
[Your Mailing Address, Phone Number and Email Address]

CASE FILE NUMBER: _____
CASEWORKER: _____
DATE OF INTAKE _____

SAMPLE LIST OF PATIENT'S NEEDS

TRANSLATION

- What language does patient speak?

FOOD

- Is patient allergic to any food(s)?
 Is patient allergic to any medicine?
 Does patient have any dietary restrictions?

CLOTHING

- Does patient have appropriate weather clothing for the place he/she is traveling too?
 Is patient restricted to a certain style/is patient required to wear something?

RELIGION/SPIRITUALITY

- Is patient religious/spiritual?
 Does patient need a religious/spiritual support group in country he/she are traveling too?
 Does patient have any restrictions based on the religion?

SOCIALIZING/RECREATION

- Is patient more shy or outgoing?
 What does patient like to do for fun?

EDUCATION

- Is going to school/receiving an education going to be a requirement during patient's stay in a foreign country?
 Do the parents or patient's relatives wish the patient to attend school? If yes:
 What is patient's highest level of education?
 Does patient have any learning disabilities?

CASE FILE NUMBER: _____
CASEWORKER: _____
DATE OF INTAKE _____

SAMPLE INFORMATION PAGE

NAME _____

FOOD

Allergies _____

**Dietary
Restrictions** _____

Favorite Dishes _____

Least Favorite Dishes _____

SPIRITUAL/RELIGIOUS ACTIVITIES

Example: Patient prays twice a day in private – once in the morning and once before bed.

SOCIALIZATION AND RECREATION

Example: Patient is shy. He likes to read books His favorite book series is Harry Potter.

PERSONAL HYGIENE/SLEEP

Example: Patient forgets to brush his teeth before going to bed and has to be reminded to do so.

OTHER PERSONAL NOTES/HABITS/LIFESTYLE

Example: Patient is extremely attached to stuffed bear and carries it everywhere.

Section VIII. Working with the Patient's Family Overseas

Introduction To Section VIII

One of the best ways to make the patient's stay an enjoyable one is to maintain communication with the patient's relatives in his or her native country. Allowing for ongoing communication with relatives back home will help the patient feel less isolated and also give the patient a sense of purpose while exploring the foreign country.

1. Communication with the patient's relatives
 - Provide regular updates in the appropriate language
 - Using your case notes, provide updates to the patient's family overseas on a regular basis, at least every two weeks
 - If the patient does not have means to communicate with relatives overseas through his/her own resources and devices, then consider all the means available, such as: telephone calls, Zoom or Skype video chats, texting, social media, Messenger, faxes, e-mails, and letters
 - Give the overseas relatives updates on the patient's medical progress
 - Provide explanations in layman's terms about what any medical terminology might mean
 - Include quotes from the actual medical professionals handling the patient's case
 - Empower the patient with hope through contact with relatives
 - Giving the patient various tasks to achieve during the stay in the foreign country, with a focus on accomplishing meaningful projects before returning to their native country provides the patient with an ongoing sense of purpose, which can be empowering, making the patient feel like an asset to his or her relatives back home rather than a burden
 - The patient's relatives overseas can ask the patient to gather information on captivating aspects of your country such as language, education, cooking, entertainment and the arts, and more
 - If the patient is staying in the United States, then communication can be facilitated with relatives overseas through the military, the State Department, or a United Nations office
 - Provide photographs to the patient's relatives
 - If the patient's relatives and the patient are comfortable with your doing so, take photographs of the patient which you can send to the patient's overseas relatives via e-mail to give visual updates
 - Likewise, the patient might enjoy seeing photographs of his or her overseas relatives as the months pass.

2. As needed, arrange transportation for the patient's relatives during the course of treatment or stay
 - Consider whether transportation arrangements can be made for one or more of the patient's relatives, since they may want to travel overseas to visit the patient if they can get approved by the embassy
 - If only one of the patient's overseas relatives can visit the patient, then it is easiest for a single adult to travel overseas
 - If the patient is staying in the United States, then the State Department would be involved in arranging the travel of the patient's relatives
 - It would be highly beneficial for one or more of the patient's relatives to visit the patient during the stay in the foreign country, but the patient should be prepared for the possibility that the overseas relatives may not be able to make a visit

Section IX. Basic Necessities

Introduction To Section IX

As the case progresses, you will work with the host family in overseeing the patient's general well-being, making sure that the patient is as healthy and happy as possible throughout the duration of this long-term visit. Consulting with the patient's relatives and community leaders can help to ensure a pleasant stay for the patient.

1. Create an ideal experience for the patient
 - Consult with the patient's relatives back home, medical and cultural leaders to determine the patient's basic needs
 - Consider the following aspects
 - Gender and age
 - Culture
 - Level of education
 - Spirituality
 - Food likes or diet
 - Hobbies and interests
 - Entertainment or sports
 - Points of interest
2. Secure the bare necessities for the patient
 - Arrange for the food, clothing, and basic necessities with the host family, so everything is in place for the patient at the time of arrival
 - Ensure that the host family has ongoing access to all these materials, as needed

Section X. Education and Socialization Needs

Introduction To Section X

If the patient is a child, under the age of 18, then continuing the patient's education will be an important dimension of the patient's time in the foreign country. While the primary focus will be attending to the medical and emotional concerns of the patient, education is a secondary yet significant matter as well. Additionally, ensuring a social life for the patient in your country also requires your attention, regardless of the patient's age.

1. Educate/socialize the patient during their stay in the foreign country
 - Consult with cultural and educational leaders to determine how to best provide these services during the stay in the foreign country
 - Consider the educational standards from the patient's native country, and the educational level that the patient had reached
 - The educational system in the patient's native country might be different than the educational system in the foreign country
 - When comparing the educational system in the native country to the educational system in your country, you might find differences in philosophy of education, content of the curriculum, grading systems, and more
 - To learn more about the educational system of your patient's native country, you might try consulting the local embassy or consulate which represents that country, an international student foreign exchange program, organizations that specialize in dialogue between the foreign country and the native country (e.g., Chinese American organizations if the patient is Chinese and receiving medical care in the United States, Iranian-American organizations if the patient is Iranian and receiving medical care in the United States), etc.
 - Determine the educational standards at the patient's current level
 - There are different kinds of educational standards in the United States, as governed by boards of education
 - You can find educational standards on different levels, including federal and state educational standards
 - There are standards for the various subjects of education, including language arts, mathematics, social studies, science, and so
 - Check [this link](#) for some information.
 - Research various educational tools and resources
 - Commonly, there are publishers who supply the textbooks and curriculum that are used in schools, such as Open Court, Treasures, Benchmark, and other top academic systems for language arts and math

- Consider using Open Court, a core language arts / English series used in many elementary school classrooms
 - Home page for [McGraw-Hill Education's Open Court series](#)
 - Largest collection of free [Open Court](#) Reading Resources online, created by and for Open Court Reading teachers

- Consider using Treasures
 - MacMillan McGraw-Hill's Treasures, a research based, comprehensive language arts program for kindergarten through sixth grade
 - Teacher resources page for [Treasures](#)
 - Resources and assessment for [Treasures](#)

- Consider using Benchmark
 - Benchmark Advance and Benchmark Adelante, comprehensive English and Spanish reading/language arts programs from Benchmark Education Company for kindergarten through sixth grade
 - Home Page for [Benchmark](#)
 - [Benchmark's books](#), including: 1) Big books, for storytelling, 2) Leveled books, for genres and learning growth, and 3) Reader's Theater, for reading, hearing, and speaking:

- Consider using additional reputable curricula
 - [McGraw-Hill](#) Education's PreK–12 comprehensive English, language arts, and writing programs, designed to help all students achieve:
 - [McGraw-Hill](#) Education's PreK-8 Math Intervention Program, Number Worlds is a teacher-led program built on state standards to bring students up to grade level with Real World Applications:
 - [McGraw Hill](#) McGraw-Hill Math Curriculum & Programs, to prepare students for the real world, for grades PreK–12:
 - [Pearson Math Programs](#), to help students build successful math skills with lessons, research-based instruction, and teaching tools, for early childhood, elementary, middle school, and high school:
 - [Houghton Mifflin Math](#), to explore patterns and numbers for Pre-K, to build strong foundations for grades K-5, to deepen understanding for grades 6-12, and to support struggling students through RTI (Response to Intervention):

- 2. Create interest through educational channels for the patient
 - Generate support for the patient through educational leaders by informing them of the requirements and special interest(s)
 - Explain that the patient's story is a unique opportunity for educational leaders to participate in, as a humanitarian and historic multi-cultural event

3. Integrate the patient into an educational environment
 - Explore whether the patient can be mainstreamed into a regular classroom
 - If the patient can be included in a regular classroom, then the patient will likely enjoy and benefit from a traditional classroom experience, as long as the students are welcoming
 - Participating in a regular classroom will allow the patient to feel a sense of belonging and normalcy, especially if the students have the ability and the interest to accept the patient as one of their peers
 - The teacher should coach the students to enthusiastically support the patient as an equal
 - The teacher might also want to encourage the patient's peers to consider how they can learn from the patient, considering how the patient comes from a different culture and world
 - The teacher can also inform the students that they might find it easier to relate to the student than they might imagine, since we can relate to others simply as people, even when there are major cultural differences
 - The provision of daily structures and routines for the patient on weekdays, through regular classroom experiences, can be a stabilizing factor in the patient's life
 - Encourage the teacher to be warm and gentle with the patient, and have the teacher remind the students to treat the patient in the same manner
4. Supplement the patient's education
 - Provide educational support for the patient in addition to classroom instruction
 - Find ways to provide additional educational support for the student through tutoring, home-schooling supplies, and after-school study groups
 - If the patient has been successfully mainstreamed into a regular classroom, it might be helpful to provide the patient with educational materials from the grades leading up to the patient's classroom level, in order to refresh him or her on certain essentials
 - Provide customized support for the patient through an Individualized Educational Plan (IEP)
 - An IEP is designed to meet the unique educational needs of a particular student
 - Schools often have staff that can guide you in creating an IEP, which allows you to create customized educational goals and objectives for a student
 - Find innovative, customized ways to support the patient's educational growth
 - Some of the patient's own peers, especially those peers with whom the patient has established a rapport, can rotate as tutors for the patient
 - Involve the patient in learning activities within small group environments
 - Support language barriers by providing the patient with helpful supplies or aids, such as the following
 - Seek a potential tutor that speaks the native language of the patient

- Schools, universities, places of worship, cultural centers may provide such services
 - Qualifying the tutor for the patient/student is advisable
 - Visual aids, e.g., the alphabet printed in large letters are useful tools which the patient can frequently access
 - Learning activities using physical “manipulatives” which the patient can feel and touch, and other tools provide the student with helpful advantages to the learning process
 - Learning can take place through sight, hearing, movement, and other sensory experiences
 - Keep the patient engaged in the process of learning by personalizing the lessons
 - For example, the patient can do creative writing assignments dealing with subjects related to his or her own life, hobbies and interests
 - Some of the best learning takes place when students study in small groups, when academic topics can be discussed and explored in an interactive manner
 - The patient’s companions in education can potentially become friends
 - It is widely accepted that people ought to have a few trusted people in their lives in whom they can confide, and with whom they can enjoy life
 - Ideally, some of the patient’s peers from school can visit the patient in the hospital after surgeries take place
 - Once the patient feels like he or she has some true companions in your country, there will be increased peacefulness in the patient’s life
5. Develop an educational/socialization plan with long-term goals
- Seek or partner with teachers, the patient’s relatives, and the host family
 - Encourage the patient to see this long-term stay as a rare and privileged opportunity to learn many new things while visiting the foreign country
 - Talk with the patient, the patient’s overseas relatives and the patient’s host family about the many valuable areas of learning that the patient can explore while visiting the foreign country, with a focus on continuing the patient’s educational growth after the patient returns to the native country
 - Knowing that relatives are waiting expectantly for the patient to return with new and valuable insights, the patient can view all of his or her time in public school as a time of investigation and exploration, like a field trip far away from home
 - Inspire the patient to continually practice things that he or she learns in your country, so that the newfound knowledge and skills will not fade over time
 - A common example - language skills need to be practiced in an ongoing way for language skills to remain strong (immersion)
 - See the Resource Directory section entitled: Education Listings by Country

Section XI. Emotional/Psychological Support

Introduction To Section XI

This section will discuss the best way to support the patient's emotional and psychological well-being during their medical treatment and stay abroad. Through team effort and partnership with the patient's relatives and various professionals, much can be accomplished and achieved during the course of treatment.

1. Organize a team to support the emotional and psychological needs of patient
 - Consult with the patient's family about the various spiritual, medical, and counseling professionals that could potentially provide support for the patient
 - Keep in mind that finding a therapist that speaks the patient's language can be very helpful
 - Contact spiritual, medical, and counseling professionals about various ways they can provide support for the patient
 - Support the patient in accordance with his or her spiritual or religious preference, by consulting reputable and commonly-accepted [online directories](#) related to spirituality and healthcare, e.g., Christianity (Protestant, Catholic), Jehovah's Witnesses, Judaism, Islam, Hinduism, Buddhism,
 - Refer to the [American Medical Association's](#) guidelines on Spirituality and Medicine, if you are in the United States
(See Sample Recruitment Letter for Psychological Support at the end of this section on page 70)
2. Support the patient during the four stages people typically go through while adjusting to living in a foreign country
 - Work with the patient's family overseas as well as the spiritual, medical, and counseling professionals, during all four stages
 - *First Stage - Honeymoon*: In the first few weeks, the differences between the former culture and the new culture are seen in a romantic light
 - For instance, the individual might become enchanted with the new food, the different rhythms and pacing in the new society, and the new customs and rituals that are so different from what the patient knew back in his or her native country
 - *Second Stage - Negotiation*: After a few weeks, differences between the old and new culture become evident, which may create apprehension
 - The patient can become calm and hopeful in this stage, once the patient understands that he or she will greatly benefit in the long run by remaining in the foreign country until the medical treatment has been completed

- *Third Stage - Adjustment*: Typically, six to twelve months after arriving in a foreign country, an individual adjusts to the new culture and develops routines that feel normal
 - *Fourth Stage - Adaptation*: In the last stage, known as the bi-cultural stage, individuals finally can enjoy the new culture while retaining many traits from their own culture, such as accents and languages
3. Keep the patient aware of how the case is progressing
- Depending on the age of the patient, regular updates informing the patient of progress is vital to his or her emotional and psychological well-being, in the following areas:
 - Explaining how the patient's health is improving
 - Informing the patient gently and in a positive context about additional medical treatment at any point, with an emphasis on the expertise and skills of the surgeons
 - Updating the patient on how soon they can return to the native country
 - Reminding the patient to enjoy the stay and to learn new things in the foreign country, taking it all one day at a time
4. Prepare the patient to return to the native country
- Let the patient know when the final stage of their stay has arrived
 - Explain that some of the opportunities and luxuries that the patient enjoyed in the foreign country may not be available once the patient returns to the native country
 - For example, the patient might not be able to attend a formal school again
 - Remind the patient what a privilege and a gift it was to experience a new educational opportunity in the foreign country, which naturally will result in lasting benefits for years to come
 - Point out to the patient the many things he or she will be able to provide to relatives and companions upon return to their native country, including knowledge and talents the patient has gained
 - Support the patient after his or her return home
 - Plan to keep the patient in touch with the host family even after returning to the native country
 - The follow-up support will make the patient and the patient's relatives feel valued and remembered
 - The patient will have grown as a person on many levels during the time in the foreign country
 - The host family can encourage the patient to support other people in the patient's native country using all the knowledge and expertise the patient gained while overseas
 - Ensure the patient has financial resources available through an established fund, to provide new horizons after the returning home

- The host family can research the cultural and social trends in the patient's native country, to give informed suggestions on the academic and vocational possibilities the patient can explore after going back to the native country

CASE FILE NUMBER: _____
CASEWORKER: _____
DATE OF INTAKE _____

SAMPLE RECRUITMENT LETTER FOR PSYCHOLOGICAL SUPPORT

Date

Name of the Individual Whom You are Recruiting

Name of Organization

Mailing Address

Dear [Name of Individual Whom You are Recruiting],

My name is [your name] and I work with [name of agency], which has the mission of [primary goal of organization].

The humanitarian project we are organizing is centered on a patient, [patient's name], who has traveled to [your country's name] in order to receive urgent medical care.

Due to the distress and apprehension the patient may experience in a new country, our organization will be collaborating with a team of various experts who will be working together to make [his/her] stay as successful as possible, and I am writing to ask for your assistance.

After talking to [patient's first name]'s family, we believe [he/she] may require counseling when [he/she] first arrives in [foreign country's name] as well as when [he/she] returns to [native country's name].

We believe your [insert number of years] years of experience in counseling will render the best possible outcome for the patient.

Feel free to contact us anytime with any questions or comments you may have.

Please kindly respond to this letter by [insert a specific date].

With much gratitude,

[Your Signature]

[Your Name]

[Name of Your Organization]

[Your Mailing Address, Phone Number and Email Address]

Section XII. Possible Media Alliance for Charitable Donations in the U.S.

Introduction To Section XII

Media coverage can benefit the patient tremendously, and help the patient generate a wide base of support from people in your country, the patient's native country, and possibly from other regions as well. All of these allies can potentially provide a vast array of positive gifts to the patient, from companionship and encouragement, to gifts in-kind and financial contributions. It is important to understand traditional methods of working with the media as well as a few words of caution about how to make the outcomes of media relations as positive as possible.

1. Create customized media materials to publicize the patient's needs
 - Discuss the publicity opportunities with patient and/or the patient's family
 - Make sure you have official permission from the patient and the patient's family before any information is released to the public about the patient and his/her life
 - Clarify with the patient and/or family what is acceptable to release in terms of the case or any particular details
 - The patient's confidentiality must be respected at all times and must be maintained during publicity efforts
 - There are various aspects of the patient's case which will likely need to be kept confidential, such as the names of certain charitable or military organizations that are serving the patient, but need to remain anonymous, and various aspects of the patient's identity such as the patient's name or native country
 - Specify how updates and new information will become a part of the publicity, and released accordingly with authorization
 - Consult with all of the organizations involved in the case to discover which ones wish to remain anonymous
 - Consult with the patient's overseas relatives to determine which aspects of the patient's personal identity need to be kept confidential
 - Review Section II. Part B of this manual for further details about the Health Insurance Portability & Accountability Act (HIPAA) Privacy Rule which provides federal protection for a patient's health information.
 - Create a biography of the patient
 - Should include certain traditional qualities such as
 - Make sure the patient grants permission to write the biography

- List events chronologically
 - Use primary sources for research such as letters, pictures, newspapers, magazines, reputable Internet articles, journals, videos, interviews, existing biographies, or an autobiography by the subject
 - Interviews with the patient, and people associated with him or her, such as relatives, friends, business associates, and peers
 - Interviews can be conducted in person, by phone, or through e-mail, and
 - Record in person or phone interviews with a voice recorder on your computer or phone
 - Provide context by describing the locations, cultures, and timeframes related to the patient's life
 - Organize your research by creating a timeline for the patient's life
 - Mention important dates, locations, and people
 - Include key moments from the patient's history on the timeline
 - Consider a central theme for the subject's story
 - The central theme can be related to the patient's interests, goals, and/or philosophical point of view
 - Mention major events and milestones in the patient's life, while noting how these events shaped his or her life and goals
 - Share the patient's biography with professionals for feedback and proofreading
 - Reference all the sources used in the biography, including books, articles, magazines, and interviews
 - You can also include success stories of other people who have also traveled overseas to receive similar types of medical care in foreign countries
- Develop a press kit for media professionals to showcase the patient's story in a positive and hopeful manner
- This can also be used for other promotional and fundraising purposes
 - Consider how this can be produced in a written format as well as a video or PowerPoint presentation
 - Seek media representatives to compile publicity materials, supervise and/or assist throughout the publicity process
2. Research and compile venues and media agencies for publicity
- Develop public service announcements (PSA), press releases, commercials, etc., with specific information included on how to get further information on the patient's case and/or send money to support the patient
- Consider all media venues and any external support such as a celebrity, public figure, or philanthropic individuals who may wish to participate, or who can speak on the patient's behalf, to increase attention or visibility for the patient
- Publicity efforts can be used to raise funds for the patient

- After returning to the native country, remaining funds can assist with essentials such as continuing the patient’s education, the provision of vital necessities for the patient and the patient’s relatives including shelter and basic household appliances, and follow-up medical support for the patient -- which might require expensive return visits to the foreign country
 - Provide reassurance that the funds gathered on behalf of the patient will be handled carefully and with integrity
 - State which organizations and professionals will be entrusted to safeguard the patient’s funds, and to spend the funds in a responsible manner
 - Work with media companies associated with the patient’s cultural group
 - There are often newspapers, television channels, radio stations, and websites affiliated with particular cultures
 - Be sure to contact these cultural media companies with plenty of advanced notice, providing as much time as possible before newsworthy events take place in the patient’s life
 - The patient might be especially willing to be interviewed by media companies that speak his or her native language and that provide media coverage for the patient’s own cultural group
 - Keep in mind that the patient’s cultural group will probably learn about the patient’s story through three different sources: civil affairs organizations, political organizations, and military organizations
 - You can work directly with the local news affiliates or you can have the treating hospital’s public relations office contact the local news affiliates
 - Develop relationships with the media agencies to give the public an ongoing understanding of the patient’s story as it unfolds
 - Partner with the media companies that will assist in publicizing positive developments and possible ongoing breakthroughs, creating anticipation and opportunities for support
 - There will be different levels of publicity during the various stages of the patient’s stay
 - Depending on the patient’s medical condition, some publicity may take place upon arrival while other publicity will only take place post surgeries and treatment – when the patient is ready to face the public
3. Distribute media materials to companies whose efforts will directly benefit the patient with publicity or awareness and possible monetary support
- Draft a cover letter that will be sent to various media agencies along with the media materials
 - Write a cover letter that presents the patient’s story as a unique historic event and a compelling humanitarian interest story

- Discuss the special qualities of the patient’s case, emphasizing all of the elements that make the case newsworthy, such as the great distance the patient has traveled, the severity of the patient’s medical challenges, the differences in culture which the patient has to face, and so on
- Contact the media agencies with the cover letter and media materials
(See Sample Cover Letter for Media Agencies at the end of this section on page 78)
- Start with local media and build up to national media
 - Begin by getting local news affiliates involved in the region where the patient received the medical care
 - You can later approach national news shows or talk shows to pitch the patient’s story using footage from the local news affiliates
 - All of the media professionals with whom you collaborate can be a part of the patient’s story, especially if you continually provide the media professionals with up-to-the-minute updates on the patient’s progress

CASE FILE NUMBER: _____
CASEWORKER: _____
DATE OF INTAKE _____

SAMPLE COVER LETTER FOR MEDIA AGENCIES

Date

Name of Media Agency

Mailing Address

To Whom It May Concern:

My name is [your name] and I work with [name of agency], which has the mission of [primary goal of organization].

The humanitarian project we are organizing is centered on a patient, [patient's name], who has traveled over [insert number of miles patient has traveled] miles to receive urgent medical care in the U.S. The patient has [insert brief description of medical injury without giving too much detail], and due to the lack of medical resources in [his/her] native's country, [he/she] is receiving medical care here in the U.S.

We would like your assistance in providing media coverage of [patient's name]. An alliance with the media will play a meaningful part in supporting the patient's medical care; sharing [his/her] story, will likely generate charitable donations, which will be used to cover the patient's medical expenses (surgeries, treatments, medications, therapies, etc.), as well as transportation and other basic necessities the patient might need during [his/her] stay.

Your participation in this humanitarian project would be a tremendous help. Please kindly respond to this letter by [insert a specific date].

Feel free to contact us anytime with any questions or comments you may have.

We look forward to your earliest reply.

Best regards,

[Your Signature]

[Your Name]

[Name of Your Organization]

[Your Mailing Address, Phone Number and Email Address]

Section XIII. Guide, Transportation, and Visa for Returning to Home Country

Introduction To Section XIII

Congratulations on helping to bring the patient to this momentous point in time, when they return back to his or her native country is being planned. Depending on the country, a return visa or application may be required. Working with different government offices will be part of the process.

1. Secure a return visa if required
 - Determine if a return visa is necessary for the patient to return to the native country
 - Check if patient already has a return visa
 - Verify patient's incoming travel documents (passport, visa, etc.)
 - If it's unclear whether a return visa is required, contact the local governmental agency from the country of origin or a U.S. Agency
 - Work with the State Department which can be of service in arranging for the patient's return to the native country if the patient had been receiving medical care in the United States
 - Consult with the State Department to discuss the various types of procedures and paperwork that are necessary for the patient to return to the native country
 - You can also approach the State Department or Department of Defense to get a guide for the patient's return, if needed
 - The visa section at the State Department's website is located at [this link](#)
 - Secure the visa as per the governmental application or requirements
2. Plan the patient's return
 - Consider the various stages of the patient's return to the native country
 - Keep in mind that the patient's return trip back to the native country needs to be carefully orchestrated
 - The patient might benefit by having the United Nations participate in the return trip, since there is a special ticket office run through the United Nations for international humanitarian trips
 - The United Nations can also monitor the baggage claim process and other central details of the patient's return journey
 - Find a suitable guide who will accompany the patient as he or she departs for the native country
 - Locate a guide who is properly trained to provide essential services for the patient upon the patient's return to the native country

- The patient also needs to have a guide waiting when he or she arrives back in the native country
 - The guide needs to speak the patient's native language and should be prepared to provide safe, comfortable, and efficient transportation, so the patient can return to his or her relatives in an appropriate manner
- (See Sample Script for Obtaining Transportation in Native Country at the end of this section)

CASE FILE NUMBER: _____
CASEWORKER: _____
DATE OF INTAKE _____

SAMPLE SCRIPT FOR OBTAINING TRANSPORTATION IN NATIVE COUNTRY

AIR TRAVEL:

Hello [name of person on phone], I am [your name] with [name of your organization], and I am reaching out to [airline's name] with regard to a patient who just finished receiving medical care here in [country]. While [patient's name] medical procedures are finished, [he/she] is still in recovery, and will need return to [his/her] native country of [country]. I am calling to find out if [airline's name] offers special rates for medical travel. If so, please provide the costs, as well as the requirements and the documentation needed in order to obtain these special airline tickets or fares.

GROUND TRANSPORTATION:

Hello [name of person on phone], I am [your name] with [name of your organization], and I am reaching out to [transportation company's name] with regard to a patient who has just finished receiving medical care in [country]. As [patient's name] is preparing to return to [country], I am calling to find out if [name of transportation company] offers special rates for medical humanitarian travel. If so, please provide the costs, and the requirements and the documentation needed in order to obtain these special fares.

Section XIV. Possible Funding for Follow-Up Medical Needs or Care

Introduction To Section XIV

After the patient has returned to the native country, you can continue to play a positive role in his or her life. Some of the same organizations that have helped in the past can still contribute to the patient's well-being. As the central caseworker who was in touch with all the participating organizations in the patient's case, you are the ideal person to help coordinate some humanitarian follow-up care, even after the patient has returned home.

1. Continue trying to coordinate support for the patient from funding organizations after patient returns to his or her country of origin
 - Draft a letter to be sent to the original funding organizations asking for additional funding for the patient's follow-up medical needs
 - Outline the goals for the funding you wish to establish for the patient
 - Consider what types of support you would like to provide for the patient at this stage
 - The various types of support might include:
 - Provisions for the patient's continuing education
 - Shelter and life necessities for the patient and the patient's family in the native country
 - Additional medical support, which might possibly include expensive return trips back to the foreign country
 - (See Sample Obtaining Additional Funding Letter at the end of this section)

2. Consider these important factors when securing additional funding
 - Contact the funding organizations in order to obtain additional funds for the patient
 - Consider what types of support you would like to provide after the patient returns to the native country
 - Combine the monies from the original funding organizations with monies raised from the publicity efforts, and determine how to transfer the funds to the patient's native country

 - Transfer the money through proper channels
 - When transferring monies from one country to another, certain financial organizations may need to be involved to ensure that the funds are transferred properly – contacting your local bank may provide this information
 - The patient's relatives may be able to provide direction on how to establish a special fund or secure account for the patient

- Consider patient's native country, which might have specific cultural systems in place regarding how currency is handled
- Depending on the country, some governmental offices may manage money on behalf of the patient for continued medical or educational needs
- Clearly define the terms and conditions for use of funds and/or restrictions during this process of gathering and sending monies to the patient

CASE FILE NUMBER: _____
CASEWORKER: _____
DATE OF INTAKE _____

SAMPLE OBTAINING ADDITIONAL FUNDING LETTER

Date of Letter

Name of the Individual Whom You are Trying to Obtain Additional Funding From

Name of Organization

Mailing Address

Dear [Name of Individual Whom You are Trying to Obtain Additional Funding From],

We would like to thank you for your generous donation of [insert donation amount] in providing care for [patient's name]. That money was used for [specify what money was used for]. Your financial contribution made [patient's name] stay here successful!

As the patient is preparing to go back to [his/her] native country, we are in the process of securing additional support and financial assistance. This additional financial assistance will enable us to support the patient in [his/her] native country in a variety of ways such as, continuing education shelter and life necessities, and additional medical support for future health treatment and therapies.

If you are able to further support this patient, please let us know how we can help facilitate this process.

Feel free to contact us anytime with any questions or comments you may have. We look forward to your earliest reply.

With much gratitude,

[Your Signature]

[Your Name]

[Name of Your Organization]

[Your Mailing Address, Phone Number and Email Address]

Section XV. Additional Details Regarding Humanitarian Assistance

Introduction To Section XV

The manual has been written to provide guidance to humanitarian workers around the world who are caring for people needing long-term medical care. This section reviews the various kinds of hardship(s) that can result in the kinds of injuries and medical concerns that potentially require significant, comprehensive support leading to urgent medical care in a foreign country.

1. Help people worldwide who need long-term medical support
 - Learn about the common situations that cause people to seek urgent medical care in a foreign country
 - Armed conflicts
 - War and civil unrest can cause physical harm to both soldiers and civilians
 - People can be injured during armed conflicts, and then after armed conflicts have ended, people can still be injured through landmines and other dangerous weapons of war that remain in the environment
 - Natural disasters
 - Tornadoes, floods, and earthquakes can physically harm large numbers of people at once
 - Large-scale natural disasters can set off chain reactions including fires and the widespread destruction of property
 - Accidental Injuries
 - Burns sustained at home can cause serious physical injury, requiring long-term medical attention
 - People affected by disabilities
 - Individuals might require urgent care when they have been affected by a severe disability, a physical impairment, a congenital irregularity, or a terminal illness such as acute kidney failure or a heart condition
 - Provide safety materials to organizations worldwide to prevent injuries and create awareness
 - Armed conflicts
 - Wartime safety includes International Humanitarian Law, otherwise known as the Geneva Conventions, which have been instituted by the Red Cross
 - The Geneva Conventions are explained at [International Committee of the Red Cross](#)
 - Safety information regarding civil unrest is provided online by the [International Federation of Journalists](#).

