

Ready to start planning your care? Call us at [800-525-2225](tel:800-525-2225) to make an appointment.

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Memorial Sloan Kettering  
Cancer Center

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Our guest services staff work closely with international patients to match them with the best doctors and services for their individual needs.

## Request a Consult

Submit an online request for an in-person or remote consult.

[Request Now](#)

The Bobst International Center's guest services team is ready to assist anyone who would like to meet with a Memorial Sloan Kettering doctor but who is not a citizen or permanent resident of the United States.

We understand that time is of the essence, and we will do everything we can to expedite your care.

## How to Get Started

Here is what to do if you would like to make an in-person appointment for yourself or your loved one.

### 1. Submit an Appointment Request Form

The first step in making an appointment with an MSK doctor is to submit an [online appointment request form](#).

Select "International Patient" if you are making an appointment for yourself. Select "International Caregiver" if you are making an appointment for someone else.

As you complete the form, be sure to provide the most accurate and complete information possible. Doing so will help us expedite your care.

Once you have submitted the form, one of our international care advisors will reach out to you by phone or by email. This usually happens on the same day or the next business day.

### 2. Provide Your Medical Records and Materials

Your designated international care advisor will provide you with a list of the medical information needed to set you up with your first appointment. Failure to provide these records may delay your appointment and treatment. In some cases, you may be asked to mail the pathology and diagnostic imaging materials to MSK before your arrival.

We ask for all documents to be submitted in English. For most people, this means you will need to have your medical records translated. We are happy to help you find a translator and coordinate the submission of your documents through one of the trusted companies we work with.

[See a listing of private translation services based in New York City.](#)

Bring a hard copy of all medical reports that you have provided to your international care advisor and any new reports that you have gathered since then, such as:

Pathology samples. If glass slides or paraffin blocks are required for your first appointment, we will provide a letter to avoid problems with bringing pathology materials into the United States.

Diagnostic imaging results. Bring the films or CD-ROMs (DICOM compatible) of any diagnostic testing relevant to your cancer diagnosis (such as a CT scan, MRI, PET scan, ultrasound, mammogram, or X-ray).

### 3. Confirm Your Appointment

Once we have reviewed your medical information, we will contact you as soon as possible to let you know:

the day and time of your appointment  
the name of your MSK doctors  
the cost of your appointment

It usually takes three to five business days for us to review medical materials and coordinate appointment times.

#### 4. Book Your Travel

Once we have confirmed your appointment, feel free to begin making your travel plans. Our staff is happy to help with anything you may need. Ask us for assistance with:

visa letters  
hotels and other housing options  
transportation to and from the airport

[View a listing of accommodations in New York City that offer discounts to MSK patients.](#)

#### 5. Register for Your Appointment

Our staff will plan to meet you in person once you arrive in New York.

Prior to your appointment, we will ask you to fill out some registration paperwork. Payment in full will also be due at this time. Payment typically covers the cost of your first visit in addition to any routine blood tests you may need.

[Learn more about what to expect financially.](#)

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#### Contact Us

Email us at [international@mskcc.org](mailto:international@mskcc.org).

Call [212-639-4900](tel:212-639-4900), Mon–Fri, 9:00am–5:00pm, ET.

Or use AT&T Direct Access by dialing the access number for the country you are calling from, then dialing [888-675-7722](tel:888-675-7722). If you need a translator, we will locate one while you are on the line. Or email [international@mskcc.org](mailto:international@mskcc.org) and tell us the language you speak along with the time you wish to call. We will arrange for a translator to be available.

#### Mailing Address

Bobst International Center  
160 East 53rd Street  
Rockefeller Outpatient Pavilion, 11th floor  
New York, NY 10022

Fax: [212-639-4938](tel:212-639-4938)

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