Patient Embassy
INTERNATIONAL MEDICAL COORDINATION

Medical care in Colombia

Your Patient Ambassador is a physician who helps you find a specialist, arrange care and plan follow-up, whether you live in Colombia or are here for a visit.

Why choose Colombia for healthcare?

Colombia offers specialist care ranging from preventive checkups to cancer treatment and complex surgery. We work with leading accredited hospitals and clinics experienced in caring for international patients. Before you book travel, we help you compare care options, available dates and written estimates.

Plan your care

24/7 advice | Cancer care | Checkups | Travel & recovery | Expat care

Case review & care planning

- Review your medical history, reports and imaging before you travel.
- Clarify your goals and, with your permission, share relevant records with your care team.
- Build and update a detailed timetable for visits, tests and treatment around your availability and travel dates.

Clinical & surgical specialties

- Access care across more than 30 medical and surgical specialties.
- Coordinate consultations and second opinions in person or virtually when available.
- Arrange elective care, including plastic surgery.

Treatment & surgical procedures

- Schedule lab work, diagnostic imaging and any preoperative assessments.
- Arrange outpatient or inpatient surgery and coordinate admissions.
- Relay your care team’s preparation instructions and coordinate postoperative visits or rehabilitation.

Cost estimates & insurance support

- Request written cost estimates and help you understand what they include.
- Liaise with insurers or assistance companies about prior authorization, coverage and guarantees of payment.
- Coordinate billing questions, deposits and payment arrangements with providers.

Personalized medical advice

We review your health history and concerns to offer comprehensive medical advice tailored to you. That guidance shapes the consultations, tests and other services we help you arrange.

Your privacy and confidentiality

We uphold doctor–patient confidentiality and protect your health information from first contact through follow-up. We share only what’s needed, with your permission or as permitted or required by law.

Colombian Law 23 of 1981, arts. 34 and 37 Colombian Law 1581 of 2012, arts. 4 to 6

During care and after you return home

We keep you and the family members you choose informed as plans change. After you return home, we help arrange follow-up, including virtual visits.

Bilingual support & patient advocacy

- Interpret in English and Spanish during appointments and care discussions.
- Help you prepare questions and understand your providers' next steps.
- Update family members or caregivers with your permission.

Hospital & travel assistance

- Liaise with your care team during emergency visits or hospital stays.
- Coordinate with your travel assistance company if you need help with medical appointments or hospital care during your stay in Colombia.
- Arrange transportation when needed and plan travel with your care team's guidance.

Records, translations & letters

- Organize and translate clinical records, including imaging, laboratory and pathology reports.
- Help request medical necessity letters, insurance documents and certificates for visas or flight changes.
- Coordinate fit-to-fly documentation with your treating physician when needed.

Discharge, recovery & follow-up

- Help you get your discharge summary, prescriptions and recovery instructions.
- Arrange in-person or virtual follow-up visits and coordinate rehabilitation or review of pending results.
- Stay in touch after your visit and help your doctors back home get the records they need.

24/7 urgent medical advice

Speak directly with Dr. Katerinne Delgado Camargo by phone or Microsoft Teams video, day or night. A consultation fee applies, and availability depends on your location.

Just received a serious diagnosis, such as cancer? If you feel scared or unsure what to do, we'll listen, talk through what you've been told and help you find timely care.

Unsure whether to go to the ER? We can help you decide whether to seek emergency care, an urgent appointment or another next step.

If you think you're having a medical emergency, call your local emergency number immediately.

Patient Embassy offers medical advice and coordinates your care. Your treating team manages your treatment.

Meet your Patient Ambassador and see how to get started on page 5

Specialized care in Colombia

Cancer care navigation

We support you and your family from the first tests and diagnosis through treatment, recovery and follow-up.

Diagnosis	We organize pathology and imaging records, arrange oncology second opinions and coordinate diagnostic workup and staging with your care team.
Treatment	We coordinate your treatment schedule and help arrange surgery, chemotherapy, radiation therapy or other recommended treatments.
Follow-up	We coordinate follow-up with your oncology team in Colombia and, with your permission, help share the relevant records with your doctors back home.

Elective medical care

From dermatology procedures to cosmetic or reconstructive surgery, we help you plan your care.

Consultation	We arrange a visit with a qualified specialist to assess whether the procedure is right for you and explain its risks and expected recovery.
Preparation	If you decide to proceed, we coordinate any checks needed before the procedure and arrange scheduling with your specialist.
Recovery	We help plan recovery support, follow-up visits and return travel with your treating clinician’s guidance.

Personalized preventive & executive checkups

Start with a physician review and a checkup plan tailored to your health, priorities and time in Colombia. We organize tests and consultations, arrange a results review and help plan next steps.

See checkup options on page 4

Preventive & executive checkups

Your checkup starts with what matters to you. We build a plan around your health, your priorities and the time you have in Colombia.

How we build your checkup

A physician reviews your past and current conditions, family history, medications and previous results. We use your age, screening history and goals to decide which tests and consultations could help.

We explain why we suggest each test, discuss any you'd like to request and agree on your priorities. You receive a timetable, preparation instructions and an itemized estimate.

Personalized preventive checkup

- Catch up on preventive care or look more closely at a specific risk, such as a family history of heart disease.

Executive checkup

- Group priority tests and consultations when practical, so your checkup fits a short stay or work trip.

Visits and tests we can arrange

Clinical & specialist visits

- Arrange a physical exam and review of vital signs, including blood pressure.
- Add specialist or nutrition consultations when appropriate.

Cancer screening & vaccinations

- Review your vaccination record and coordinate recommended updates and screenings, such as tests for breast, cervical or colorectal cancer, based on your age and risk.

Blood work & other lab testing

- Options include blood sugar, cholesterol, and tests of kidney or liver function. We can also arrange urine or stool sample testing when relevant.

Imaging, heart tests & procedures

- Options include ultrasound or other imaging, an ECG or other heart tests, and procedures such as upper endoscopy or colonoscopy when appropriate.

Review your results and plan follow-up

A physician explains your results and what they mean for you. You receive a written summary in English or Spanish with key findings, recommended next steps and when to follow up.

If results come back after you leave Colombia, we track them and help arrange a virtual review. With your permission, we can share your summary and relevant records with your doctor back home.

Plan your trip and recovery

We help you work through the practical details of your visit, from deciding whether to travel to arranging support for your stay and recovery.

Should I travel for care?

- Compare the care you can access at home with what can be arranged in Colombia.
- Get a written summary of your options, what needs specialist review and what to confirm before booking travel.

One estimate for the full trip

- Get an itemized estimate for provider fees, expected follow-up, lodging, transportation and our coordination fee.
- See estimated and confirmed costs, what's included and what you pay separately. Compare provider quotes when available.

Lodging & companion support

- Find accommodation near your treating facility that fits your mobility and recovery needs.
- Plan shared lodging, airport arrival and practical support for the person traveling with you.

Appointment support & written recap

- Have us join key visits in person or virtually and help you ask your questions.
- Get a written, plain-language recap of the specialist's advice, what's pending and who is handling the next step.

Scheduled recovery check-ins

- Before discharge, agree on a schedule for check-ins after surgery or treatment.
- Get help filling prescriptions, resolving practical recovery issues and relaying concerns to your treating team.

Caregiver briefing

- With your permission, we arrange a separate call with the caregiver you choose, including relatives abroad.
- We review your care team's instructions, upcoming appointments and who to contact with questions.

Meet your Patient Ambassador

Katerinne Delgado Camargo, MD, is a Colombian physician experienced in coordinating international patient care. She works directly with you, your family and your treating team.

Start with a case review

Contact Patient Embassy with your location, the kind of care you're seeking and any preferred dates. We'll explain what happens next and which records may help.

Already living in Colombia?

Whether you've just moved or have lived here for years, Patient Embassy helps you find local care and keep it organized over time. Your Patient Ambassador can support you in English or Spanish.

Find a local doctor or specialist

- Identify primary care and specialist options based on your needs and where you live.
- Arrange consultations or second opinions, in person or virtually when available.

Checkups, tests & referrals

- Coordinate preventive checkups, screenings, lab work and imaging.
- Help you arrange referrals and related appointments around your schedule.

Ongoing care & follow-up

- Coordinate regular check-ins and tests for conditions you're already managing.
- Help arrange a visit with your clinician when a medication review or prescription renewal is due.

Insurance & cost estimates

- Help clarify what your local or international insurance may cover and coordinate authorizations.
- Request written estimates so you can plan for costs you'll pay yourself.

Bilingual appointment support

- Help you prepare questions and interpret in English and Spanish during visits.
- Summarize your clinician's instructions and any next steps in plain language.

Medical records from abroad

- Organize relevant records, previous results and medication lists.
- With your permission, share the relevant information with your local care team.

Already have a care team?

We can coordinate with the doctors you already see in Colombia or abroad. We help you keep track of their recommendations, appointments and any results that still need review.

Start with a local care review

Tell us your city in Colombia, what you need help with and any preferred dates. We'll explain what happens next and which records may help.