

**Information about our Pediatric Endocrinology Practice:**

Dear Parent,

We would like to welcome you to our practice here at New York-Presbyterian. The information provided is intended to clarify how our office and practice functions so that we can make your interaction with us helpful and efficient. If there are further questions, please do not hesitate to ask. We look forward to providing your family with the best and most compassionate care.

Sincerely,

The Division of Pediatric Endocrinology (Endo)

**Location:**

- 505 East 70<sup>th</sup> Street New York, NY 10021 -- between York Avenue and the East River.
- Our offices are on the 3<sup>rd</sup> Floor of the Helmsley Medical Tower.
- Phone: 646-WMC-KIDS or Direct (212-746-3442) and Fax (646-962-0265)

**Office Hours:**

- Monday through Friday from 9:00 a.m. to 5:00 p.m.
- In the event of an emergency after 5:00 p.m., or on weekends, call 212-746-3442 and ask the operator to page the Endocrinology fellow on call. If you do not receive a return phone call within 15 minutes, please call the service again to have the doctor on call.

**Insurance Coverage:**

- We accept most major insurance plans. (please contact our office for further information)
- A referral may be required from your child's pediatrician (any questions regarding pre-authorization of service, we ask that you contact your insurance company and/or primary care physician)

**Appointments:**

- Please arrive by your check-in time in order to process your co-pay and complete or correct any registration information.
- Bring your insurance cards at the time of your child's visit. Also have the name, address and phone number of your pharmacy if you have not completed your pharmacy intake form.
- You may view your physicians profile at the Endocrinology practice webpage at [www.weillcornell.org/pedsendo](http://www.weillcornell.org/pedsendo).
- We will contact you to confirm the appointment 48 - 72 hours prior to your visit. You may also confirm the appointment by calling the office at 212-746-3442 or sending an email to [pedsendotele@med.cornell.edu](mailto:pedsendotele@med.cornell.edu). All appropriate forms in the welcome packet on the website must be received by the office no later than 72 hours prior to the appointment. Please email them to [pedsendotele@med.cornell.edu](mailto:pedsendotele@med.cornell.edu) or fax to 646-962-0265.
- If you are seeing the physician for a second opinion consultation, all previous medical records, growth charts and test results are required for review. Please forward to the office no later than 72 hours prior to the appointment.
- There may be limited space in our schedule, so please let our staff know if it would be acceptable to place your child on a waiting list to be seen earlier should a cancellation occur.

**The Day of the Visit:**

- They will have their height, weight and other vitals taken and then you and your child will proceed to the exam room. (If you prefer to wait in the reception area because it's best for your child, please let our medical assistant know).
- Since we are an academic center, we believe that teaching is an important part of our mission. Thus, we have the opportunity to have pediatric endocrinology fellows, as well as residents, participate in your child's visit. After an initial contact with a fellow or resident, you and your child will meet the pediatric endocrinology attending physician and you will have ample time to have all your questions addressed. Please understand that all decisions about your child's care will be made by the attending physician .

**Phone Calls:**

- All phone calls will be returned within 24 hours by one of our physicians. Return phone calls will be made at the end of the day as we are generally either seeing patients or performing procedures during the day. If you feel this is an urgent matter, please let our office staff know so that we can return your phone call earlier.

- Please provide us with both a home number and a cellular telephone number to assure that we can reach you when making that return phone call.

#### **Weill Cornell Connect/My Chart (our patient portal):**

- Portions of your child's medical record are available to you online via Weill Cornell Connect. You may also make follow up appointments and request prescription refills using Weill Cornell Connect.
- Weill Cornell Connect is our physicians' primary way of maintaining communicating with families and patients between appointments.
- To sign up for Weill Cornell Connect, you must obtain an activation code **in person** from the front desk after your visit. You will **not** be able to sign up for Weill Cornell Connect without this activation code and it must be received in person.
- To obtain the activation code, provide last 4 digits of **parent's social security # (if child is 10 years and younger)** and provide **BOTH parent's and child's social security # (if child is 11 years and older)** to obtain an activation code from our front desk **in person** after your appointment
- After you obtain the activation code, go to <https://mychart.med.cornell.edu/mychart/> to activate the account on a computer or smart phone (the app is called MyChart).
- **Non-urgent messages** with questions or updates can be sent to your doctor through Weill Cornell Connect. You should anticipate a response from the doctor **within 48 hours**.
- Please note that Weill Cornell Connect is **NOT** the method you should use to contact your doctor in the case of an urgent or emergent matter. Weill Cornell Connect is not checked routinely by your doctor during evenings or weekends. In the case of an emergency, please call the office.

#### **Results:**

- Please contact us **via Weill Cornell Connect** 1 week after your child's appointment for your child's results. If you have not yet activated your Weill Cornell Connect account, please call the office during business hours (M-F, 9am to 5pm).
- Your physician will give you an estimate of when these results should be completed. You may be asked to schedule an appointment to review your test results. This allows the physician time to discuss your treatment plan with you.
- It is our philosophy that you should know the results of any tests regardless if they are normal or abnormal. We will be happy to discuss your child's results and appreciate your attention regarding these matters

**Prescription Refills:**

- Please contact us **via Weill Cornell Connect** for prescription refills. If you have not yet activated your Weill Cornell Connect account, please call the office during business hours (M-F, 9am to 5pm).
- We are now also utilizing “e-Prescribing” for faster and more accurate refills.
- Please provide us with your preferred pharmacy: name, address and phone number by completing the Pharmacy Intake Form.
- Please call for refills when you have a minimum of a 7 day supply so you do not run out of medication.
- It is our policy that if your child has not been seen in over 6 months, that we may accommodate your child with a refill for one month but may ask for you to schedule a visit for any subsequent refills. We feel this is the safest and most appropriate action.