

Information about our Pediatric Gastroenterology Practice

Dear Parent,

We would like to welcome you to our pediatric gastroenterology practice here at New York-Presbyterian/Weill Cornell. The information provided is intended to clarify how our office and practice functions so that we can make your interaction with us as pleasant and efficient as possible. 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 possible.

Sincerely,
The Division of Pediatric Gastroenterology and Nutrition

Location:

Our offices are located on the 3rd floor of the Helmsley Medical Tower

505 East 70th Street (between York Avenue & the East River)

New York, NY 10065

Phone: 646-962-3869

Fax: 646-962-0246

Office Hours:

- Monday through Friday from 9am to 5pm
- In the event of an emergency between 5pm and 9am or on the weekend, call the answering service at 646-962-3869 and ask the operator to page the GI fellow on call. If you do not receive a call back within 20 min, call again to have the doctor paged again.

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.



- We recommend contacting your insurance company and/or primary care physician with any questions regarding pre-authorization of service.

Appointments:

- You may view your physicians profile at the Gastroenterology and Nutrition practice website at www.weillcornell.org/PedsGI
- 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 646-962-3869 (prompt # 1). All completed questionnaire and pharmacy intake forms must be received by the office **no later than 72 hours prior to the appointment**. Please email them to pedsgitele@med.cornell.edu or fax to 646-962-0246.
- Please arrive 15 minutes prior to your scheduled appointment time in order to process your co-pay and complete or correct any registration information.
- Patients who are **more than 20 minutes late** may need to be rescheduled so as to not impact the scheduled appointments of others.
- Please bring your insurance cards at the time of your child's visit.
- Have the name, address and phone number of your pharmacy ready if you have not completed your pharmacy intake form.
- If you are seeing the physician for a second opinion consultation, all previous medical records, slides and test results are required for review. Please forward to the office **no later than 72 hours prior to the appointment** so the appointment can be as productive as possible.
- 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.
- Switching to another physician within the practice is discouraged.



The Day of the Visit:

- Your child's weight, height and vitals will be taken and you and your child will be taken to an exam room.
- Since we are an **academic institution**, we believe that **teaching** is an important part of our mission. Thus, we have the opportunity to have pediatric gastroenterology fellows and pediatric residents participate in your child's visit. After the initial contact with a fellow or resident, you and your child will meet the pediatric gastroenterology attending physician and you will have ample time to have all of your questions addressed. Please understand that all decisions about your child's care will be made by the attending physician.

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

- Portions of your child's medical record including blood and stool results, endoscopy results, imaging results, vital signs, height and weight are available to you online via Weill Cornell Connect. You may also 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:

- 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 attending to this matter.
- Please contact us **via Weill Cornell Connect** 1 week after your child's appointment for your child's results (blood, stool, endoscopy, breath test, radiology, etc). If you have not yet activated your Weill Cornell Connect account, please call the office during business hours (M-F, 9am to 5pm).

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).
- 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, we will accommodate a refill for one month but will ask for you to schedule a visit for any subsequent refills.

Phone Calls:

- Phone calls will be returned **within 24 hours** of the original call by one of our physicians (either the attending or fellow).



Weill Cornell Medicine
Pediatric
Gastroenterology



NewYork-Presbyterian
Phyllis and David Komansky
Center for Children's Health

- Every phone call is documented and sent directly to our physicians; there is no need to place multiple phone calls to the office re: the same matter.
- Return phone calls will be made at the end of the day as we are generally seeing patients or performing procedures during the day. If you feel you have an urgent matter, please let our office staff know so this can be relayed to the physician. Please provide us with both a home **and** cell phone # to ensure that we can reach you.

 **NewYork-Presbyterian**
 Weill Cornell Medical Center

Center for
Advanced Digestive Care