



**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 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 Gastroenterology and Nutrition (GI)

**Location:**

- Our offices are on the 3<sup>rd</sup> Floor of the Helmsley Medical Tower 505 East 70<sup>th</sup> Street New York, NY 10021 -- between York Avenue and the East River.
- Phone: 646-WMC-KIDS or Direct (646-962-3869) and Fax (646-962-0246)
- We also see patients at our Broadway Practice location at 2315 Broadway and 84<sup>th</sup> Street. Just call our office to schedule an appointment.

**Office Hours:**

- Phones: Monday through Friday from 9:00 a.m. to 5:00 p.m. Clinical Care: Some of our physicians see patients beginning at 8 am. We also have evening clinic hours available. Please call the office for appointment availability.
- In the event of an emergency between 5:00 p.m. and 9 a.m. or on weekends, 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 return phone call within 20 minutes, please call the service again to have the doctor on call paged.

**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 services.

## Appointments:

- You may view your physicians profile at the Gastroenterology and Nutrition practice website at [www.weillcornell.org/PedsGI](http://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 (option #1). All completed forms (clinical questionnaire, pharmacy intake form, prior records, etc) must be received by the office **no later than 72 hours prior to the appointment**. Please email them to [pedsgitele@med.cornell.edu](mailto:pedsgitele@med.cornell.edu) or fax to 646-962-0246.
- Please arrive by your check-in time (15 minutes prior to your scheduled appointment) in order to process your co-pay and complete or correct any registration information.
- Patient who are **more than 20 minutes** late may need to be rescheduled so as to not impact the scheduled appointments of others.
- Bring your insurance cards at the time of your child's visit. Also, 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 physicians within the practice is discouraged and not permitted.

## The Day of the Visit:

- Your child will have their height, weight and other vitals taken and then you and your child will proceed to the 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, 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 gastroenterology 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.

 New York Presbyterian  
Weill Cornell Medical Center

Center for  
Advanced Digestive Care

### **Weill Cornell Connect/My Chart (Our Online Patient Portal):**

- Portions of your child's medical record including blood and stool results, endoscopy results, imaging results and vital signs are available to you online via Weill Cornell Connect at <https://mychart.med.cornell.edu/mychart/> or the smart phone app (app is called MyChart). You may also request prescription refills using Weill Cornell Connect.
- Weill Cornell Connect is our physicians' primary way of maintaining communication 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 **in person** after your appointment, provide the last 4 digits of parent's social security # (if child is 10 years and younger). Both the parent's and child's social security number is needed if the child is 11 years old or older.
- 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 matter or emergency. Weill Cornell Connect is not checked routinely by your doctor during evenings or weekends. In that case, you should 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 attention regarding these matters.
- Please contact us **via Weill Cornell Connect** one week after your child's appointment for the 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, 9 am to 5 pm).

### 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 646-962-3869 during regular office hours (M-F, 9 am to 5 pm) to request refills of any of your children's prescriptions.
- **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 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).
- Every phone call is documented and sent directly to our physicians; there is no need to place multiple phone calls to the office regarding the same matter.
- 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 this can be relayed to the physician. Please provide us with both a home and cell phone number to ensure that we can reach you.