



Weill Cornell Medical College



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

Information about our Pediatric Cardiology 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 Cardiology

Location:

- 525 East 68th Street New York, NY 10065 -- between York Avenue and the East River. Our offices are on the 6th Floor of the main hospital. The reception area is room F677.
- Phone: 646-WMC-KIDS or Direct (212-746-3561) and Fax (212-746-8373)
- Directions: Enter the main hospital building at 525 East 68th Street. Proceed to the Greenberg Pavillion "G" elevators and take them to the 6th Floor. Make a left out of the elevator bank and proceed to room F677. The entrance to the Cardiology reception area is on your left.

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 212-746-3561 and ask the operator to page the Cardiology 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 contacted.

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)

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Appointments:

- Please arrive by your check-in time in order to process your co-pay and complete or correct any registration information. An initial visit includes several steps and usually takes at least two hours.
- 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 Cardiology practice webpage at www.weillcornell.org/pedscardio.
- 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 212-746-3561 or sending a fax confirmation to 212-746-8373. All intake forms must be downloaded, completed and received by the office no later than 72 hours prior to the appointment. Please email them to pedscardiotele@med.cornell.edu or fax to 212-746-8373.
- If you are seeing the physician for a second opinion consultation, all previous medical records, and test results are required for review. Please forward to the office no later than 72 hours prior to the appointment.
- At times, 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:

- You will be escorted to the exam room where your child's height, weight, heart rate, blood pressure and electrocardiogram (EKG) will be recorded. An EKG is a print out of the heart rhythm which is obtained by placing special stickers on your child's chest. We may also record the oxygen level in the blood. None of these tests cause pain or involve needles.
- During your visit, you may encounter a medical student, resident or pediatric cardiology fellow. We are proud to be a vital part of the training of tomorrow's pediatricians and pediatric cardiologists at Weill Cornell Medical College. While these individuals may assist in gathering information about your child's case, all decisions regarding the workup and management of your child's condition will be made exclusively by your cardiologist. In general, we will not be looking in throats, ears or performing portions of the physical exam that may be uncomfortable.
- Depending on your child's situation, he or she may require an echocardiogram. This is a specialized ultrasound examination of the heart. There are no known side effects and it is not painful. The echocardiogram will take anywhere from 20 minutes to one hour. There may be

some wait before starting your child's exam, since we have a limited number of machines to perform the test. However, we prefer to perform the echocardiogram on this same visit, rather than unnecessarily schedule the study for a later date, as is done in many other centers. A little extra waiting time for the echocardiogram may save you from having multiple visits back to our office. After the technician completes the study, we will review it and report the results to you before you leave. Feel free to bring your child's favorite toy if you think that will facilitate the study (for infants, a bottle of breast milk or formula is often quite helpful).

- Depending on the reason for your visit and our conclusions, other tests may be needed. These studies are scheduled at the first available opportunity that is convenient to your family, and the results are conveyed to you by our cardiologists as soon as they are available.

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.

Results:

- Promptly after your visit, we will forward a full report to your child's pediatrician. If at any time in the future you change physicians or need the results relayed to another provider, just contact our office and we will send the medical records.
- 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 call 212-746-3561 during regular office hours to refill any of your children's prescriptions.
- 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.