Dear Patient:

Welcome to Pediatric Gastroenterology, Hepatology and Nutrition at Penn State Children's Hospital and Penn State Milton S. Hershey Medical Center. The following team members will be assisting in your care:

☐ Douglas Field, MD. ☐ C. Bart Rountree, M.D. ☐ Chandran Alexander, M.D.
☐ William J. Wenner, Jr., M.D. ☐ Marc E. Schaefer M.D., MPH ☐ Lisa Ingalls, CRNP
☐ Laurie Yuncker, CRNP (Part-time working Mon. & Tues.) ☐ Marianne Knight, RN
☐ Patricia Dolan, LPN ☐ Missy Myers (Secretary)

Prescriptions:

- For each clinic visit please bring a list of your medications, including dosage, frequency and if refills are needed.
- If you need a prescription refilled before your scheduled visit, please ask your pharmacist to fax a refill request to our office at **717-531-0653**. If you need a 90 day script (these are mailed to home address) call **717-531-5901 (option #4)** and leave your child's name (with spelling) medication name (with spelling), strength, frequency, and specify that you need a 90 day prescription mailed to home address.
- Please allow 3 business days to complete your prescription request.
- Prior authorizations may take longer (approximately 3-5 business days). If you need a medication authorized, please call your pharmacy and have them fax prior-authorization information to 717-531-0653.

Test Results

- We will call you with your blood test results if they are abnormal. If you would like to know the results of your blood test please call in two weeks, **717-531-5901 (option #5)**. Please allow 3 business days for results.
- We will call you within a week of your procedure with the biopsy results of your endoscopy & colonoscopy. PH probe results will take 2-3 weeks.
- To obtain results of your X-ray/ultrasound/MRI/CT scan please call the office at **717-531-5901 (option #5)** and we will return your call within 3 business days of the request.

Appointments

- If you have not been contacted regarding scheduling of your test date (X-ray studies including ultrasound, MRI, CT scan, lactose/sucrose/lactulose breath hydrogen tests) within 1 week, please call **717-531-5901(option #6)** to let Missy, our secretary, know that these test dates have not been given to you.
- If you have not been contacted within 2 weeks to schedule your procedure date (pH probe, endoscopy, colonoscopy) or have questions regarding your procedure, please call **717-531-7574.**
- If you need to schedule, reschedule or cancel an office appointment, please call **717-531-1442**.

Follow-Up

- Your follow-up clinic appointment should have been provided to you before you leave the clinic area.
- If your child is not doing well and you need to speak to our triage nurse, please call **717-531-5901 (option #7)**. If you need to speak to one of the physicians or nurse practitioners or have any other questions, please contact us at **717-531-5901 (option #6)**. A member of the GI team will return your call that day if it is an emergency and within 2 business days if it is a non-emergent matter.

School

- Our goal is to minimize GI related disability in our patients. We want them to maintain a normal, active schedule, including regular school attendance.

SATELITE OFFICES:

- We offer satellite clinics at the following locations.....Please let your provider know if one of these locations would be more convenient for you: Camp Hill, York, Gettysburg, Lancaster, and Reading