

**Yale New Haven Children's Hospital
Yale Medicine, Department of Pediatrics**

One-Call Program Frequently Asked Questions

1. Which specialties are included in the One-Call Program?

- Currently the following specialties are a part of the One-Call Program.

Adolescent Comprehensive Care	GI/Hepatology	Neurology
Aerodigestive Program	Hematology/Oncology	NICU GRAD
Allergy/Immunology	Infectious Diseases	Respiratory Medicine
Cardiology	Integrative Medicine	Rheumatology
Developmental & Behavioral/Adoption	MDA/Neuromusclar	Spina Bifida
Endocrinology	Nephrology	Toxicology

- Because we are adding additional specialties to the One-Call Program on a regular basis, you should always download the latest New Patient Referral Form/FAQ-Easy Steps Form (which includes the list of specialties included in the One-Call Program) from the web: (<http://yalemedicine.org/refer/pediatricspecialty/>).

2. How are appointments scheduled?

- Appointments are scheduled in one of four ways.
 - (1) Call 203-785-4081 to schedule appointment or
 - (2) Fax referral to 203-737-7635 or
 - (3) Enter referral in EPIC or
 - (4) Enter referral via the web (<http://yalemedicine.org/refer/pediatricspecialty/>).

3. Who can initiate an appointment?

- If scheduling by phone, anyone (referring provider, referring provider office, patient/parent) can call 203-785-4081 to schedule the appointment. CALLER MUST KNOW THE PATIENT'S BASIC DEMOGRAPHIC DATA AND REASON FOR REFERRAL.
- If scheduling by fax, the referring provider or designee must complete the Pediatric One-Call New Patient Referral Form and fax it to 203-737-7635.
- If scheduling via EPIC, the referring provider or designee must complete all the required fields.
- If scheduling via the web, the referring provider or designee must complete all the required fields.

4. How will I know an appointment has been scheduled?

- Whether the appointment is scheduled by phone, fax, EPIC, or the web, an automatic fax confirmation will be sent to the referring/primary care provider office with the patient's appointment date/time clearly marked.

5. Where do I send office notes/pertinent information?

- If the appointment is scheduled by phone or the web, an automatic fax confirmation will be sent to the referring/primary care provider office. The confirmation will list which records are needed. The records can then be faxed to 203-737-7635.
- If the appointment is scheduled by fax, you can fax (203-737-7635) pertinent medical records at the same time you fax the completed Pediatric One Call New Patient Referral Form.
- If the appointment is scheduled via EPIC and there are pertinent medical records that pre-date EPIC, those records can be scanned in to EPIC by the referring office or faxed to 203-737-7635.

6. What if I want to talk to one of the specialists before making the referral?

- To speak to one of the specialists before making the referral, call the Y-Access Pediatric Consultative Service at 888-964-4233.

7. What if I want to refer a patient to another pediatric specialty service?

- To refer a patient to another pediatric specialty service, please contact that office directly at the phone number listed. If you have EPIC in your practice, you can make the referral via EPIC.

Cardiothoracic Surgery	203-785-2702	Neurosurgery	203-785-2809	Pediatric Surgery	203-785-2701
Cranio-Facial	203-737-2049	Ophthalmology	203-785-2020	Thyroid	203-785-2701
Epilepsy	203-785-3865	Orthopaedics	203-785-2579	Urology	203-785-2815
Genetics	203-785-2660				