



Dear Patient:

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

- Douglas G. Field, M.D.
- Punit Jhaveri, M.D.
- William J. Wenner, Jr., M.D.
- Laurie Yuncker-Stumpf, CRNP (Part Time works Monday-Wednesdays)
- Marianne Knight, RN
- Tawn R. Boltz, Secretary
- Chandran Alexander, M.D.
- Marc E. Schaefer, M.D. MPH
- Tolulope O. Falaiye, M.D.
- Lisa Ingalls, CRNP (Tuesday-Friday)
- Patricia Dolan, LPN

Prescriptions:

- For each clinic visit please bring a list of your medications, including dosage, and frequency 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 #6)** 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 your 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 2 weeks, **717-531-5901 (option #2)**. Please allow 3 business days for results.
- We will call you within a week of your procedure with the biopsy results of your endoscopy and 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 #2)** and we will return your call within 3 business days of the request.

Appointments:

- If you have not been contacted regarding the 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 #5)** to let Patty, our Nurse, 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 **717-531-6807**.

Follow-Up:

- Your follow-up clinic appointment should have been provided to you before you left the clinic area. If for any reason you do not show to 3 appointments in 1 year, you will need your PCP to refer you back to our office in order to continue treatment.
- If your child is not doing well and you need to speak to our triage nurse, please call **717-531-5901 (option #6)**. If you need to speak to one of the physicians or nurse practitioners (for other than a medical issue) or have any other administrative questions, please contact us at **717-531-5901 (option #7)**. 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.

Satellite Offices:

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