



Physician News



Pediatric Neurologist Raymund David, MD, joined Children's Hospital in January.

Dr. David received his medical degree at the University of Santo Tomas in the Philippines. He completed his Pediatric Residency at Mount Sinai School of Medicine in Elmhurst, NY and continued his training in Pediatric Neurology at Wake Forest University, Baptist Medical Center in Winston-Salem, North Carolina. Dr. David speaks three languages – English, Spanish and Filipino – and is a member of the Child Neurology Society, the American Academy of Neurology and the American Academy of Pediatrics.

Access Center Staff

The trained staff of the Children's Access Center will put you in direct contact with the Hospital's resources. They can connect you with the pediatric subspecialist you need for consultations and referrals or assist you in selecting an appropriate specialist. If a physician is unavailable they will help find an alternative or ensure that the Children's physician returns your call – it's your choice. Tell this team what you need and they will find a way to make sure that need is met.

Children's Access Center

Toll Free: (866) 353-KIDS

What have we learned from recent conversations with referring physicians? We've learned that having a hospital's directory does not mean you can easily speak with a pediatric subspecialist about your patient's condition. And patient families know that access to a waiting list is not the same as access to care. You want to speak to a specialist, you want your patient to get attention quickly, and you don't want excuses. The most common messages were:

I want to be able to pick up the phone and speak with a specialist, easily and quickly.

- ▶ When I have determined my patient needs to see a specialist, the parents and I want them to be seen quickly.
- ▶ I want the best quality medical care for my patients.
- ▶ I want the process of referring a patient to be efficient for my staff and me.

Providing the highest quality medical care has always been Children's top priority. The other three points all center around access. So the task force addressing the issues recommended re-tooling our very successful transfer center and using the team and resources there to open up access throughout the Hospital. This led quickly to the development of a new Children's Access Center. The Center provides a single point of contact to all of our specialists. Access Center staff facilitate prompt consultation, scheduling, hospitalization or transfer for your patients.

The Center's toll-free number, (866) 353-KIDS (5437), is operational 24/7 and is staffed by people specially trained to assist you. Its primary objective is to enhance the "shared care" of referred patients by facilitating timely communication between community physicians and Children's pediatric subspecialists. In short, this means that if you call this number, an Access Center representative can personally find a physician who will help you and get your call routed while you wait.

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Physicians and their staff can use Children's Access Center for a variety of services, including:

- ▶ Professional consultation with a specific physician or a physician in a specific specialty or subspecialty.
- ▶ Facilitate direct physician-to-physician patient admissions.
- ▶ Arranging emergency air or ground patient transfers to Children's Hospital Central California.
- ▶ Facilitating the referral of a patient to a specialist at Children's Hospital Central California.
- ▶ Remaining informed about a referred patient's condition and any discharge plans.

Access Center representatives have access to Children's physicians' schedules, on-call lists, and telephone and pager numbers - all the numbers needed to reach the physician promptly. If you wish to speak with a specific physician and he or she is unavailable, the representative will get you to an available specialist or arrange for the requested physician to return your call that day.

We also heard from physicians who are happy with the referral process, and we want you all to know that existing patient referral systems will remain in place. The Access Center is an additional resource, not a replacement.

A routine referral for most physician offices means going online to childrenscentralcal.org and accessing our Outpatient Referral Form. You can print the form and fax to (559) 353-8888 or fill it out electronically and e-mail it to Children's (a new feature).

Direct link:
www.childrenscentralcal.org/services/medicaloffice/refer

Contact information is also on the Children's Quick Reference Telephone Guide. While we update the online information more frequently, the paper Guide is a very handy tool. Our Physician Liaison can deliver a copy to you or you can download it from the site. Also new for 2009 is the introduction of a comprehensive Physician Directory containing all contact information and descriptions of patient services. Directories are near publication now so call your Physician Liaison at (559) 353-7229 to get a copy.

CME Highlights

Children's Pediatric Symposium Series

Free half-day symposiums for pediatricians, family practice physicians and allied health professionals. Interactive lunchtime sessions foster discussion of best clinical practices, provide updates on common and relevant clinical problems for the practitioner, and provide attendees with an opportunity to discuss clinical cases and questions with the faculty.

Free registration includes all symposium materials, continental breakfast, plenary session and lunch with our featured presenters.

Modesto - Doubletree Hotel

Saturday, April 25th
8:00 a.m. – 1:30 p.m.

Topics (subject to change):
Pulmonology, Neurology,
Emergency Medicine, Genetics.

Madera - Children's Hospital

Saturday, May 30th
8:00 a.m. – 1:30 p.m.

Topics (subject to change):
Neurology, Emergency Medicine,
Infectious Disease, Plastic Surgery.

Children's Hospital is accredited by the Institute for Medical Quality/California Medical Association (IMQ/CMA) to provide continuing medical education for physicians.

For a complete list of monthly CMEs visit www.childrenscentralcal.org

? Children's Physician Liaison David Chuhlantseff is available to answer any questions or assist you in any way. He can be reached at (559) 353-7229 or emailed at physicianrelations@childrenscentralcal.org.

RETURN SERVICE REQUESTED

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