

Referring a patient: *Improving patient care through better access*

REFER USING ANY OF THE FOLLOWING OPTIONS

Phone: (614) 722-6200 or (877) 722-6220

Fax: (614) 722-4000

Online: NationwideChildrens.org/Request-An-Appointment

CareLink: Utilize CareLink to place referral orders on established patients.

If you don't have a CareLink account, email CareLink@NationwideChildrens.org.

Central Scheduling

(614) 722-6200 or (877) 722-6220

Schedule specialty clinic and radiology appointments Monday through Friday from 8 a.m. to 6 p.m.

Central Scheduling staff will ask you for pertinent patient information such as:

1. Patient's name, date of birth, and Nationwide Children's Hospital medical record number (if known)
2. Patient's chief complaint or diagnosis with as much medical detail as possible
3. Up-to-date contact and insurance information for the parents/ guardian

To refer patients to the following services, please use the individual scheduling numbers:

Behavioral Health: (614) 355-8080

Orthopedics: (614) 722-5175

Center for Family Safety and Healing: (614) 722-3278

OT, PT and Speech: (614) 722-2200

Laboratory Services: (614) 722-5428

Physician Direct Connect Line (PDC, PCTC)

(614) 355-0221 or (877) 355-0221 • 24 hours a day, 7 days a week

The Nationwide Children's Hospital Physician Direct Connect line is a physician service staffed with nurses and is designed to enhance and improve communication between providers.

The line will assist you with the following:



ED
referrals
and transfers



Direct
inpatient
admissions



Physician
to physician
communication
and consultation



Patient transfers
or transports
from another
facility

Physician Direct Connect Line

A Physician Consult-Transfer Center

We offer a 24-hour physician/provider consult-transfer center, managed by experienced RNs who can assist in caring for your patients by being a single point of contact for numerous requests.

The Physician Direct Connect (PDC) Line can assist with:

- Direct communication with a Pathologist/PhD about complex laboratory or pathology cases
- Transfer and transport requests
- Referrals from local and regional physicians
- ED and Behavioral Health referrals
- Direct admissions
- Physician to physician consultation requests

The PDC line enables referring physicians to speak directly with a Nationwide Children's Hospital physician within minutes of their call.



**Let the staff at Nationwide Children's
help you by calling:**

(614) 355-0221

(877) 355-0221 (Toll Free)

(614) 722-2140 (Fax)



**NATIONWIDE
CHILDREN'S®**

When your child needs a hospital, everything matters.

Urgent Appointments: *A Customer Service Initiative for Referring Providers*



The Urgent Appointment Promise

If your patient has a truly urgent need to see a specialist, or you would like to discuss the level of urgency with a specialist, please call (614) 355-0221.

We will call the patient within one business day to schedule an appointment within five business days.

How does it work?

1. Primary care provider calls the Physician Direct Connect Line to request an urgent appointment. (A consultation with a Nationwide Children's specialist is not required, but is available, if needed.)
2. Nationwide Children's contacts the family within one business day, and offers an appointment within five business days.
3. Referring practice receives confirmation when appointment scheduled.

Important Details Needed

When calling for an Urgent Appointment, please provide:

- Diagnosis/reason patient should be seen right away
- Details about the urgency (if the diagnosis is not commonly an urgent case)
- Any testing performed elsewhere which would not be available in the Nationwide Children's system
- List of current medications
- Any additional relevant information

FAQs

What qualifies as urgent?

The referring provider makes this decision, but we are also here to help. We trust you to determine if a patient should be seen within five business days. We ask providers to recognize that these appointments are reserved for truly urgent cases. Therefore, it is important that patients with less urgent needs are not seen ahead of those who need immediate access.

What is not included in the Urgent Appointment Promise?

- **Behavioral Health** is the only service that isn't currently included in the Urgent Appointment Promise. For urgent needs regarding behavioral health issues please call your county's psychiatric crisis line number.
- Since the service is intended to create urgent access to outpatient specialty clinics, it does not apply to diagnostic services (e.g. MRI, sleep studies). We will continue to work with referring providers and families to schedule services as soon as possible, and ensure those with pressing needs are triaged appropriately.



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