

OFFICE POLICIES

1. Medication Prescriptions: Please allow at least 2 business days for refills to be called into your pharmacy. Let us know at your appointment if you need any refills.

2. Phone Calls: Every effort is made to return phone calls the same day. Any non-emergency calls received after 3:00 PM may be returned the next day. To ensure medical confidentiality, we can only speak to the child's parent or legal guardian unless we have written permission to do otherwise.

3. Phone Numbers: Please be sure we have a daytime phone number to reach you.

4. Pregnancy: We do not provide care during pregnancy. If your child is or becomes pregnant, we will refer them to a qualified adult gastroenterologist.

5. Laboratory Test Results: Typically, labs take 3-7 days and x-rays can take 3-5 days, depending on where the testing is done. We will not call you if the results are normal. We will discuss all labs at your child's follow-up appointment. If the studies are not normal and something needs to be addressed before your next appointment, we will contact you.

6. X-Ray Results: X-ray results will be discussed at your next appointment and not over the phone unless an abnormality needs to be addressed sooner.

7. Procedure Results: The results of procedures / biopsies will be discussed at a pre-scheduled appointment. We do not discuss biopsy results over the phone.

8. Medication Changes: For safety, medication changes are not made over the phone. Please schedule an appointment.

9. Refill Authorizations: We are happy to refill prescriptions provided no appointments have been missed. If your child is scheduled to return in one month and fails to do so, we will not refill prescriptions until we re-evaluate your child.

10. Over the Counter Medications / Products: We do not write prescriptions for over-the-counter products, such as probiotics, Tylenol or Lactaid pills.

11. School Excuses: Unless seen in the office that day or deemed medically necessary, we do not authorize school to be missed. We strongly encourage children to attend school and to be involved in extracurricular activities.

12. Office Hours: 8:00 AM-4:00 PM
After 4:00 PM, if there is a medical emergency or your child has GI-associated illness, call **716.323.2000** and ask the operator to page the GI doctor on-call.

***Please limit after hour calls to issues that cannot wait until the next business day.**

Phone: 716.323.0080

Fax: 716.323.0295

OUTPATIENT CENTERS

Conventus

1001 Main Street, 4th Floor
Buffalo, NY 14203

University Commons

1404 Sweet Home Road, Suite 5
Amherst, NY 14228

Southwestern Office Park

4535 Southwestern Blvd., Suite 712
Hamburg, NY 14075

FOR MORE INFORMATION,
PLEASE VISIT US AT
UBMDPEDIATRICS.COM.

DIVISION OF GASTROENTEROLOGY & NUTRITION



ABOUT US

The Division of Gastroenterology & Nutrition is part of UBMD Pediatrics and is affiliated with the Jacobs School of Medicine and Biomedical Sciences at the University at Buffalo.

Our mission at UBMD Pediatrics is to be the premier care provider for infants, children, adolescents, and young adults in Western New York and beyond by:

- Delivering excellent family-centered medical care with compassion and advocacy
- Pursuing innovation & research that enable the treatment and prevention of pediatric diseases
- Teaching health care professionals & students

WELCOME

Our goal is to prevent, diagnose and treat gastrointestinal, nutritional, hepatic, and pancreatic disease in children from birth through young adulthood. All providers strive to provide the best medicine for your child. We use evidence-based medicine and national algorithms that suggest to improve health outcomes.

We are a teaching facility which educates fellows, residents, students, and health care providers in New York State. To advance the understanding of gastrointestinal, nutritional, liver, and pancreatic diseases in children, our faculty performs basic and clinical research, publishes articles in journals and serves on national policy-making committees.

CARE TEAM

Your Gastroenterology & Nutrition care team will include attending and fellow physicians, nurse practitioners, procedure nurses, and dietitians along with the clinical staff (i.e. nurses, medical assistants).

WE TREAT

We specialize in the diagnosis and treatment of nutritional gastrointestinal problems, including but not limited to:

- inflammatory bowel disease
- reflux disease
- diarrhea
- constipation
- peptic diseases
- liver diseases (including hepatitis B and C, autoimmune hepatitis, metabolic liver diseases, preparation for and follow-up after transplant)
- Crohn's disease
- celiac disease
- eosinophilic esophagitis

SERVICES & PROCEDURES

New patient appointments are scheduled by the primary care physician's office. Follow-up appointments can be scheduled by the parent or guardian. New patients are seen by the physicians, and follow-up appointments are scheduled with a nurse practitioner, depending on diagnosis and appointment availability.

TESTS

When testing is ordered for your child, laboratory (blood, urine, or stool) and/or radiology (X-rays, upper GI, CT scans, MRIs) we ask that you use the services at Oishei Children's Hospital. This will allow our staff quick access to the results. If you choose to use an outside facility or your insurance requires you to, we ask that you have the results faxed to us (number is on each prescription). Please be patient if you use an outside facility because often there is a delay in getting results to our office. We do not routinely call parents back with normal lab results, but we do contact you with abnormal results.

PROCEDURES

If a procedure is requested for your child, such as an endoscopy, colonoscopy, biopsy, or Remicade infusion, it will be arranged through our procedure nurse. Most outpatient procedures are performed in the procedure area or operating room at Oishei Children's Hospital. Biopsies are routinely obtained during procedures and a follow-up appointment will be scheduled at the time of the procedure to review the results. Many insurance providers require prior authorization for testing, which can cause delays.

**TO SCHEDULE AN APPOINTMENT,
PLEASE CALL 716.323.0080.**