

The Center for  
Liver Disease  
& Transplantation  
P a t i e n t   G u i d e



Dear Patient,

Welcome to the Center for Liver Disease and Transplantation (CLDT) at NewYork-Presbyterian Hospital/Columbia and NewYork-Presbyterian/Weill Cornell. You have been scheduled for an appointment for professional services related to your liver care. This brochure is designed to answer some of the questions you may have about our practice.

Our multidisciplinary center is staffed with experts in liver disease and transplantation, offering a complete program of comprehensive liver care in one location. We are committed to providing the best care and support available for you and your loved ones, as well as the best customer service, while collaborating effectively with your referring physicians. Our research mission, through which we continually develop knowledge about liver disease and transplantation, enables us to benefit our patients, as well as all people with liver disease. Our team members include hepatologists, surgeons, nurse practitioners, transplant coordinators, physician assistants, psychiatrists, social workers, financial coordinators, nutritionists, research coordinators, pharmacists, and administrative personnel.

This brochure will be your guide in understanding how the Center operates. It provides details on how appointments are managed, the best way to obtain and receive any referrals you may require, an overview of how we schedule tests, and answers to questions about insurance and billing.

CLDT Columbia

Toll-free: 877-LIVER-MD.

Adult division: 212-305-0914

Pediatric division: 212-305-3000

Billing: 212-305-8582

CLDT Weill Cornell

646-962-LIVER



## **Office Appointments**

Your appointment with a CLDT clinician is arranged through our administrative staff, either in our outpatient clinic after you complete an appointment, or via our main telephone number, 212-305-0914. We request that you telephone us about any cancellations at least 24 hours prior to the visit. If you miss three visits without cancelling or calling to notify us, we reserve the right to refuse to make further appointments. Our automated appointment confirmation system will remind you of your appointment 48 hours in advance. Patients who arrive more than 10 minutes late will typically be rescheduled to avoid delays for other patients. We ask that you please keep in mind that it is sometimes difficult for us to avoid delays as they are often related to patient emergencies. We request your patience and understanding.

## **Your Experience at the CLDT**

We take pride in the compassionate care we provide to our patients and strive to respond to each patient's concerns about treatment. It is our policy to be honest with you about your medical condition, to offer you every treatment option that can benefit you, to review your test results in a timely fashion, and to collaborate with your other health care providers.

## **Test Scheduling**

*Tests at the Center:* Prior to tests at the Center being scheduled, they must be authorized and approved by your insurance company. Our scheduling team will secure authorization from your insurance company, schedule the test, and contact you via phone and by mail regarding the time and location of the test. They will also let you know if any special preparations need to be completed before the test. The amount of time required for insurance approval varies by insurance company, and this process can take up to two weeks.

*Tests outside the Center:* Your primary care physician's office secures insurance company approval for these tests. You are responsible for scheduling the test appointment directly with the facility performing the test.


Please remember: if you need an interpreter, you must inform our scheduler when they contact you.

If you are unable to attend a test that has been scheduled, please contact the test center at least 24 hours in advance at the phone number on your test appointment letter. You are responsible for rescheduling the test. Keep in mind that many test facilities will not reschedule tests if a patient repeatedly fails to appear and fails to cancel appointments in advance.

Except in the case of urgent procedures, please allow two weeks for us to schedule your test before contacting our office.

## **Test Results**

If your lab results are straightforward, we will communicate them to you by telephone or Relay Health (see the "Emailing" section of



this brochure for more information about this convenient electronic communication system).

If you give written permission, we can give your results to your spouse or another family member. But please keep in mind that your clinician may require that you come for an office visit to discuss your results. It is our policy to discuss certain test results in person. These include radiology tests, biopsy results, and HIV test results.

### **Insurance/Billing**

It is important that you become familiar with your insurance plan. It is your responsibility to keep your insurance active and notify us of any changes.

If you have questions about your insurance or if you find your plan unclear, we ask that you contact your insurance carrier directly or call your company's employee benefits department for assistance. If you have done this and still have questions, please contact our office and ask to speak with a billing representative.

It is our policy to collect outstanding co-payment, deductible, and co-insurance amounts at the time of your visit. Methods of payment include cash, money orders, checks, or Master Card and Visa. We do not accept American Express or Discover.

### **Referrals**

*If your visit requires a referral from your primary care physician please bring it with you to your appointment. If you do not, we may need to reschedule your visit.*

As a specialty practice, we are not authorized to grant referrals. If

## **Quick Reference**

### ***Appointments and Scheduling***

- Please know that we will make an emergency appointment for you if you are ill, but under normal circumstances you will be scheduled for the next available appointment.
- Please arrive to your scheduled appointments on time, or call to cancel at least 24 hours in advance.
- Patients who arrive more than 10 minutes late will typically be rescheduled to avoid causing delays for other patients.

### ***What to Bring to Your Appointment***

- Referral documents
- A complete written list of your medications with dosages
- A list of your other health care providers, including their names, phone numbers and addresses, so that we may communicate with them about your care

### ***Medical History Interview***

We will need to know about all your present and past health conditions. We also need to know what treatments you have received in order to arrive at an understanding about your current health and provide appropriate recommendations.



one of our clinicians recommends that you see a specialist such as a cardiologist or pulmonologist and your insurance policy requires a referral, you are responsible for obtaining it from your primary care physician.

It is essential that you keep a record of the number of referral visits granted by your insurance company and that you track how many you have used.

### **Patient Information**

We need to be able to contact you regarding

- Lab results • Organ offers • Other urgent matters

For this reason, it is imperative that at each office visit you review and update your phone number and address that we keep on file. If this information changes, please call us right away to let us know. We ask that you provide us with daytime, nighttime, and mobile phone numbers.

### **Medical Records**

If you would like a copy of your medical records, please send or fax us a signed and dated written request indicating to whom and where the records should be sent. If you want copies sent to more than one location, we will send the records to your home and ask that you make copies and provide them to the locations that require them.

At this time there is no charge for this service. Please allow approximately 1 1/2 weeks turnaround time. If a medical provider needs your records sooner, let us know and we will try to expedite the process.

### ***Your Contact information***

We will ask you to fill out forms telling us your address, phone numbers, and email address, if you have one. It is critical that you notify us promptly about changes in your contact information.

### ***Referrals***

- If your health insurance requires a referral for your visit to the CLDT, please bring it with you to your appointment. If you do not, we will need to ask you to pay for your visit in full, or we will reschedule your visit.
- If one of our clinicians recommends that you see a specialist and your insurance policy requires a referral, you are responsible for obtaining it from your primary care physician.

### ***Contacting the CLDT***

CLDT Columbia

Toll-free: 877-LIVER-MD • Adult division: 212-305-0914

Pediatric division: 212-305-3000 • Billing: 212-305-8582

CLDT Weill Cornell

646-962-LIVER



## **International Patients**

If you are visiting us from another country and require assistance, our International Services office is here to help, and may be reached at 212-305-4900.

## **Communicating with the Center**

Your phone call to the CLDT will be returned within 24 hours. If your call is urgent, please let us know when you call so we can locate your physician and expedite your call.

When leaving a message, please realize that most of our clinicians see patients during the daytime hours and return calls at the end of the day. For this reason you will be asked to provide both daytime and evening phone numbers.

The staff members who answer our phones are trained to ask you to leave a detailed message. This ensures that your message is received by the correct person, and that the clinician who receives your message has enough information to answer your question properly. Some questions and issues can be answered or resolved without speaking with the nurse practitioner or physician, which means the response will be handled rapidly. Providing detailed information is essential. Refusal to provide this information may delay your return phone call.

## **Prescriptions**

If you require medication refills, we will call them into your pharmacy or send an electronic prescription to the pharmacy via Relay Health. Please provide the following information when you talk to a CLDT staff member about obtaining a refill:

- Name of your medication
- Your dosage
- Your pharmacy phone number
- Your phone number
- Whether you want a one-month or three-month supply (depends on your prescription benefits)

### ***We cannot give you refills or prescribe medication:***

- If you have not been seen in our office within one year
- If you have not maintained the laboratory testing schedule recommended by your CLDT clinician
- If the medication is not prescribed by the CLDT team
- If the medication is being used to treat conditions other than those related to your liver disease
- If it is for pain medication that is not related to your liver condition or to post-operative healing of procedures the Center has performed





## **Calls after Business Hours**

A physician from our center is “on call” 24 hours per day, seven days a week. If you have an emergency after the office closes at 5:00 pm, you can page the physician on call, who may be at home and will call you back. The physician on call can be reached by dialing the CLDT main number, 212-305-0914.

### ***You are encouraged to call after hours:***

- If you have a change in your medical condition (such as fever, bleeding, confusion, or new pain)
- If you have a question about your medication
- If you have a medical condition that requires an immediate response and cannot wait until the morning

Please note: inquiries about lab results, appointment scheduling, medication refills, and non-emergency questions should be directed to the main office staff between the hours of 9:00 am and 5:00 pm. *Dire emergencies should be handled by calling 911.*

## **Call Intercept**

It is extremely important that you disable the call intercept and call blocking functions on your phone line. If either feature is enabled when a member of our staff tries to contact you, we will not continue to try to reach you. This puts you at risk for missing important calls, including organ offers.

Our staff will often call you from their homes, and their phone numbers will appear on your Caller ID as “private caller.” Our staff will not dial \*82 to unblock their phone number for you. Remember: if you have call blocking turned on, you will not receive this call. You can call your phone carrier to get the code to temporarily disable these features.

## **Emailing**

NewYork-Presbyterian Hospital participates in Relay Health System, an efficient and secure web-based medical communication site. To sign up for this HIPAA compliant service, log on to [www.relayhealth.com](http://www.relayhealth.com) and register with each of your providers. Patient privacy laws prevent us from emailing outside of Relay Health.

This system, which is suitable for non-urgent requests, enables you to electronically communicate with our team. It also enables you to obtain lab test results and prescription refills, which are forwarded directly to you or the pharmacy via email. The site also contains all instructions that we provide at the Center. These can easily be printed out for future reference. Communicating with your provider on Relay Health is free of charge.

A “web consult” service providing answers to detailed medical questions (synonymous to an office visit online) is available, but involves a fee.

Messages you send to the CLDT via Relay Health will usually receive a reply on the same business day, and at most within two business days.



## **Disability Forms**

If you have had surgery or a liver transplant at the CLDT, we will take responsibility for your disability forms. However, disability paperwork prior to your surgery at the CLDT must in most cases be handled by either your primary care physician or by your referring physician.

We will need the following information in order to fill out your disability forms:

- The date that you last worked
- The symptoms that make you disabled
- The date you plan to return to work
- A signed and dated release for us to fill this paperwork out

Please allow five business days for us to complete these forms.

## **Jury Duty**

It is the philosophy of our center that every United States citizen participate in the judicial system. Even our clinical staff is called to serve.

We will not grant jury duty doctor's excuse requests if the patient does not have a truly disabling medical condition.

## **Medical Alert Bracelets**

All patients who are on the waiting list for a liver transplant or who have received a liver transplant are encouraged to obtain a medical alert bracelet. Our social work department carries the forms that you may use to order a medical alert bracelet, or you can obtain one by calling MedicAlert® or going to their website. 888-633-4298/[www.medicalert.org](http://www.medicalert.org)

If you have questions about whether you need a medical alert bracelet, we can advise you.

## **Communication**

We care for you in collaboration with your primary care and referring physicians, keeping them updated about your treatment plan. This is accomplished via written correspondence sent after every office visit and periodically in between visits. As your referring physician(s) continue to follow your progress, it is important for both you and your doctor(s) to keep the Center updated on changes in your medical condition. Please see the Quick Reference section in the center of this brochure for full information about how to contact us.



## **Transportation and Parking**

*To get to NewYork-Presbyterian Hospital/Columbia University Medical Center in upper Manhattan:*

### **By Subway or Bus**

Take the 1, A, or C subway lines or the M2, M3, M4, M5, or M100 bus lines to 168th Street.

### **By Car**

From lower Manhattan, take the West Side Highway northbound to Riverside Drive southbound (exit 17). Turn left onto 165th Street and left onto Fort Washington Avenue.

From the George Washington Bridge, take the Henry Hudson Parkway (West Side Highway) southbound. Bear right onto Riverside Drive southbound. Turn left onto 165th Street and left onto Fort Washington Avenue.

There is valet parking in front of the Milstein Hospital and Morgan Stanley Children's Hospital buildings, or you may park in the hospital lot on Fort Washington Avenue between 164th and 165th Streets. The CLDT cannot validate or waive any parking-related fees at these facilities.

*To get to the Center for Liver Disease and Transplantation at NewYork-Presbyterian/Weill Cornell Medical Center at 1305 York Avenue at 70th Street:*

### **By Subway**

Take the number 6 subway line to 68th Street and walk/take the M66 bus eastbound four blocks to York Avenue.

### **By Bus**

Take the M31 to the East 69th Street stop, directly in front of NewYork-Presbyterian/Weill Cornell. (The M31 travels north and south on York Avenue, and across town on 57th Street.) Crosstown buses M30, M66, and M72 allow you to transfer to the M31 at York Avenue.

### **By Car**

Approaching from south of East 68th Street, take the FDR Drive northbound to the 61st Street exit. Make a right onto York Avenue and drive north to 68th Street.

Approaching from north of East 68th Street, Take the FDR Drive southbound to the 71st Street exit. Make a left onto York Avenue and drive south to 68th Street.

*The following garages are available on the NewYork-Presbyterian/Weill Cornell campus:*

Greenberg, 525 E. 68th St.      Payson, 426 E. 71st St.  
Phipps House, 1285 York Ave.      Helmsley, 507 E. 70th St.  
Payment at NewYork-Presbyterian/Weill Cornell garage facilities is by cash only.

Valet parking is available in front of the NewYork-Presbyterian hospital building on the Weill Cornell Medical Center campus for a fee.

## **Adult Division**

**Center for Liver Disease and Transplantation and  
Center for Liver Malignancies**

**NewYork-Presbyterian Hospital/  
Columbia University Medical Center**

622 W. 168th St., 14th floor

New York, NY 10032

Phone: 877-LIVER-MD

Fax: 212-305-4343

**Center for Liver Disease and Transplantation**

**NewYork-Presbyterian Hospital/**

**Weill Cornell Medical Center**

1305 York Ave., 4th floor

New York, NY 10021

Phone: 646-962-5483

Fax: 646-962-0363

## **Pediatric Division**

**Center for Liver Disease  
and Transplantation Pediatrics  
NewYork-Presbyterian Hospital/  
Columbia University Medical Center**

622 W. 168th St., 14th floor

New York, NY 10032

Phone: 212-305-3000

Fax: 212-342-2996

**Hours:**

**9am-5pm M-F**

**Emergency only 5pm-9am**

**[www.livermd.org](http://www.livermd.org)**