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646-962-LIVER

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This system, which is suitable for non-emergent 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.

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Communication
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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

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**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.
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**Contacting the CLDT**

CLDT Columbia
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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
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**NewYork-Presbyterian**
The University Hospital of Columbia and Cornell

**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
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NewYork-Presbyterian
The University Hospital of Columbia and Cornell

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New York, NY 10021
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