**Yale New Haven Children's Hospital**
**Yale Department of Pediatrics**

# One-Call Program Frequently Asked Questions

1. **Which specialties are included in the One-Call Program?**
   - Currently the following specialties are a part of the One-Call Program.

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| Adoption | Nephrology |
| Allergy/Immunology | Neurology |
| Bone Clinic | Obesity |
| Cardiology | Respiratory |
| Developmental/Behavioral Pediatrics | Rheumatology |
| Endocrinology | Spina Bifida |
| GI | Thyroid Center |
| MDA/Neuromuscular | Type 2 Diabetes |

   - Because we are adding additional specialties to the One-Call Program on a regular basis, you should always download the latest New Patient Referral Form/Flow Diagram (which includes the list of specialties included in the One-Call Program) from the web (http://www.yalemedicalgroup.org/about/refer.html or www.yalepediatrics.org).

2. **How are appointments scheduled?**
   - Appointments are scheduled in one of two ways.
     (1) Call 203-785-4081 Option #1 to schedule appointment or (2) Fax referral to 203-737-7635.

3. **Who can initiate an appointment?**
   - If scheduling by phone, anyone (referring provider, referring provider office, patient/parent) can call 203-785-4081 Option # 1 to schedule the appointment. CALLER MUST KNOW THE PATIENT'S BASIC DEMOGRAPHIC DATA AND REASON FOR REFERRAL.
   - If scheduling by fax, the referring provider must complete the Pediatric Specialty New Patient Form and fax it to 203-737-7635.

4. **How will I know an appointment has been scheduled?**
   - Whether the appointment is scheduled by phone or by fax, the One-Call schedulers will fax the Pediatric Specialty New Patient Form to the referring/primary care provider office with the patient's appointment date/time clearly marked.

5. **Where do I send office notes/pertinent information?**
   - If the appointment is scheduled by phone, the One-Call schedulers will fax a pre-populated Pediatric Specialty New Patient Form to the referring/primary care provider office to complete and fax (203-737-7635) back with pertinent medical records.
   - If the appointment is scheduled by fax, you can fax pertinent medical records at the same time you fax the completed Pediatric Specialty New Patient Form to the number indicated on the form.

6. **What if I want to talk to one of the specialists before making the referral?**
   - To speak to one of the specialists before making the referral, call the specialty office directly. Numbers are located on the pediatric website (www.yalepediatrics.org).