

# Physician Services Team

www.archildrens.org • Arkansas Children's Hospital • Referring Physician Line: 501-364-5901 / 800-777-7700



**501-364-5901**  
**1-800-777-7700**

Need to make a referral to one of our outpatient specialty clinics? Trying to obtain additional information about your patient's visit to Arkansas Children's Hospital (ACH)? Let us help! Call our Physician Services team toll free at 1-800-777-7700 or locally at 501-364-5901. The professionals in our office want to assist you with any and all of your ACH needs, including appointment scheduling, communication regarding your patient, physician to physician consults, general questions and/or concerns. You can reach one of the Physician Services team members in person Monday through Friday, 8 a.m. to 5 p.m. When all of our team members are helping other customers or after hours, a voice menu will offer you the choice of being connected directly to the hospital switchboard (press "1") or leaving a voice-mail message for the Physician Services team (press "2"). Messages left during business hours will be returned promptly (the same day), and messages left after hours will be returned the next business day.

Our team is dedicated to making your life easier. We want to be an extension of your staff — inside Arkansas Children's Hospital. The next time you need a service or information from ACH just give us a call or e-mail at:

wilcoxsonmm@archildrens.org,  
gazettep@archildrens.org, or  
mondayee@archildrens.org.

**Visit the  
"Content for Physicians"  
section on our Web site  
at [www.archildrens.org](http://www.archildrens.org)**



1 Children's Way  
Little Rock, AR 72202-3591  
[www.archildrens.org](http://www.archildrens.org)

*\* Photography by Kelley Cooper  
and Arkansas Children's Hospital*

## Dear Fellow Physician:

Thank you for your interest in Arkansas Children's Hospital. We know your patients' needs come first, so we've designed this directory to aid you in determining the physicians and programs that will best serve those needs.

If you have questions or would like to request further assistance, please call the Referring Physician Line toll free at 1-800-777-7700 or locally at 501-364-5901. The professionals in this office want to work with you in contacting the physicians you want to consult and help you make appointments for your patients when you know which clinic or doctor your patient needs.

We are proud of the diverse services offered to all children at Arkansas' only pediatric medical center. Arkansas Children's Hospital's medical staff – both University of Arkansas for Medical Sciences' faculty and community-based pediatric specialists – are available and provide up-to-date, family-centered care. We will make sure you receive information on your patients' progress, and we are available at all times to discuss their progress or problems with you.

We look forward to serving you and your patients.

Warmest regards,



Jonathan Bates, MD  
*President & Chief Executive Officer*  
Arkansas Children's Hospital



R. Whit Hall, MD  
*Chief of Staff*  
Arkansas Children's Hospital



Bonnie J. Taylor, MD  
*Senior Vice President  
& Medical Director*  
Arkansas Children's Hospital



Richard F. Jacobs, MD  
*Chairman*  
Department of Pediatrics, UAMS



Arkansas Children's Hospital is the comprehensive clinical, research and teaching affiliate of the University of Arkansas for Medical Sciences. UAMS pediatric faculty physicians and surgeons are on the staff at Arkansas Children's Hospital.

## Administration



Jonathan Bates, MD  
*President & Chief Executive Officer*



Bonnie J. Taylor, MD  
*Senior Vice President  
Medical Director*



Scott Gordon  
*Executive Vice President*



David Berry  
*Senior Vice President  
Chief Operating Officer*



Lori Brown  
*Senior Vice President  
Chief Nursing Officer*



Gena Wingfield  
*Senior Vice President  
Chief Financial Officer*



Darrell Leonhardt  
*Senior Vice President  
Chief Information Officer*



Tom Bonner  
*Senior Vice President  
Public Affairs*



Carole Zylman  
*Senior Vice President  
of Medical Services*



John Bel  
*President  
ACH Foundation*

## Mission Statement



In order to enhance, sustain and restore the health and development of children, Arkansas Children's Hospital provides excellent clinical services, teaching and research. ACH is committed to working with others to achieve high quality, cost-effective, fully accessible services for Arkansas' most precious resource — our children — without regard to race, religion or inability to pay.

## About ACH

Arkansas Children's Hospital, a private, non-profit institution, is the only pediatric medical center in the state and is one of the ten largest in the nation. With 280 licensed beds, Arkansas Children's Hospital is a tertiary care, regional referral center treating children from birth to age 21, who come from every county in Arkansas and many nearby states.

### ACH FACTS AND FIGURES

- 13,890 patient admissions last year
- 44,433 Emergency Department visits last year
- 60,496 General Pediatric Clinic visits last year
- 269,497 total outpatient visits last year

### ANGEL ONE TRANSPORT SYSTEM

Arkansas Children's Hospital offers a state-of-the-art, intensive-care transport system for bringing critically-ill newborns and children to ACH from their referring hospitals. The Angel One network includes two helicopters and three ground ambulances. A fixed-wing aircraft is available as needed. ACH transports over 2,200 patients a year.

### COMMUNITY OUTREACH

We at ACH believe that the community plays an important role in the lives of children. Therefore, we involve the community as much as possible in activities that promote ACH and children's health. Arkansas Children's Hospital has developed several community outreach activities that we feel positively impact the health, safety and wellness of children in our state. For more information on ACH's outreach programs, see page 132.



## Centers of Excellence

Arkansas Children's Hospital is committed to excellence. Our commitment to seeking excellence is reflected in every program and every employee in the hospital. Following is information about our programs designated as Centers of Excellence.

### **CENTER OF EXCELLENCE: VASCULAR ANOMALIES PROGRAM**

The Vascular Anomalies Center was named Arkansas Children's Hospital's first Center of Excellence in 1997. One in every ten children is born with a vascular anomaly such as a hemangioma or a vascular malformation and between 50 and 60 percent of them will require some form of treatment. Diagnosis is critical in guiding therapy and is often incorrect outside of centers that specialize in the care of patients with these lesions. At Arkansas Children's Hospital, a comprehensive, multi-disciplinary program has been developed to diagnose and treat children and adults with all types of vascular anomalies. This program has become one of the leading centers of its kind and serves patients from all over the United States as well as from other parts of the world. The ACH Vascular Anomalies Center is staffed by a closely integrated multi-disciplinary team of physician specialists and related support staff representing the disciplines of Otolaryngology/Head and Neck Surgery, Pathology, Radiology, Dermatology, Pediatrics, Orthopedic Surgery, and Pediatric General Surgery. Clinical team members work together to provide state-of-the-art care appropriate for each individual patient.

Teaching, like clinical practice, is an important function of the ACH Vascular Anomalies Program. Team members instruct medical students and residents about vascular anomalies and other subjects in their disciplines and provide specialized training to practicing physicians from all over the United States and abroad regarding technical aspects of vascular anomaly diagnosis and treatment. Research is also an important element of the Center and utilizing the strength of the multi-disciplinary approach. With the goal of not only continually advancing treatment options, but also discovering fundamental mechanisms of the underlying disease processes, team members have pioneered a number of significant advances in the field. For more information on ACH's Vascular Anomalies Program, visit [www.birthmarks.org](http://www.birthmarks.org).

#### *Specialists*

Lisa Buckmiller, MD  
James Y. Suen, MD, FACS  
Charles A. James, MD  
Gal Shafirstein, PhD  
Richard W. Nicholas, Jr., MD  
David Becton, MD  
Diane Bussard, RN  
Chun Yang Fan, MD, PhD  
Jay Kincannon, MD  
Richard J. Jackson, MD  
Emily Copeland, RN  
Gresham Richter, MD  
Emre Vural, MD  
Jessica Blackwell, CRS

#### *Days*

Mondays all day — General Vascular Lesions  
Fourth Wednesday afternoon — Vascular Team Clinic

#### *Appointments*

501-364-7546  
Fax: 501-364-1935

#### *Director*

Lisa Buckmiller, MD

#### *Location*

ENT Clinic  
Main Hospital, 1st Floor

#### *Web site*

[www.birthmarks.org](http://www.birthmarks.org)

## CENTER OF EXCELLENCE: NEUROSCIENCE PROGRAM

Arkansas Children's Hospital's Neuroscience Center of Excellence offers patients and their families a comprehensive and coordinated center for the treatment of brain, nervous system and neuromuscular disorders. ACH's Neuroscience Center is the only program in Arkansas devoted to pediatric neurology and neurosurgery.

Established clinics include the Pediatric Neurology Clinic, Epilepsy Clinic, New-Onset Seizure Clinic, Muscular Dystrophy Clinic, Cerebral Palsy Clinic, Brain Tumor Clinic, Spina Bifida Clinic, Pediatric Neurosurgery Clinic,

Craniofacial Clinic, Pain Clinic, Head Injury Clinic, Spasticity and Intrathecal Baclofen Pump Clinic, Neurodevelopmental and Neurobehavioral Clinic, Neuromuscular Clinic, Neurology Headache Clinic, Neurocutaneous Clinic and comprehensive Neurophysiology Laboratory. During these clinics, physicians, nurses and other professionals who specialize in neurological and neurosurgical disorders evaluate, treat and follow up on children. This team approach offers the most comprehensive care possible.

For more detailed information on ACH's neuroscience clinics and other services, see pages 86-93.



## ACH Key Phone Numbers: Inpatient Services

Call **501-364-1185** to speak to the admitting resident about referring a child for inpatient admission or treatment.

### ANGEL ONE TRANSPORT - 24 HOURS A DAY

**1-800-ACH-HELP (1-800-224-4357)**  
or **501-364-6429** in Pulaski County.

This number will connect you directly to Angel One Dispatch where you will receive immediate assistance with your transport needs. You will be connected with a physician in the appropriate intensive care service per your needs.

### EMERGENCY DEPARTMENT - 24 HOURS A DAY

**501-364-1185**

The Arkansas Children's Hospital Emergency Department is staffed 24 hours a day and is always available to ill or injured children.

### NEONATAL CONSULTATION - 24 HOURS A DAY

**1-800-ACH-HELP  
(1-800-224-4357)**

This number allows you to call, at your convenience, and talk with your neonatal patient's attending physician.



## ACH Key Phone Numbers: Outpatient Services

ACH has over 80 specialty clinics. To refer a child to any of these clinics, you may call one of the Referring Physician Line numbers: **501-364-5901** or **800-777-7700**. The Physician Services team will remind you when an intake form initiates the appointing process or will transfer you to the appropriate appointment line when additional forms are not necessary. When providing ACH phone numbers to parents of your patients, please instruct them to call the Appointment Center direct at 501-364-4000.

### MANAGED CARE REFERRAL LINE

**1-800-831-0538**

or **501-364-1291** in Pulaski County.

Monday-Friday, 7:30 a.m. to 4:30 p.m., this line leads directly to Insurance Specialists at Arkansas Children's Hospital who will facilitate any referrals you might need from ACH primary care physicians.

### OUTREACH/COMMUNITY PROGRAMS

**501-364-KIDS (501-364-5437)**

If you are interested in bringing one of our many outreach programs to your area, please contact the Community Outreach Department at the number above.

### PHYSICIAN SERVICES/CONSULTATION

Toll free at **1-800-777-7700**

or locally at **501-364-5901**

The Physician Services team operates Monday-Friday, 8 a.m. to 5 p.m., and is staffed by experienced individuals who will guide you through the appointing process and/or direct your call to the appropriate extension. In addition, this department can set up physician-to-physician calls and assist you with a number of troubleshooting issues.

### WEB SITE ADDRESSES

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

(ACH main page)

**[achri.ach.uams.edu](http://achri.ach.uams.edu)**

(ACH Research Institute)

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

(ACH Centers of Excellence)

## WEST LITTLE ROCK SPECIALTY CLINIC

### 501-364-8957

This clinic offers the following specialties: Adolescent Eating Disorder Clinic; Asthma Clinic; Fitness Clinic for pediatric overweight; Headache Clinic; Parent/Child Interaction Therapy; and Adolescent Psychology. The clinic, located at 11215 Hermitage Road, Suite 202, operates Monday-Friday, 8 a.m. to 4:30 p.m. Adolescent group therapy, Monday and Thursday, 4:30 p.m. to 7 p.m.

## APPOINTMENT CENTER

### 501-364-4000

**Fax: 501-978-6440**

The Appointment Center schedules patient appointments and handles referrals for outpatient clinics and related ancillary services. The Appointment Center provides clinic scheduling services Monday through Friday, 7 a.m. to 10 p.m., and Saturday and Sunday, 8:30 a.m. to 9 p.m. for the following:

SERVICE	MENU OPTION
Adolescent.....	1
Allergy .....	6
Audiology.....	2
Continuity .....	1
Dermatology .....	6
Diabetes .....	6
Endocrinology .....	6
ENT .....	2
Eye.....	3
Genetics .....	6
G.I. ....	5
GPC.....	1
Hematology .....	7
Immunology .....	6
Infectious Disease .....	6
Interventional Radiology.....	6
Nephrology (follow-up only) .....	6
Nutrition .....	5
Orthopaedics.....	8
Pediatric Diagnostic Clinic.....	6
Plastic Surgery.....	5
Pulmonary .....	6
Rheumatology.....	6
Speech .....	2
Surgery .....	5
TB Chest.....	6
Urology .....	3
WHAM (Wellness, Health, Action & Motivation) Clinic.....	5
WLR Fitness .....	5
Spanish (for above services) .....	9

# Helpful Information for Families

## PARENTS AND VISITORS

We know that visitors are important for both you and your child's support and encouragement, and may actually speed recovery. Generally, parents are encouraged to stay as long as they wish; however, each unit and your child's current condition determine the number of visitors and length of visits permitted.

Clergy and other visitors are welcome to visit between 9:00 a.m. and 9:00 p.m. daily.

Well children of any age may visit with parental supervision in the waiting rooms and in some patient rooms. It is a good idea to bring several favorite, quiet toys or games from home to entertain young children.

Siblings and friends are a very important part of hospitalization, but ask your nurse about the visiting policy of your particular unit. Visiting a patient in an ICU for the first time can be hard for young children because the sights and sounds are new to them. Child Life Specialists are available to prepare young visitors.

Children under 18, other than patients or parents/guardians of patients, may not spend the night in the hospital.

## OVERNIGHT ACCOMMODATIONS FOR FAMILIES

Our hospital has many types of patient care areas; however, in general, we attempt to provide sleeping arrangements for two family members per patient either in the patient's room or in the waiting room. In most cases, there is only room for one parent/guardian in the patient's room. A second parent/guardian may sleep in one of our waiting rooms. All accommodations in our waiting rooms are on a "space-available" basis. A "Guide to Nearby Lodging," "Guide to Area RV Parks," and referrals to the Ronald McDonald House across the street from the hospital are available through the Family Support Assistant.

## SAFETY

### SMOKING

For the health of our patients and in accordance with state law, ACH is a non-smoking campus. In order to smoke, you must go outside the campus boundary. Please see the ACH map for campus boundaries.

### PARKING

When parking at ACH, please remember to lock your vehicles and keep all valuables out of sight. If Security assistance is needed on the parking lots use the nearest Emergency Call Box or call Security direct at 364-4353 or within the buildings call extension 4-4353.

### CELL PHONES

Because the safe use of cell phones in critical care areas has not been agreed upon nationwide, we restrict their use in these areas: Burn Center, Emergency Department, Surgery, Ambulatory Surgery, CVOR, PACU and the ICUs.

## FINANCIAL ASSISTANCE

For families needing financial assistance on their medical bill(s), Financial Counselors are available from 7 a.m. until midnight, Monday through Friday and from 9:30 a.m. until 6 p.m. on Saturday and Sunday. They are located in Admissions, Emergency Department, Outpatient Surgery and clinic areas.

The Financial Counselors will privately discuss the financial status of the family and evaluate them for assistance. Financial Counselors are qualified to take and process applications for Medicaid (Medically Needy and SOBRA\*), ARKids First, TEFRA\*\*, Children's Medical Services and the ACH Financial Assistance Program. Financial Counselors will assist the families in obtaining the information needed for approval.

Children with long-term disabilities may also qualify for assistance even if they are covered by an insurance plan.

To reach a Financial Counselor, call 1-800-280-1230 or 501-364-1230 in Pulaski County.

\* SOBRA is a higher-income level of Medicaid for children born after September 30, 1983.

\*\* TEFRA is aid for disabled children requiring medical supervision for at least 12 months.

## PHARMACY DEPARTMENT

Arkansas Children's Hospital operates both inpatient and outpatient pharmacies. The Inpatient Pharmacy provides a full range of contemporary services to the patients of Arkansas Children's Hospital. The Outpatient Pharmacy also provides a full range of services. However, it must also abide by patients' managed care contracts and third party payer requirements for participating plans by collecting required co-payments and fees. Patients with non-participating plans (plans that do not allow outpatient pharmacy services to be covered at ACH) will be required to pay for their prescriptions at the time of service or will be directed to seek services at pharmacies covered by their insurance plan. The Outpatient Pharmacy works with ACH financial services to approve prescriptions for those uninsured patients needing financial assistance.

### *Inpatient Pharmacy hours:*

24 hours a day, 7 days a week  
501-364-4698

### *Outpatient Pharmacy hours:*

Monday-Friday, 8 a.m. to 6 p.m.  
501-364-1223