

# Vanderbilt Pediatric Gastroenterology, Hepatology, and Nutrition

Doctor's Office Tower 10<sup>th</sup> Floor Location: 2200 Children's Way, Nashville, TN, 37232

Monroe Carell Jr. Hospital at Vanderbilt-Franklin: 2105 Edward Curd Lane, 2<sup>nd</sup> Floor, Franklin, TN, 37067

Ayers Children's Medical Center-Jackson: Outpatient Specialist Clinic: 620 Skyline Drive, Jackson, TN, 38301

Vanderbilt Children's Clinic 100 West 4<sup>th</sup> Street, Suite 320, Cookeville, TN, 38501

Vanderbilt Children's Clinic 262 New Shackle Island Road, Suite 207, Hendersonville, TN, 37075

***The preferred method for communication with your provider, requesting medication refills, and viewing lab and x-ray results is through: [MyHealthAtVanderbilt.com](https://myhealthatvanderbilt.com). For more urgent matters call us at the following numbers: 615-322-7449 (for GI, IBD, or Nutritional patients) or 615-343-2454 (for Liver or Liver Transplant patients).***

- **Medication Refills:**

- ✓ Please plan ahead and call for a refill when you have picked up your last refill from the pharmacy
- ✓ Request medication refills through [MyHealthAtVanderbilt.com](https://myhealthatvanderbilt.com) **Monday** through **Thursday** between 8am and 4 pm
- ✓ Or, you may call our office **Monday** through **Thursday** between 8am and 4pm for medication refills
- ✓ If you call for a refill on Friday, we may not be able to process your request until the following business week
- ✓ Allow **48** hours to process your refill request

- **Lab Results:**

- ✓ You may request and/or view lab results through [MyHealthAtVanderbilt.com](https://myhealthatvanderbilt.com)
- ✓ Allow one week for interpretation of lab results
- ✓ If you have not heard from our office after one week, send us a message through [MyHealthAtVanderbilt.com](https://myhealthatvanderbilt.com) or call our office

- **X-Rays and Other Radiologic Test Results:**

- ✓ Please allow one week for interpretation of your test results
- ✓ If you have not heard from our office after one week, send us a message through [MyHealthAtVanderbilt.com](https://myhealthatvanderbilt.com) or call our office

- **Questions about Endoscopy and Other Tests:**

- ✓ Refer to the following link for frequently asked questions: [www.childrenshospital.vanderbilt.org/gi-questions](http://www.childrenshospital.vanderbilt.org/gi-questions)
- ✓ Allow two weeks for interpretation of your test results. If you have not heard from us in 2 weeks, please send a message through [MyHealthatVanderbilt.com](https://myhealthatvanderbilt.com) or call our office
- ✓ If you need to cancel or reschedule a test, or if you have questions about the preparation for your child's procedure, please call our office and ask to speak to any of our nurses

- **Stool Samples:**

- ✓ If you do not live in the Nashville area, you have been given a lab request form to take to your child's pediatrician along with the stool sample
- ✓ If you have not been given a lab request form, you must bring the stool sample back to our office
- ✓ Please place the stool in each container that you are given. You may need to collect stool from more than one bowel movement so that you will have enough for testing
- ✓ The stool **must** be kept cold but **cannot** be frozen and the sample is only good for 24 hours
- ✓ You may bring the stool back to us Monday - Friday between **8am and 4pm**
- ✓ Call our office with any questions and ask to speak to any of our nurses

- **Cancelling & Rescheduling Appointments**

- ✓ If a follow-up appointment has been scheduled for you and you are not able to make it, we ask that you call at least 24 hours in advance so we can accommodate other patients in that time slot