

**Please read this letter entirely for important details about your appointment.** We want to welcome you to Children's Specialized Hospital. We look forward to meeting you and your child, and working together to provide the best care for your child and family. Please review the following information and contact us if you have any questions prior to your child's appointment at 1-888-Children (244-5373) and follow prompts for scheduling.

**To best prepare for your visit:**

- Complete registration through the *Check-in from Home* link prior to your appointment
- Bring form of ID of Parent/Legal Guardian (driver's license, passport, or valid state-issued photo ID)
- Bring referral/prescriptions (if required by insurance)
- Be aware of Co-payments/Deductibles/Co-insurance
- Bring Guardianship/Custody Paperwork, Authorization to Accompany Form (if applicable)
- Complete new patient forms provided by Children's Specialized Hospital (found on our website, link below) send completed paperwork to designated email prior to your visit
- Bring Medical Records, including radiology/imaging reports and films if applicable
- Compile a list of Medications
- Obtain latest evaluations and Individual Education Plan (IEP) if applicable
- Bring latest report card (for Medical appointments only)

**The Key to Your Child's Progress is Arriving on Time and Having Consistent Attendance:**

- Children's Specialized Hospital wants to partner with you and your child to ensure a successful visit. Please arrive 15 minutes prior to your appointment time.
- Arriving on time is important to allow for registration and any pre-visit assessments that need to be completed.
- In order to provide you and your child with the best care and time, we may need to reschedule your appointment if you arrive late.

**Day of Visit:**

- It is required that a parent or legal guardian is present for the initial appointment and **must stay** for the entire visit. Your **child must be present** for all appointments. Due to licensing requirements for Telehealth appointments, you and your child will need to be in the state of New Jersey. For any questions, please contact our Scheduling department: 1-888-Children (244-5373) and follow the prompts.
- If it is necessary for another person to bring your child to any future onsite or telehealth appointments, you must complete an **Authorization to Accompany Form** which can be found on our website (see link below). If you are not able to attend the visit, we ask that you try to be available by phone on the day of the appointment.
- Your therapist/medical provider is eager to discuss your child's treatment plan and any concerns you may have during the visit. We encourage you to come prepared with your questions and concerns that would be best addressed during your visit. We invite you to partner with us in safety - please see attached safety resource.
- For **Telehealth** appointments, you will receive a text notification with a Doxy link to access your appointment. Please refer to our website for additional information/resources: <https://www.rwjbh.org/childrens-specialized-hospital/patients-visitors/what-to-expect/telehealth/>

**Need to Cancel Your Appointment?**

If you need to cancel your appointment please call our Scheduling department and we will work with you to schedule a new day/time: 1-888-Children (244-5373) and follow the prompts.

**Press Ganey Surveys**

We value your feedback and you may receive a Patient and Family Satisfaction Survey from the Press Ganey Survey Company. We appreciate you taking the time to complete and return the survey.

**For more information on what to expect during your upcoming visit or directions to any of our locations, please visit our website: <https://www.rwjbh.org/childrens-specialized-hospital/patients-visitors/what-to-expect/outpatient/>. Thank you for choosing Children's Specialized Hospital for your child's care. We look forward to meeting you and your child.**

Updated: 12.1.22 – Welcome Letter

<b>Hours of Operation</b>	
<b>BAYONNE</b>	Monday - Friday 8:00am-7:00pm
<b>CLIFTON</b>	Monday – Thursday 8:00-7:00pm, Friday 8:00-6:30pm
<b>EAST BRUNSWICK</b>	Monday 10:30-8:00 pm, Tuesday-Friday 11:30 am-8:00 pm, Friday 9:00 am – 5:30 pm
<b>EGG HARBOR</b>	Monday 8:00am-8:00pm, Tuesday - Thursday 8:00am – 7:00pm, Friday 8:00am – 2:00pm
<b>HAMILTON</b>	Monday - Thursday 8:00am-8:00pm, Friday - 8:00am – 5:30pm
<b>MONMOUTH</b>	Monday – Thursday 8:00am – 8:00pm; Friday 8:00am – 4:30pm
<b>NEW BRUNSWICK Plum Street</b>	Monday - Thursday 8:00am-7:00pm, Friday - 8:00am – 5:00pm
<b>NEWARK</b>	Monday-Friday 8:00am-6:30pm
<b>TOMS RIVER</b>	<ul style="list-style-type: none"> <li>• <b>Stevens Road</b> Monday - Thursday 8:00am-8:00pm, Friday - 8:00am – 4:30pm, Saturday - 8:00am-2:00pm</li> <li>• <b>Lakehurst</b> Monday - Thursday 8:00am-8:00pm, Friday - 8:00am – 5:30pm</li> </ul>
<b>UNION</b>	Monday - Thursday 8:00am-8:00pm, Friday - 8:00am – 6:30pm Saturday 8:00am-4:00pm
<b>WEST ORANGE</b>	Monday – Friday 8:00-6:30pm

<b>Please be aware that we are closed on the following observed holidays:</b>
New Year's Day
Martin Luther King Jr Day
Memorial Day
Fourth of July
Labor Day
Thanksgiving Day
Christmas Day

## Let's Be Safe Together!

*We invite our outpatient patients, families and caregivers to partner with us in safety.*

Safety together.

RWJBarnabas  
HEALTH



**S**

### Speak Up for Safety

For example, you can remind your care team to wash their hands or use a hand sanitizer before beginning treatment.

**A**

### Ask Questions

And communicate your needs. Is there something you're unsure of or would like further clarification? The CSH team is here to help!

**F**

### Focus

Be engaged and present during your appointment. Avoid distractions when learning and practicing care for yourself or your child.

**E**

### Empower Yourself

We invite you to ask questions and advocate for yourself and your child's and family's needs and safety.

**T**

### Thoughtfully Interact

And be kind to yourself and others including staff members and other outpatient families.

**Y**

### You Matter

Together, we will support one another and work together to ensure every patient receives top quality, compassionate care.

*This resource was created by the CSH Family Advisory Council and CSH Employees for our inpatient, outpatient, and LTC families - August '22.*