

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, we have created a checklist of what to bring:

- Form of ID of Parent/Legal Guardian (driver's license, passport, or valid state-issued photo ID)
- Referral/prescriptions (if required by insurance)
- Co-payments/Deductibles/Co-insurance
- Guardianship/Custody Paperwork, Authorization to Accompany Form (if applicable)
- Completed new patient forms provided by Children's Specialized Hospital (found on our website, link below)
- Medical Records, including radiology/imaging reports and films if applicable
- List of Medications
- Individual Education Plan (IEP)
- Latest report card (for Medical appointments only)
- Latest evaluations

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. You will be given a cell phone number to call or text upon arrival. Please wait in your car until further instruction from our Registration team.
- Arriving on time is important to allow for registration and any pre-visit assessments that need to be completed.
- We sincerely regret that if you are late for your appointment, you may need to reschedule.

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 NJ. 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.

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.

Hours of Operation:

- **BAYONNE** Monday - Thursday 8:00am-7:00pm
- **CLIFTON** Monday – Thursday 7:30-7:00pm, Friday 7:30-6:30pm, Saturday 8:00-5:00pm
- **EAST BRUNSWICK** Monday 10:30-8:00 pm, Tuesday-Friday 11:30 am-8:00 pm, Friday 9:00 am – 5:30 pm
- **EGG HARBOR** Monday - 8:00am-8:00pm, Tuesday - Thursday – 8:00am – 7:00pm, Friday - 8:00am – 2:00pm
- **HAMILTON** Monday - Thursday 8:00am-8:00pm, Friday - 8:00am – 5:30pm
- **MOUNTAINSIDE** Monday - Thursday 8:00am-8:00pm, Friday - 8:00am – 5:00pm, Saturday 8:00am-4:00pm
- **NEW BRUNSWICK Plum Street** Monday - Thursday 8:00am-7:00pm, Friday - 8:00am – 5:00pm
- **NEWARK** Monday-Thursday 7:30am-6:30pm, Friday 7:30am-6:30pm
- **TOMS RIVER**
 - **Stevens Road** Monday - Thursday 8:00am-8:00pm, Friday - 8:00am – 4:30pm, Saturday - 8:00am-2:00pm
 - **Lakehurst** Monday - Thursday 8:00am-8:00pm, Friday - 8:00am – 5:30pm
- **WARREN** Monday - Thursday 8:00am-6:30pm, Friday - 8:30am – 12:30pm
- **WEST ORANGE** Monday – Friday 8:00-6:30pm

Please be aware that we are closed on the following holidays:

New Year's Day	President's Day	Memorial Day	Fourth of July
Labor Day	Thanksgiving Day	Christmas Day	