



Children's Hospital Colorado

www.childrenscolorado.org

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Affiliated with
University of Colorado
Anschutz Medical Campus
School of Medicine

Dear Parent/Guardian,

We look forward to meeting you and your child. We hope that this document will help you feel better prepared for your upcoming visit.

- Your child's neurological evaluation will take place at **Children's Hospital Colorado Main Campus, 13123 E 16th Avenue, 3rd Floor Outpatient Pavilion, CO 80045** (please see enclosed map and directions).
- As you are aware, availability for new neurology appointments is quite limited, so please let us know as soon as possible if you are unable to keep your appointment. You may call us at (720) 777-6895 (option 1) to cancel or reschedule your visit.
- Please arrive 15 minutes prior to your appointment time to park, check-in, and complete the registration process. If you arrive 10 minutes late to your appointment you may be asked to reschedule your appointment
- You should plan to be in the neurology clinic for up to 2 hours. You may bring snacks and quiet entertainment. Wi-Fi is available in the outpatient waiting area.
- During your child's initial visit, he or she will be evaluated by a physician, a physician's assistant, or a nurse practitioner with specialized training in neurology. Our nurse practitioners and physician assistants can manage care independently, write orders and prescribe medications. We are a teaching institution and have medical or nursing students, medical residents and fellows who are supervised by a physician providing clinical care, as well.

Thank you for taking the time to read these instructions. We hope that they help you to feel more prepared for your upcoming visit. If you have any additional questions about what is needed for your visit, please feel free to call us at 720-777-6895. We look forward to meeting you and your child.

Anschutz Medical Campus • 13123 East 16th Avenue, Aurora, CO 80045
(720) 777-1234 (800) 624-6553



Children's
Miracle Network
Hospitals



Here is a checklist of important items to bring with you to the visit:

- Please complete the ‘New Patient History Form’ which is enclosed in this packet.
- Please bring your current insurance card or documentation and your co-pay if applicable.
- Please bring/send your child’s prior medical records and scans. Please note that we will NOT have access to any images or scans performed outside of Children’s Hospital Colorado. Including medical records, test results, imaging studies on a disc, school records, or any other documentation. You must request the imaging studies from the facility where they were performed; we cannot request these for you.
- Consider bringing a video recording of any spells or abnormal movements you are concerned about.
- If your child wears glasses, contacts, a hearing aid, or uses special equipment please bring with you.
- Please bring your child’s medications in their original containers for confirmation.
- Minors (any patient under the age of 18) must be accompanied by a legal guardian or an individual who is 18 years or older who is named in a written agreement signed by the parent or legal guardian.
- Consent for Care form if applicable: If a parent or legal guardian is not bringing the patient to their appointment or if the patient is a ward of the state, there must be a signed written agreement stating that the person accompanying the patient has permission to do so and is 18 years of age or older.

Billing Information:

- **Children's Hospital Colorado** and **University of Physicians (UPI)** will submit separate bills to your insurance company for services offered at the hospital.
 - **Children's Hospital Colorado** bills for the Outpatient Hospital Facility Fee which includes the clinic fee, clinic procedures, and technical fees such as x-rays, labs, and infusion services. For Children's Hospital billing questions please call (720) 777-6422.
 - **University Physicians (UPI)** bills for the professional/physician fee which includes the physician, physician's assistant, or nurse practitioner charges. For UPI billings questions please call (720) 848-8800.
 - Consultation charges may also apply to your child's outpatient visit. Your child's attending physician may consult with other physicians to help them understand special test results. Examples include a radiologist fees and pathologist fees. These charges are billed separately even though your child may not be directly seen by the consulting physician.

- There are many different types of insurance plans and each plan can administer benefits differently. The visit may be administered with a co-pay and/or apply the outpatient charges to a deductible. Some plans also may require an authorization for your visit please obtain this prior to your appointment. Please contact your Insurance Member Services Department to determine patient responsibility.
 - If you have any questions regarding your insurance that pertains to your upcoming appointment please call our insurance department (Rave) here at Children's Hospital at 720-777-9783 (Fax: 720-777-7393).

Concierge Desk

Children's Hospital Colorado concierge desk are happy to help with any tasks that will reduce stress, ease your burden, or make your free time more productive. This service is reserved exclusively for our hospital staff, families and patients. Come visit us next to the employee entrance in the 1st floor link between the Administrative Pavilion and the main hospital or call 720-777-8029 or email them at concierge@childrenscolorado.org.

Family Services

Creative Play Center for Siblings

The Creative Play Center is located on the first floor, just off the west end of the Fresh Market Place. Staffed by a supervisor and trained volunteers, the center offers a free and safe area for patients' brothers and sisters. The center is available on a first-come, first-served basis for children up to eight years old. This is a great place to play while you and your child are meeting with your care team. The hours are Monday-Friday at 9:00am-12:00pm, 1:00pm-4:00pm, 5:00pm-8:00pm, and Saturday-Sunday at 10:00am-12:00pm and 1:00-4:00pm. Please call the main number at 720-777-6999 and ask for the Creative Play Center if you have questions.

Family Health Library

The Family Health Library is open to patients, families, educators and healthcare professionals. The library is stocked with books and videos about a variety of topics, from parenting to pediatric illnesses. It is located on the first floor of the hospital and the hours are Monday-Friday at 9:00-3:30pm.

Dining at Children's Hospital Colorado

Fresh Marketplace

Located on the first floor, the fun, bright environment is a social place designed for patients, families, visitors and staff. You can choose from a variety of healthy and kid-friendly food at different stations. Menu items include: Authentic, wood-fired pizza, Hot, homemade soup, Pasta made with fresh ingredients, Deli sandwiches made to order, Create-your-own salads. Also it has a 24/7 Station that is open seven days a week for a quick lunch, anytime snack or midnight craving.

Dazbog Coffee and Gelato Bar

Kids and grown-ups alike will enjoy special treats from this fun and delicious cafe located right inside the main hospital entrance.

Places to Stay Near Main Campus

We encourage parents or guardians to stay with their child at all times. However, sometimes it may be necessary or convenient to have additional lodging options. The following lodging facilities are for families of patients. Please contact them for rates, availability and a more detailed understanding of their services.

The Ronald McDonald House in Aurora

932 Potomac Circle, Aurora (720) 324-2400

1300 E. 21st Ave., Denver (303) 832-2667

Patient Family Rate: \$20/Night

Shuttle available to & from hospital provided by Children's Hospital Colorado

www.ronaldhouse.org

St. Christopher Inn

1780 Lafayette Street, Denver 80218 (720) 917-9900

Patient Family Rate: \$55/Night, \$50/night for 7+ nights

Distance: 7.5 miles from Hospital

Rating: 4.5 Stars

www.saintchristopherinn.com

Brent's Place

11980 E 16th Avenue, Aurora, CO 80010 (720) 343-2800

In service of cancer patients and their families, Brent's Place provides individual, fully furnished and equipped apartments to make an extended stay easier and more comfortable. Please contact your hospital social worker for additional information, including eligibility, availability and fees.

www.brentsplace.org

SpringHill Suites by Marriott

13400 E. Colfax Ave, Aurora 80011 (720) 859-1100

Hospital Rate: \$124 /families; \$139.00 for other guests

Distance: Across the street from Hospital

Rating: 4.8 Stars

For additional hotels, please visit our website at www.childrenscolorado.org

Driving Directions

Children's Hospital Colorado Main Campus
13123 E 16th Avenue
Aurora, CO 80045

From the North

Take I-25 S/US-87 S. Merge onto I-270 E/US-36 E via the exit on the left toward AIRPORT/AURORA/LIMON. Merge onto I-70 E/US-36 E via the exit on the left. Merge onto I-225 S toward Colorado Springs/Aurora. Take the Colfax Avenue/US-40/US-287 exit, Exit 10. Turn right onto E. Colfax Ave. The hospital is on the north side of Colfax. Turn north (right) on Children's Way or Aurora Court and look for dedicated parking for Children's Hospital Colorado.



From the Northeast/Airport

Travel south on Pena Blvd. Merge onto I-225 S via exit 282 toward Aurora/Colorado Springs. Take Colfax Avenue/US-40/US-287 exit, Exit 10. Turn right onto E. Colfax Avenue. The hospital is on the north side of Colfax. Turn north on Children's Way or Aurora Court and look for dedicated parking for Children's Hospital Colorado.

From the South

Take I-25 N toward Denver. Merge onto I-225 N via Exit 200 toward I-70 Limon. Take the Colfax Avenue/US-40/US-287 exit, Exit 10. Turn left onto E Colfax Ave. The hospital is on the north side of Colfax. Turn north on Children's Way or Aurora Court and look for dedicated parking for Children's Hospital Colorado.

From the Southwest/West

Take I-70 E toward Denver. Merge onto I-225 S toward Colorado Springs/Aurora. Take the Colfax Avenue/US-40/US-287 exit, Exit 10. Turn right onto E. Colfax Ave/I-70 BL W/US-287 N/US-40 W. The hospital is on the north side of Colfax. Turn north on Children's Way or Aurora Court and look for dedicated parking for Children's Hospital Colorado.

From the Northwest

From HWY 36, follow signs to I-270 then to I-70 E. Merge onto I-225 S toward Colorado Springs/Aurora. Take the Colfax Ave/US-40/US-287 exit, Exit 10. Turn right onto E. Colfax Ave/I-70 BL W/US-287 N/US-40 W. The hospital is on the north side of Colfax. Turn north on Children's Way or Aurora Court and look for dedicated parking for Children's Hospital Colorado.