

# Quick Reference Phone and Referral Guide



# Quick Reference Phone Directory

Provider Resources	Phone
Admission and Transfer Center	513-636-9337
General Assistance	513-636-4200
Lab Results	513-636-6165
Medical Records (Health Information Management)	513-636-4217
Medical Staff Office	513-636-4225
Physician Outreach and Engagement	513-636-6033
Physician Priority Link® (PPL)	513-636-7997 1-888-987-7997
Referrals (FAX)	FAX: 513-803-1111 1-866-877-8905
Referral Assistance	513-803-0000, option 3
Scheduling Center	513-636-3200
STATline	513-636-1111
Transport Team	513-636-7126 1-877-258-6416
Services	Phone
Adolescent and Transition Medicine	513-636-4681
Teen Health Center	513-636-4681
Eating Disorders Program	513-636-9657
Allergy and Immunology	513-636-4589
Anesthesia	513-636-4408
Audiology	513-636-4236
Breastfeeding Medicine	513-636-2326

Services	Phone
Cancer and Blood Diseases Institute	513-517-2234
Bone Marrow Transplantation Program	513-517-2234
Hemangioma and Vascular Malformation Center	513-636-7742
Hemophilia and Bleeding Disorders Center	513-517-2234
Leukemia and Lymphoma Program	513-517-2234
Proton Therapy	513-636-2866
Cerebral Palsy (Perlman Center)	513-636-4601
Child Abuse (Mayerson Center)	513-636-7233
Cleft and Craniofacial Center	513-636-4539
Clinical Trials/Research Center	513-636-0098
Complex Care Center	513-636-3000
Concussion/Head Injury/BRAIN Center	513-803-4323
Dentistry and Orthodontics	513-636-4641
Dermatology	513-636-4215
Drug and Poison Information Center	1-800-222-1222
Endocrinology	513-636-4744
Diabetes Center	513-636-3005
Eosinophilic Disorders	513-636-2233
Feeding Team	513-636-2828
Fetal Care Center	1-888-338-2559
Foster Care Center (CHECK Center)	513-636-9979
Gastroenterology, Hepatology and Nutrition	513-636-7475
Liver Care Center	513-803-1664
Genetics	513-636-4760
Gynecology	513-636-9400

Services	Phone
Heart Institute (Cardiology)	513-636-4432
Adult Congenital Heart Disease Program (ACHD)	513-803-2243
Cardiothoracic Surgery (Heart Surgery)	513-315-0634
Center for Better Health and Nutrition/Healthworks!	513-636-4305
Lipid and Hypertension Clinic	513-636-4287
Preventive Cardiology	513-636-4287
Home Care Services	513-636-4663
Home Medical Equipment	513-636-4663
Hospice Program/Starshine	513-636-4663
Hospital Medicine	513-803-8092
Infectious Diseases	513-636-4578
International Adoption Center	513-636-2877
International Travel Clinic	513-636-2877
Lab Services	513-636-7355
Lead Clinic (Environmental Health)	513-803-3688
Mental and Behavioral Health Institute	
ADHD Center (Behavioral Medicine and Clinical Psychology)	513-636-4336
Autism Center (Kelly O'Leary Center)	513-636-4611
Behavioral Medicine and Clinical Psychology (BMCP)	513-636-4336
Developmental and Behavioral Pediatrics (DDBP)	513-636-4611
Down Syndrome Center (DDBP)	513-636-4611
Psychiatric Intake Response Center (PIRC)	513-636-4124
Child and Adolescent Psychiatry	513-636-4788
Neonatology/NICU Follow-Up Clinic	513-636-3882

Services	Phone
Nephrology	513-636-4531
Dialysis Unit	513-636-4443
Neurology	513-636-4222
Neurosurgery	513-636-4726
Occupational Therapy and Physical Therapy	513-636-4651
Ophthalmology	513-636-4751
Orthopaedics	513-636-4454
Otolaryngology (ENT)	513-636-4355
Aerodigestive and Esophageal Center/Interdisciplinary Feeding Team	513-636-2828
Ear and Hearing Center	513-636-2171
Pain Management Clinic	513-636-7768
Palliative and Comfort Care Team (PACT)	513-636-5479
Pathology	513-636-4261
Pediatric Surgery	513-636-4371
Brachial Plexus Center	513-636-7539
Colorectal Center	513-636-3240
Surgical Weight Loss Program for Teens	513-636-4453
Trauma Services	513-636-7865
Pharmacy	
Pharmacy (Burnet Outpatient)	513-636-8808
Pharmacy (Liberty Outpatient)	513-803-9795
Pharmacy (Home Care)	513-636-4663
Plastic Surgery	513-636-7181
Pulmonary Medicine	513-636-6771
Cystic Fibrosis Center	513-636-6771
Sleep Center	513-636-2601
Radiology and Medical Imaging	513-636-4251

Services	Phone
Rehabilitation Medicine	513-636-7480
Respiratory Care	513-636-4248
Rheumatology	513-636-4676
Social Services	513-636-4711
Speech-Language Pathology	513-636-4341
Reading and Literacy Discovery Center	513-803-7323
Sports Medicine	513-803-4878
Urgent Care	513-636-4293
Urology	513-636-4975
Locations	Phone
Batesville	812-933-6000
Burnet Campus	513-636-4200
Centerville	937-610-1121
College Hill Campus	513-636-0800
Crestview Hills	859-344-5390
Eastgate	513-636-6000
Fairfield	513-636-6400
Green Township	513-803-8100
Kenwood	513-803-4290
Liberty Campus	513-803-9600
Mason Campus	513-636-6800
Maysville	513-636-3200
Norwood	513-517-3200
Union	859-647-6700

The locations listed are current as of March 2025.  
Visit [cincinnatichildrens.org/locations](https://cincinnatichildrens.org/locations) for the most up to date information.

# Condition-Specific Referral Guide for Specialty Care

## How This Guide Can Help You

It isn't always easy for referring providers to know where to send a referral.

**This guide will help.** We've organized it into two sections:

- **Behavioral, Psychological and Developmental Conditions**
- **Other Conditions**

Each section describes where to send a referral and which specialty program or clinic will provide care.

# How to Make a Referral

## Critical Information for Making Patient Referrals

Scheduling delays may occur if any of the following information is missing from the referral.

- Patient name, date of birth and gender
- Date of referral/order
- Reason for referral
- Name of parent/guardian
- Parent/guardian phone number
- PCP practice name, PCP name
- Name of provider responsible for results, if different than PCP

For diagnostic testing, speech-language pathology, OT/PT and audiology: all the above, plus diagnosis code and PCP signature.

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## Optional Information for Making Patient Referrals

The following information is helpful but not necessary.

- Notes on pre-authorization process
- Need for ancillary services, such as an interpreter, transportation assistance, etc.
- Parent/guardian email address
- Is referral a request for consult, transfer of care, or co-management of patient?
- Patient insurance information
- Name of PCP office contact



# If You Have Questions

## Urgent Clinical Questions: Use Physician Priority Link® (PPL)

- Call PPL at 513-636-7997 or toll-free 1-888-987-7997
  - Each division has a specialist on call to answer your question
  - Indicate whether you need an immediate response or a same-day response
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## Non-Urgent Clinical Questions: Use E-Consult

E-Consult is a system designed for local PCPs to ask non-urgent clinical questions for patients not yet seen by Cincinnati Children's. A faculty member will answer questions within three business days.

- Go to [epiclink.cchmc.org](http://epiclink.cchmc.org)
- Open a patient chart and navigate to "ordering" (E-Consult uses the same process used to place orders)

If you have questions about E-Consult, please contact your physician liaison or call the Physician Outreach Department at 513-636-6033.

## To Refer Patients

### Choose One of the Following:

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Complete and fax the Cincinnati Children's Request for Specialty Services referral form or OT/PT/ Speech-Language Pathology/ Audiology Services order form [ <a href="http://cincinnatichildrens.org/referrals">cincinnatichildrens.org/referrals</a> ] | <input checked="" type="checkbox"/> Use Epic Care EveryWhere (cannot be used for OT/PT, speech-language pathology or audiology orders) |
| <input checked="" type="checkbox"/> Generate a referral from your practice EMR—send electronically or fax to 513-803-1111   | <input checked="" type="checkbox"/> Use Epic Link (if available)   |

# Behavioral, Psychological and Developmental Conditions

**Mental and Behavioral Health Institute:** Division of Behavioral Medicine and Clinical Psychology (BMCP), Division of Developmental and Behavioral Pediatrics (DDBP) and Division of Child Psychiatry

Specialists from the Mental and Behavioral Health Institute's three divisions see patients with a wide variety of behavioral, psychological and developmental diagnoses at Cincinnati Children's.

## BEHAVIORAL MEDICINE AND CLINICAL PSYCHOLOGY (BMCP)

Services include evidence-based behavioral therapy (e.g. CBT, DBT, Parent-Child Interaction Therapy) and general testing/diagnostic services by doctoral level (PhD and PsyD) psychologists for children and adolescents up to 18 years of age.

## DIVISION OF DEVELOPMENTAL AND BEHAVIORAL PEDIATRICS (DDBP)

Provides diagnostic evaluation for children up to 5 years and 11 months with suspected autism spectrum disorder (ASD), global developmental delay (GDD), intellectual disabilities (ID) or genetic disorders associated with these conditions. Provides ongoing care, including medication management, for children through adolescence.

## DIVISION OF CHILD PSYCHIATRY

Services include diagnostic evaluation, medication management, psychotherapy, and care management services. Providers include child and adolescent psychiatrists, psychiatric nurse practitioners, licensed independent social workers and counselors.

Condition	Send referral to
<b>ADHD</b>	
Assessment and treatment (non-medication)	<b>BMCP</b>
In context with other developmental delays or medical complexity AND children under 4 and under suspicion of ADHD	<b>DDBP</b>
Refractory to primary care medication management	<b>Psychiatry</b>
<b>ADJUSTMENT DISORDERS</b>	<b>BMCP</b>
<b>ANXIETY DISORDERS</b>	
Therapeutic treatment	<b>BMCP</b>
Medication management refractory to primary care treatment	<b>Psychiatry</b>
<b>AUTISM SPECTRUM DISORDER (ASD)</b>	
ASD diagnosis and coordination of care	<b>DDBP</b>
ASD/intellectual disability with disruptive behavior and medication management needs	<b>Psychiatry</b>
ASD/developmental disability treatment	<b>BMCP</b>
<b>BEHAVIORAL DISORDERS</b>	
Therapeutic treatment	<b>BMCP</b>
Medication management refractory to primary care treatment	<b>Psychiatry</b>
<b>BEHAVIORAL FEEDING PROBLEMS</b>	<b>BMCP</b>
<b>BIPOLAR DISORDER</b>	<b>Psychiatry</b>

DEPRESSION	
Therapeutic treatment	BMCP
Medication management refractory to primary care treatment	Psychiatry
DISRUPTIVE MOOD DYSREGULATION DISORDER (DMDD)	Psychiatry
GENETIC SYNDROMES WITH DEVELOPMENTAL CONCERNS	DDBP
INTELLECTUAL DISABILITY	DDBP
MOOD DISORDERS	BMCP
POST-TRAUMATIC STRESS DISORDER	
Therapeutic treatment	BMCP
Medication management refractory to primary care treatment	Psychiatry
PSYCHOLOGICAL COMPLICATION OF COMPLEX ILLNESS	BMCP
REACTIVE ATTACHMENT DISORDER	Psychiatry
REFUSAL TO ATTEND SCHOOL	BMCP

## Mental Health Conditions with Moderate to Severe Symptoms

Condition	Send referral to	Patient will receive care in this clinic
High-moderate to severe mental health symptoms: 24-hour psychiatric management not needed	PIRC	Partial Hospitalization Program
Psychiatric Intake Response Team (PIRC) is available 24/7 for consultation at 513-636-4124.		

## Other Conditions

Condition/Specialty Service	Send referral to	Patient will receive care in this clinic
Acute Myeloid Leukemia (AML)	Hematology/ Oncology	Leukemia and Lymphoma Program
Brain or spine tumor (concerns for)	Hematology/ Oncology	The Cure Starts Now Foundation Brain Tumor Center
Brain injuries—severe, complex patients with prior hospitalization	Concussion/Head Injury/BRAIN Center BRAIN= Brain Recovery After Injury	Upon referral, an established decision tree will determine in which clinic patients will have initial appointment.
Burns	Emergency Department	Emergency Department; follow up in Burn and Wound Care Clinic
Cerebral Palsy diagnosis	Physical Medicine and Rehabilitation	Cerebral Palsy MD Only Clinic, regardless of age
Cerebral Palsy treatment/intervention	OT/PT/Speech-Language Pathology* or Perlman Center	Comprehensive therapies available via OT/PT, Speech-Language Pathology and Perlman Center
Concussion—less complex with typical recovery progression	Concussion/Head Injury/BRAIN Center BRAIN= Brain Recovery After Injury	Upon referral, an established decision tree will determine in which clinic patients will have initial appointment.
Concussion—with prolonged symptoms and/or comorbidities such as anxiety or previous concussion	Concussion/Head Injury/BRAIN Center BRAIN= Brain Recovery After Injury	Upon referral, an established decision tree will determine in which clinic patients will have initial appointment.

Condition/Specialty Service	Send referral to	Patient will receive care in this clinic
Chest wall deformities	Surgery (General & Thoracic Surgery)	Chest Wall Center
Colorectal malformations	Colorectal Center	Colorectal Center
Congenital Hand and Brachial Plexus Clinic	Plastic Surgery	Congenital Hand and Brachial Plexus Clinic
Craniofacial anomalies	Craniofacial Surgery	Cleft and Craniofacial Center
Dyslexia	Speech-Language Pathology*	Reading and Literacy Discovery Center
Eating disorders	Adolescent Medicine	Eating Disorders Program
Encopresis	Colorectal Surgery	Colorectal Center
Enuresis	Urology	Healthy Bladder Clinic
Failure to thrive	Gastroenterology—GI	General GI Clinic
Feeding disorders	Aerodigestive	Interdisciplinary Feeding Team
Hand and upper extremity conditions	Orthopaedics	Hand and Upper Extremity Center
Hemangioma and vascular malformation (concerns for)	Hemangioma and Vascular Malformation Team	Hemangioma and Vascular Malformation Clinic
Hypermobile Ehlers-Danlos Syndrome	Adolescent Medicine	Hypermobility Clinic
Hypermobility	Adolescent Medicine	Hypermobility Clinic
Infant motor development issues, concern for Cerebral Palsy but unknown Cerebral Palsy diagnosis	Physical Medicine and Rehabilitation	If <2, Infant Motor Evaluation Clinic; If <2 and already followed by Neurology or Neonatology OR if >2, Cerebral Palsy MD Only Clinic
Isolated motor delay—fine motor	OT/PT*	OT

Condition/Specialty Service	Send referral to	Patient will receive care in this clinic
Isolated motor delay—gross motor	OT/PT*	PT
Ketogenic diet	Neurology	Comprehensive Epilepsy Center
Kidney/bladder stones	Urology	Stone Clinic
Limb differences	Orthopaedics	Limb Lengthening and Reconstruction Center
Movement disorder	Neurology	Movement Disorder Clinic
Muscular dystrophy	Neurology	Comprehensive Neuromuscular Center
Neuromuscular conditions—other	Neurology	Comprehensive Neuromuscular Center
Neurofibromatosis	Hematology/Oncology	Neurofibromatosis Program
Neuroimmunology	Neurology	Multiple Sclerosis and Neuroimmunology Clinic
Obesity—non-surgical weight loss	Center for Better Health and Nutrition—Non-Surgical	Nutrition and Wellness Center
Obesity—bariatric surgery	Weight Loss Program—Surgery	Surgical Weight Loss Program for Teens
Plagiocephaly (0–2 months)	PT*	PT
Plagiocephaly (3+ months)	PT* and Plastic Surgery	Physical Therapy and Plagiocephaly Clinic
Reading and written language difficulties	Speech-Language Pathology*	Reading and Literacy Discovery Center
Sensorineural hearing loss	Audiology**	Audiology Clinic
Sensory integration concerns	OT/PT*	OT/PT

Condition/Specialty Service	Send referral to	Patient will receive care in this clinic
Sleep disorders/sleep apnea	Sleep Center	Sleep Disorders Clinic/ Sleep Apnea Clinic
Substance abuse	Adolescent Medicine	Substance Use Recovery Program
Speech/language delay	Speech-Language Pathology*	Speech-Language Pathology
Torticollis (any age)	PT*	PT
Tuberous sclerosis	Neurology	Tuberous Sclerosis Clinic

\*OT/PT/Speech-Language Pathology are orders that require diagnostic code and provider signature.

\*\*Audiology only requires an order for out-of-state Medicaid.



**Questions? Concerns?** Please contact your physician liaison or call the Physician Outreach Department at **513-636-6033**.