



## Referral Screening Ensures Access for Highest Need Patients in Central Florida

Due to limited availability, we screen referrals to help ensure that patients with the most complex medical problems can access the program.

Call **(407) 650-7219** to refer a patient or request a consultation.

Visit **Nemours.org/PatientReferrals** to send an e-Referral.

Fax a referral form to **(407) 650-7124**.

For urgent same-day or next-day physician-to-physician referrals, please call **(407) 650-7000** and ask for the physician on call.

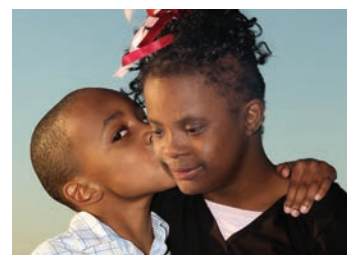
## Coordinated Support for Your Patients With Complex Medical Conditions

The goal of the Medically Complex Coordination Clinic at Nemours is to help support and unify care for your patients with medical complexity. Our team will come together to help meet each patient's unique needs and provide ongoing support for the family.

How it works:

- develops personalized, family- and patient-centered care plans for PCP and family to implement
- helps patients and families to prioritize subspecialty care
- helps families to focus on their child as a whole and maximize their quality of life
- provides supplemental care in support of the medical home
- creates emergency information forms for patients

Approximately **20 percent** of pediatric patients have special medical needs. A smaller number of these children are very medically fragile and are referred to as children with medical complexity.



## Augmented Patient Care Management and Planning Services Helping Preserve Valuable Primary Care Provider Time

The Medically Complex Coordination Clinic is an outpatient referral-based support system designed with Central Florida pediatric primary care providers in mind. The program extends and enhances care for your patients without replacing you as your patient's medical home.

Examples of patients with complex problems we can help you manage include children with:

- severe cerebral palsy
- complex cardiopulmonary diseases
- genetic syndromes with multisystem involvement
- neurodegenerative diseases
- problems requiring advanced home care equipment
- rare diseases (especially when community support is limited or unavailable)
- patients with life-limiting conditions



## Locations

Appointments are available at two convenient Central Florida locations:

### Nemours Children's Hospital

13535 Nemours Parkway  
Orlando, FL 32827

### Nemours Children's Specialty Care, Orlando

1717 S. Orange Ave.  
Orlando, FL 32806



The Medically Complex Coordination Clinic focuses its care on patients with assistive/adaptive medical technology needs such as:

- tracheotomy feeding tubes
- necessity for diapers (beyond the typical toilet training age)
- surgical ostomies
- total parenteral nutrition (TPN) requirement
- vagal nerve stimulator
- baclofen pumps
- ventilator, home oxygen or other mechanical ventilation assistance device (CPAP, BiPAP)
- ventriculoperitoneal shunt

## Committed Excellence



The Medically Complex Coordination Clinic is led by **Amber Hoffman, MD**, who has extensive experience managing the special needs of patients with complex medical problems. Dr. Hoffman is the associate chief of general academic pediatrics at Nemours Children's Hospital where she provides consultative services as well as hospitalist services to children dealing with a wide range of health conditions. Dr. Hoffman graduated from the University of Pittsburgh School of Medicine and then completed a residency in pediatrics at the Children's Hospital of Pittsburgh. While at Children's Mercy Hospital in Kansas City, Mo., Dr. Hoffman received multiple mentorship awards and was a site primary investigator for a \$23 million U.S. Department of Health & Human Services program evaluating the coordination of care for children with complex medical issues. She was also medical director and co-founder of The Beacon Program at Children's Mercy, which provides a pediatric medical home for hundreds of children with complex medical conditions. Dr. Hoffman is certified by the American Board of Pediatrics.

## NemoursLink: Keeping You Connected

With Nemours, you're always connected to your patients through our award-winning electronic health record system. You can monitor your patients' progress, outpatient visit notes, laboratory and imaging results, demographics, hospital discharge summaries, operative reports and other information — available when you need it. If you have an active account, go to [Nemours.org/NemoursLink](https://www.nemours.org/NemoursLink) to log on. To create an account, contact your Nemours professional liaison or send an email to [NCHLiaisons@Nemours.org](mailto:NCHLiaisons@Nemours.org).

Your patient. Our promise.

Nemours Children's Health System