

Communicating with your team



IT'S HOW MEDICINE

SHOULD BE

Your IBD team

- MD
- Dietitian
- Psychologist
- RN
- CMA
- Front desk
- YOU!



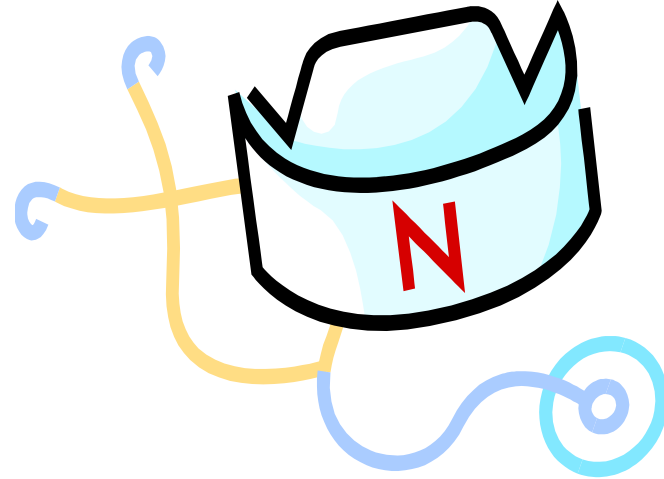
What makes us special

- Specialized and skilled RNs
- Infusion on-site
- Nutrition and counseling on-site
- On-site pharmacy
- Satellite locations
- Easily accessible:
e-mail, phone, page, fax, urgent same day appointments
- Coordination of admission to avoid ER
- Return calls with-in 24 hours




Services performed by RN

- Infusion/injection
- Authorization/letters of medical necessity
- Phone triage
- Medication refill
- Record request
- Bridge to MD
- Education
- Home care referral and coordination
- FMLA
- Diagnostic testing
- Procedure coordination/scheduling
- Monitoring of results
- Referral to other specialists, off-site infusion
- Reviewing results
- Phlebotomy
- Post-operative follow-up
- In-patient rounding
- Coordination of in-patient admission/urgent MD visits
- Referral to patient assistance/financial assistance



When to call RN

include, but not limited to

- New or sudden change in symptoms
Fatigue, bleeding, fever, increase in diarrhea, mucous in stool, increased abdominal and/or rectal pain, joint pain, rash, etc.
- Status update 
- Change of insurance
- Unusual or adverse reaction
- Medication questions, treatment questions
- Discontinuation of therapy
- Abnormal results from other disciplines

How to contact the Rush IBD Comprehensive Clinic

- IBD hotline: 312.942.1414
- GI reception desk: 312.942.5861
- RN: Phone, personal e-mail, pager, fax
- Rush GI website: www.rush.edu