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Message from the President

Dear Parents and Caregivers,

On behalf of our entire staff, I would like to welcome you to Children’s Specialized Hospital! Please be assured that you have chosen the best place to receive services for your child. Our dedicated team is here to partner with you, your child and family in any way that we can. Please let us know immediately if you have any questions or concerns about your child’s care. Our site managers and staff will be happy to listen, assist and support you. We are all partners in your child’s care.

Your opinion is important to us! We use your feedback to make positive changes in our hospital everyday. If you receive a randomly selected, confidential Press Ganey survey in the mail, please take a few minutes to fill it out. When Children’s Specialized earns a score of five on the Press Ganey survey, you help keep our hospital and services strong! In the event that an issue arises, please feel free to contact my office directly at 732-258-7134. I would welcome the opportunity to meet you; if you see me in the hallway, please stop and introduce yourself and your child. Thank you in advance for your feedback. Thank you for choosing Children’s Specialized Hospital!

Sincerely,

Amy B. Mansue

President and CEO
Welcome to Children’s Specialized Hospital

Making Therapy Successful

At Children’s Specialized, outpatient therapy is a genuine team effort between the child, family, medical staff and therapist. Your child’s progress will be reassessed on an on-going basis. We encourage you to discuss with your therapist at weekly sessions your child’s goals for therapy and for home, as well as how he or she can help you learn best how to practice at home the things your child has done in therapy.

We are proud to be accredited by the following:

• The Joint Commission (TJC)
General Information

Outpatient Evaluation Appointment Attendance Guideline:
• Inability to attend or provide cancellation notice 48 hours prior to scheduled time for two scheduled evaluations may result in the inability to reschedule the evaluation.

Outpatient Therapy / Ambulatory Care / Pediatric Practice Appointment Attendance Guidelines:
• Inability to attend two consecutive scheduled appointments may result in discharge.
• A pattern of frequent non-attendance (over 25% of sessions missed over a period of three months, or 50% in any two month period) may result in discharge.
• Inform your therapist in advance of scheduled absences due to vacations. Scheduled absences of two weeks or longer may result in discharge from therapy. Every attempt will be made to accommodate your child upon return; however, the same therapist and time is not guaranteed. Please call prior to return to reschedule your appointments, a treatment spot may be held for up to one month.
• Caregivers/parents are responsible to notify the treating therapist when serious illness, hospitalizations or extenuating family circumstances occur.
• In all cases of pending discharge, clinical judgment of the therapist and supervisor and director prevails.

Late Arrivals:
• If the family arrives five or more minutes late after scheduled start time for two consecutive sessions or is late for at least 25% of scheduled sessions (one in four in each of two months), Children’s Specialized Hospital reserves the right to reduce the treatment session in length or discontinue services.

To cancel an appointment, please contact your therapist directly at 1-888-CHILDREN Option 2 for outpatient therapy services and scheduling OR Option 3 for outpatient physician services and scheduling.
Please do not bring your child to therapy if he/she has any of the following symptoms:

- Fever within 24 hours
- Vomiting
- Diarrhea
- Strep Throat (must be treated for 24 hrs)
- Conjunctivitis/pink eye (must be treated for 24 hrs and have no drainage)
- Communicable (contagious) diseases or exposure to Varicella (chickenpox)
- Cold and flu symptoms
- Pediculosis (lice) and scabies
- Any uncovered draining lesion

We also request that anyone accompanying the child in therapy does not attend if displaying any of the above symptoms. If you are unsure if your child can attend therapy, please contact your therapist.

**Cell Phone Use:**
Cell phone use is permitted at all sites. However, we request cell phones not be used in patient care areas.

**Photo and Video Use:**
Your privacy is important to us, please refrain from taking any type of pictures or videos.

**Holiday Closings:**
Children’s Specialized Hospital outpatient departments, business and administrative offices are closed on the following days:

- New Year’s Day
- President’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas

**Transportation:**
Children’s Specialized Hospital does not provide transportation to and from appointments.

In order to obtain information regarding your transportation benefits, please contact your insurance company.

**Weather Policy:**
In the event of inclement weather, please check our website, Facebook, or twitter for information.
Patient-and-Family Centered Care

Children’s Specialized Hospital practices patient-and-family centered care. We understand that a partnership with our families is essential in providing high quality care.

Together, we can best plan your child’s care. To better serve our patients and families, we employ a group of parents whose children have received services at our sites. These “family faculty” members of the staff are here to help you and your family.

By practicing patient-and-family centered care:

- We recognize the vital role that families play to ensure the health and well-being of children and family members of all ages.
- We respect each child and family’s innate strengths and view the health care experience as an opportunity to build on these strengths and support families in their care-giving and decision-making roles.
- We understand that emotional, social, and developmental support are integral components of health care.
- We recognize that patient-and-family centered care leads to better health outcomes, as well as more satisfactory health care experiences for your entire family.
Patient Satisfaction

We want to make sure you have had the best possible experience when receiving services at any one of our sites. Below are some ways you can tell us about your visit:

Press Ganey Survey

- On behalf of Children’s Specialized Hospital, Press Ganey Associates, Inc. randomly mails out our patient/family satisfaction questionnaires to outpatients and pediatric practice patients.
- Please fill out the survey, our goal is to earn a score of five in every category.
- All questionnaires are mailed back to Press Ganey for their processing (data entry and analysis). The results are then sent to Children’s Specialized for review and follow-up.

Employee Recognition:

- Do you want to recognize a staff member who went above and beyond during your visit? Visit www.childrens-specialized.org to recognize an outstanding employee to “give a WOW!”

In the event that you have a complaint relating to the care and services you or your family receive at our hospital, you may ask to speak to a Patient Care Coordinator or call Administration at 732-258-7134. You may also present your concern in writing using the US mail, electronic FAX or e-mail.

Urgent concerns will be addressed immediately. With all other complaints, you will receive a response as soon as possible; in no case will it be later than seven days.
It is your right to also contact the following agencies for a complaint or grievance:

- The New Jersey Department of Health and Senior Services, Inspection, Compliance and Complaints Program, P.O. Box 360, Room 601, Trenton, NJ 08625-0360 at 800-792-9770.
- The Joint Commission (www.jointcommission.org) at 800-994-6610.

For complaints related to mental health services, it is your right to also call:

- NJ Department of Health and Senior Services at 800-792-9770
- Division of Child Protection & Permanency-Child Abuse/Neglect Hotline (24 hours/day) at 1-877-652-2873
- Community Health Law Project – Administration at 973-275-1175
- Adult Protective Services at 800-792-8820
- Division of Mental Health and Addiction Services at 800-382-6717
- Division of Mental Health and Addiction Services Ombudsperson at 609-777-0717
- Division of Developmental Disabilities at 800.832.9173
- Mercer County Mental Health Administrator at 609-989-6574
- Union County Mental Health Administrator at 908-527-4844
- Ocean County Mental Health Administrator at 732-506-5374
- Atlantic County Mental Health Administrator at 609-645-7700 ext. 4307
- Middlesex County Mental Health Administrator at 732-745-4313
- Passaic County Mental Health Administrator at 973-881-2834

Please refer to the Mental Health Bill of Rights for specific county phone numbers.
Safe Patient Handling Program

The purpose of this program is to ensure that safe lifting and movement of patients is practiced as part of an overall culture of safety. Use of mechanical lifts and transfer aids greatly reduces back, neck and shoulder injuries to health care workers and helps keep patients safe! The Safe Patient Handling Program requires health care workers to use assistive devices when lifting and moving patients except in emergencies and when alternate techniques are part of the plan of care in the rehab process.

Talk to your child’s nurse or therapist if you have any questions regarding the safe handling of your child, or our policy on Safe Patient Handling. We welcome the opportunity to support you as you care for your child. Proper lifting will help keep your back healthy and pain free. (State of NJ mandatory “Safe Patient Handling” Act effective 1-1-2011)

Patient Services

Medical Records (Health Information Management Services HIMS): Children’s Specialized Hospital understands that medical information about your child’s health is personal and is therefore committed to protecting that information. Your child’s medical record allows us to continue to provide quality care for him/her and to comply with certain legal requirements. This notice applies to all of the records of your child’s care generated by Children’s Specialized Hospital, whether made by Children’s Specialized Hospital personnel or your child’s personal doctor. Your personal doctor
may have different policies or notices regarding the doctor’s use and disclosure of medical information created in the doctor’s office or clinic.

For more information call: 888-CHILDREN (244-5373) Option 1.

**My Children’s Specialized Patient & Family Portal:**
The *My Children’s Specialized Patient & Family Portal* is a new tool intended to allow families to easily access their child’s medical records and pertinent information. This free web portal is secure, private, and convenient, designed with each patient’s health information readily available online. Each family is provided with a unique patient code, that can be obtained by asking a Registration Representative, from which they can access the following useful information:

- Physician and therapy reports
- Patient medications, vitals, allergies, and history
- Monitor upcoming appointments
- Pay bills online
- Access patient records from other providers in Jersey Health Connect

Ask a Registration Representative for your patient code and register for free today at my.childrens-specialized.org.

**Registration and Billing:**
The Patient Access Services Department provides representatives that have been trained to assist you in the admission/registration process.

Please bring the following items to help with the registration process:
- Prescription for evaluation and prescription for therapy from physician who will be coordinating the ongoing care of your child
- Referral (if required by your insurance, all Horizon NJ Health members require a referral)
- Form of ID (drivers license)
- School paperwork (IEP’s, education evaulations)
- Guardianship paperwork (if applicable)
- Co-payments: If your insurance plan has a co-payment, it is due at the time of your visit. We accept cash, checks, Mastercard, Visa and American Express.

Payment for services, which includes but is not limited to, co-payment and/or deductibles are due at the time of registration. Payment is accepted via cash, check, or credit card (except Discover Card).
It is the patient’s responsibility to verify the specific coverage with his/her insurance carrier. It is best to call your insurance carrier to be sure your child is covered and able to receive services.

A patient access services representative is available to answer your questions relative to insurance authorizations, insurance referrals, benefits and financial matters. Representatives are available during regular business hours of 7:00 AM to 6:00 PM, Monday through Friday (holidays excluded). For additional information, call 888-CHILDREN (244-5373) Ext. 5193.

**Billing:**

Children’s Specialized Hospital recognizes the need to provide patients with information about their hospital bills. Because hospital bills can sometimes be confusing, Children’s Specialized Hospital’s Patient Accounting Department is available to discuss and/or answer questions about your, or your dependent’s hospital bills. The patient accounts staff can be reached at 908-301-5900 between the hours of 8:00 AM to 4:00 PM, Monday through Friday or at billing@childrens-specialized.org.

**Outpatient Programs**

Unless otherwise noted, all appointments can be scheduled by calling 888-CHILDREN (244-5373) Option 2 for outpatient therapy services and scheduling OR option 3 for outpatient physician services and scheduling.

**Audiology:**

The Audiology Department provides comprehensive, diagnostic hearing testing and related services to patients ranging from birth up to 21 years, as well as adults with various degrees of developmental disabilities. Audiology services provided at the following sites (Mountainside; 94 Stevens Road, Toms River; and Hamilton) include the following:

- Routine diagnostic audiometry
- Special electrophysiologic tests to objectively evaluate hearing and confirm the presence of hearing loss using computerized equipment
- Auditory processing evaluations for children who are above a developmental age of 6 years
- For those children diagnosed with hearing loss we offer the following services (primarily at Mountainside)
  - Hearing aid evaluations
  - Hearing aid checks
  - FM (frequency modulating) auditory trainer evaluations and checks
**Autism Program:**
The Autism Program at Children’s Specialized Hospital works with children from birth through 21 years of age, who have autism spectrum disorder. The center is dedicated to improving the lives of children, adolescents and families with autism spectrum disorders by providing comprehensive evaluations, treatment, community education and research. We are one of the few centers in New Jersey to provide coordinated multidisciplinary care for children, adolescents, and families affected by autism spectrum disorder. For general autism information or to schedule an appointment for an Autism Team Evaluation, call 1-888-CHILDREN (244-5373) Ext. 2489.

**Comprehensive Feeding Program:**
The feeding team combines the expertise of a multidisciplinary professional team consisting of psychology staff, speech pathologist, occupational therapist, dietitian, developmental pediatrician, physical therapist and social worker. It is the team’s primary goal to promote safe, pleasurable, and nurturing mealtime experiences for children and their families while fostering the progression of developmental feeding milestones. Each child referred to the program is provided with a comprehensive evaluation that covers medical, physiological, developmental, behavioral and psychosocial issues. Recommendations for treatment are made based upon each child’s level of need. To schedule an appointment, call: 888-CHILDREN (244-5373) Ext. 5191.

**Developmental Evaluations:**
As part of the Autism Program, Developmental Evaluations evaluates children, ages 12 months to 48 months, whose family or pediatrician feels are exhibiting some type of developmental delay or be at risk for autism. Trained pediatric nurse practitioners provide clinical screening assessments to determine appropriate referrals for diagnostic evaluations and interventions. For information regarding the Developmental Evaluations, call: 888-CHILDREN (244-5373) Ext. 2491.

**The Early Intervention Program:**
The Early Intervention Program promotes social, cognitive, language, and physical development through a variety of fun but educational and therapeutic activities. These activities are delivered in the child’s natural environment, such as their home or child care or community settings. This program provides parent/caregiver training and participation in EIP sessions. For additional information, parents should contact the “Special Child Health Services Unit” at 888-653-4463.
**Medical Day Care Center:**
Located in Roselle Park, the Pediatric Medical Day Care Center provides a comprehensive program to meet the special health, education and social needs of medically involved and/or physically disabled children. The children must be between the ages of three months and three years and require skilled nursing care.

Typical daily activities at the Center include: circle time, educational activities, group activities, individualized developmental play therapy and free play time. The staff are experienced pediatric professionals who understand the needs of children with chronic illnesses and disabilities. To contact the Medical Day Care Center call 908-259-3330.

**Neurorehabilitation and Neuropsychology Program:**
The Department of Neuropsychology and Neurorehabilitation, is a team of specialists that assists physicians, families, and teachers in assessing, treating, and understanding disorders such as acquired neurological injury (e.g. traumatic brain injury, encephalitis, stroke, brain tumors, sickle cell disease, etc.) and chronic illness.

The Department offers group and individual services for patients with mild to moderate and severe brain injuries. Case management/social work services are offered to assist our families with accessing community resources, as well as transitioning back to a community, school, or work environment. Tutoring is also available. NPSY testing is available at the following locations: Mountainside, Fanwood, New Brunswick and Toms River. To contact Neuropsychology and Neurorehabilitation call: 908-518-5847.

**Nutritional Services:**
Experienced pediatric dieticians counsel children, adolescents and their parents on a variety of nutritional issues. These issues include weight management, failure to thrive, tube feeding adjustments, food allergies and special therapeutic diets such as those ordered for diabetes, high cholesterol and hypertension. After completion of a nutritional assessment, the dietician will work with the child and family to establish nutritional goals and implement an individualized nutritional care plan to meet the unique needs of the child.
Occupational Therapy:
The role of an occupational therapist is to increase the child’s ability to successfully function within his or her community. By performing different tests, the occupational therapist develops an understanding of the child’s ability to perform different tasks necessary to function in different environments. Specific strengths and weaknesses are determined with respect to self-care, play/leisure skills, academic abilities and sensory motor capabilities.

If services are recommended, the therapy may focus on the following:

- Adjustments/changes to current position
- Adaptive equipment
- Suggestions on how to modify the child’s environment
- Assistive Technology
- Splints, activities that will help in fine and gross motor skills and movements
- Cognitive and perceptual awareness skills, daily living skills including dressing, feeding, meal preparation, toileting, bathing and hygiene, and sensory integration.

The therapist helps the child reach his or her greatest independence through fine and gross motor activities, functional mobility, and through the use of adaptive equipment to accomplish his/her daily tasks (occupations).
Pediatric Primary Care:
Pediatric Primary Care located in Mountainside provides comprehensive, coordinated, and integrated primary care to special needs children, their siblings, and families.

The following scope of services is provided:

• Pediatric primary care
• Well-child and sick-child care
• Special needs assistance/guidance for parents
• Case Management/Patient Care Coordination
• 24-hour emergency coverage after hours/weekends
• Referral to specialists/therapy/appropriate educational settings
• Inpatient hospital care
• Bilingual services

Pediatric Primary Care provides a comprehensive team approach to the holistic treatment of special needs children and their families; it assures access to quality primary care using a family-centered approach; assists parents in obtaining services to maximize their child’s physical, psychological, emotional, educational and social potential; provides education to parents/families by giving them specific knowledge/skills needed to meet their child’s ongoing health care needs; and serves in an advocacy capacity for special needs children and their families.

Inpatient hospital care is given daily as needed in acute care facilities where our physician privileges exist. To schedule an appointment call: 1-888-CHILDREN (244-5373) Option 3.

Physical Therapy:
The physical therapist works to help children reach the highest level of independent function by using a wide variety of activities. Pediatric physical therapists assist children from infancy through adolescence and work with their families and other medical, educational, developmental and rehabilitative specialists. They encourage the participation of children in daily activities and routines in the home and community. Families
are supported through coordination of services, advocacy, and assistance to enhance the development or return of function of their child through:

- Positioning during play routines and activities
- Adapting the environment for play and optimal function
- Expanding mobility options
- Using equipment effectively
- Teaching safety for the home and community
- Providing information regarding the child’s physical and health care needs
- Easing transitions from early childhood to school and into adult life
- Providing home exercises and activity suggestions.

**Psychology Services:**
The Department of Psychology deals with behavioral, social, cognitive and emotional needs of children at each stage of their lives. A mental health access coordinator assists families to identify which mental health services are needed. Services include individual, family and group psychotherapy, psychological, educational, and parent workshops. We offer help with a variety of problems including anxiety, depression, behavior, learning, adjustment, autism spectrum disorders, attention deficit, peer/social, family, illness/disability, and trauma. Group therapy is offered for social skill enhancement, improving self-control, reducing anxiety and depression or other issues. Parent/caregiver groups and workshops are also provided to address child development and behavior management issues. To arrange an appointment for psychological services, please call the mental health access coordinator at 908-518-5851.

**Recreational Therapy/Child Life:**
Certified therapeutic recreation specialists offer a variety of recreational programs, day and overnight camps, and special events which have included adaptive aquatics, social groups, and carnivals. Programs are designed to give children with special needs the opportunity to participate in social and leisure activities while enhancing their leisure skill development in a fun and supportive environment. The Recreational Therapy/Child Life Department can also be utilized as a resource for recreational opportunities within the community.

Certified child life specialists assist patients and their families by providing support, pain management, and coping education for medical procedures and painful or stressful therapies. Peer support groups for siblings are offered at various sites.
Rehabilitation Technology:
The Department of Rehabilitation Technology is a regional resource of professionals dedicated to enhancing the quality of life of children, adolescents, and young adults with disabilities through services, information, and research-based technical programs. Using a team approach, a detailed evaluation of the patient’s needs is obtained and used to meet the seating, positioning and mobility needs of the patient. Types of equipment that are recommended include but are not limited to the following: manual wheelchairs, power wheelchairs, custom molded seating systems, supportive standers, adaptive toileting and bath equipment, adaptive strollers, adaptive bicycles and gait trainers.

Children of all ages and abilities are served, including those with severe developmental delays, all cognitive levels, severe physical limitations, and ventilator dependent. To schedule an appointment for an evaluation of your child’s adaptive equipment needs, call: 908-389-5620. Outpatient clinics are held in Mountainside and Toms River.

Speech Therapy:
Speech and language pathologists work to increase the child’s ability to communicate within their home and community environments. They focus on increasing the child’s ability to understand, process, remember spoken and written communication and to effectively communicate wants, needs and ideas both verbally and through gestures. The therapists help the child learn to use skills in a socially appropriate way by teaching them to understand the social language cues in their environment. This will enable the child to develop meaningful relationships and get their message across in a clear and easily understood manner.

In addition, speech/language pathologists are trained in the management of dysphagia (feeding and swallowing).

Speech/language pathologists provide comprehensive diagnostic evaluations (in depth testing) which help them to understand the child’s abilities and identify problems that may exist which could prevent communication and eating skills development. If therapy is recommended, our licensed and certified staff will work with you to outline a therapy plan. With their knowledge of developmental milestones, the speech pathologists are able to encourage and inspire the child to reach his or her fullest potential.
**Physician Services:**
Children’s Specialized Hospital offers highly experienced, pediatric medical sub-specialists that are leaders in their field. Our medical sub-specialists are familiar with the needs of children and adolescents and understand that each child is still developing physically, emotionally, and educationally. Our sub-specialists take into account the unique qualities of each child and after a thorough evaluation are able to offer an individualized treatment plan tailored to each child’s needs.

The comprehensive range of medical sub-specialists available includes those in the following disciplines: (all services are not available at all sites)

- Developmental Behavioral Pediatrics
- Neurology
- Psychiatry (physical medicine and rehabilitation)
- Psychiatry
- Orthopedics

To discuss a referral for Psychiatry Services at any site, contact the mental health access coordinator at: 908-518-5851.

**Resources**

**Family Resource Center/Medical Library:**
The Family Resource Center contains books, newsletters, videotapes, pamphlets and web-based materials written in easy to read language to meet the informational and educational needs of parents, families and patients at Children’s Specialized Hospital. Computers are available for searching the internet to find information on a child’s diagnosis as well as locating agencies, organizations and/or support groups. Articles may be photocopied. Books and videotapes may be borrowed for a 2-week period, with a small refundable deposit required to borrow videotapes. When possible, materials may be faxed, sent to an individual’s home computer as a PDF document or delivered through the US mail. The Family Resource Center and Medical Library are staffed Monday 10 AM to 4 PM and Tuesday-Friday 10:00 AM to 3:00 PM. For more information, contact the medical librarian at: 1-888-CHILDREN (244-5373) Ext. 5227.
Toys-To-Go:
Many children with physical disabilities are unable to play with toys independently. For these children, attempting to push a button or turn a crank can become a frustrating experience. However, with the availability of electro-mechanical toys, even a child with multiple disabilities can experience the delight and enjoyment toys can bring. Along with providing enjoyment, toys enhance a child’s motor, perceptual and learning development. Children’s Specialized Hospital provides a toy library for children with disabilities. This toy library, known as Toys-To-Go, offers an array of commonly available commercial toys such as music boxes, busy boxes, mechanical animals and vehicles, etc. which have been adapted for the individual needs of these children. The toys are available to children on the developmental level of 6 months to 12 years. The Toys-To-Go Program is a service of Children’s Specialized Hospital’s Education Department. For additional information or to borrow a toy, call Mountainside at: 888-CHILDREN (244-5373) Ext. 5488.

Additional Programs
Not all programs listed are available at every location. Please check www.childrens-specialized.org/camp for program details.

• Camp Chatterbox is a therapy camp for children, ages 5 -15, who use augmentative and alternative communication (AAC) devices and a training program for their parents. Camp Chatterbox gives children an opportunity to interact with other children using AAC systems while learning to use their devices in functional activities. Camp Chatterbox uses the facilities of Camp Oakhurst in Monmouth County, New Jersey. See more at: http://www.childrens-specialized.org/camp.

• BECOME Program- Therapeutic program for children with a diagnosis of hemiparesis resulting at birth or from a traumatic brain injury. This three week program is run by the Occupational Therapy Department using constraint induced movement therapy (CIT).

• Lightning Wheels- Children’s Lightning Wheels is a Paralympic Sports Club, sponsored by Children’s Specialized Hospital. It is a sports team for athletes ages 5-22 that have a primary diagnosis of a physical disability.
Martial Arts- Children’s Specialized Hospital’s Recreational Therapy Department offers a martial arts program for children with special needs ages 5-13. It is especially for children with ADHD, neurological impairments, and/or problems with balance, coordination, and body awareness.

Adaptive Aquatics- Children’s Specialized Hospital offers swim classes for children ages 3-10 years. These classes are especially designed for children with moderate to severe neurological, physical, and/or social challenges.

Friday Night Fever is a monthly social and recreational program for teens with disabilities. The program provides opportunities for teens to make friends, socialize, participate in activities, access a variety of community facilities, and just be a teenager!

Extended Day Camp- Camp Discovery is an integrated camp for children ages 7–11. With an increased staff to camper ratio, children participate in the same activities as children from the YMCA community. Activities include: arts & crafts, games, sports, swimming, themed weeks, and weekly field trips.

Pal’s Paradise is a day camp for children with special needs. Activities include sports, cooperative games, crafts, social events, and music. This camp is unique in that a sibling or friend may register to attend which creates an inclusionary environment.

Camp Kresge- Children’s Specialized Hospital and the Wilkes-Barre Family YMCA partner to provide a fully main-streamed, overnight camp experience at Camp Kresge in White Haven, PA near the Pocono Mountains for children with disabilities.
Frequently Asked Questions:

• Do I need a referral and/or authorization for services?
  Refer to Patient Services pages 8-10

• Who do I call about billing questions or issues?
  Refer to Registration and Billing pages 9-10

• Does Children’s Specialized Hospital offer parent support groups?
  Children’s Specialized Hospital hosts various local parent support groups related to autism, attention deficits and other problems. Additionally, Children’s Specialized runs periodic workshops for caregivers to discuss child development and behavioral issues. To find out what support groups meet at the hospital visit the hospital’s website at www.childrens-specialized.org.

• How do I obtain copies of my child’s medical records or reports?
  Refer to Medical Records (HIMS) pages 8-9

• Who can I contact if I have questions regarding insurance benefits?
  Refer to Patient Services pages 8-10

• What do I do if my child is sick?
  Refer to General Information pages 3-4

• Do I have to remain in the building during my child’s appointment? Can I bring other children with me to the appointment?
  Caregivers are required to remain in the building during the child’s therapy session. Families/caregivers, and siblings are encouraged to participate in therapy sessions provided the siblings are not a distraction to the patient.
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<th>Location</th>
<th>Address</th>
<th>Phone</th>
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<td>BAYONNE, NJ:</td>
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<td>Speech and Language Therapy</td>
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<td>Fax: 201-823-6022</td>
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<td>CLIFTON, NJ:</td>
<td>1135 Broad Street</td>
<td>973-365-3071</td>
<td>973-365-3089</td>
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<td>Fax: 973-365-3089</td>
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<td>6106 Black Horse Pike</td>
<td>609-645-7779</td>
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<td>FANWOOD, NJ:</td>
<td>330 South Avenue</td>
<td>908-301-2532</td>
<td>908-252-2534</td>
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<td>HAMILTON, NJ:</td>
<td>3575 Quakerbridge Road</td>
<td>609-631-2800</td>
<td>609-631-2897</td>
<td>Physical Therapy</td>
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<td>Hamilton, NJ 08619</td>
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<td>Phone: 609-631-2800</td>
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<td>Fax: 609-631-2897</td>
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Mountainside, NJ:
150 New Providence Road
Mountainside, NJ 07092
Phone: 908-233-3720
Fax: 908-301-5546
Therapy Services:
Physical Therapy
Occupational Therapy
Speech and Language Therapy
Audiology
Rehab Technology
Psychology
Neuro Rehab

Physician Services:
Neurodevelopmental Pediatrics
Neurology
Orthopedics
Psychiatry
Pediatric Primary Care

Newark, NJ:
182 Lyons Avenue
Newark, NJ 07112
Phone 973-391-2960
Fax: 973-391-2970
Therapy Services:
Physical Therapy
Occupational Therapy
Speech and Language Therapy

Physician Services:
Neurodevelopmental Pediatrics
Physiatry
Psychology

New Brunswick, NJ:
10 Plum Street
New Brunswick, NJ 08901
Phone: 732-258-7100
Fax: 732-258-7262
Therapy Services:
Physical Therapy
Occupational Therapy
Speech and Language Therapy
Psychology

Physician Services:
Neurodevelopmental Pediatrics
Neurology
Physiatry
ROSELLE PARK, NJ:
316 W. Westfield Ave.
Roselle Park, NJ 07204
Phone: 908-259-3330
Fax: 908-259-3383

Services:
Medical Day Care
Roselle Park Early Intervention

TOMS RIVER (LAKEHURST RD):
368 Lakehurst Road
Toms River, NJ 08755
Phone: 732-281-3900
Fax: 732-281-3919

Therapy Services:
Occupational Therapy
Speech and Language Therapy
Physical Therapy
Psychology

TOMS RIVER (STEVENS RD):
94 Stevens Road
Toms River, NJ 08755
Phone: 732-914-1100
Fax: 732-797-3830

Therapy Services:
Physical Therapy
Occupational Therapy
Speech and Language Therapy
Audiology
Rehab Technology
Psychology

Physician Services:
Neurodevelopmental Pediatrics
Neurology
Psychiatry

WARREN, NJ:
266 King George Road
Warren, NJ 07059
Phone: 908-647-8830

Therapy Services:
Physical Therapy
Occupational Therapy
Speech and Language Therapy
Psychology

Physician Services:
Neurodevelopmental Pediatrics
To Schedule an Appointment or reach the following departments call 888-CHILDREN (244-5373) Option 2 for outpatient therapy services and scheduling OR option 3 for outpatient physician services and scheduling.

Ambulatory Care Center: (Physician Services)  
Audiology  
Autism Program  
Child Evaluation Center  
Fetal Alcohol Syndrome  
Nutritional Services

Occupational Therapy  
Physical Therapy  
Physician Services  
Scheduling  
Speech Therapy

Administration:  
888-CHILDREN (244-5373) Ext. 7134 or 5431

Autism Program  
888-CHILDREN (244-5373) Ext. 2489

Camps:  
888-CHILDREN (244-5373)  
Camp Chatterbox: Ext. 5451  
Overnight and Mountainside: Ext. 5484  
Pals Paradise (Toms River): Ext. 3821  
Day Camp: Ext. 5484

Comprehensive Feeding Team Scheduling:  
888-CHILDREN (244-5373) Ext. 5191

Developmental Evaluations:  
888-CHILDREN (244-5373) Ext. 2491

Early Intervention:  
888-CHILDREN (244-5373)  
Northern and Central NJ: Ext. 3368  
Southern NJ: Ext. 2824

Family Faculty:  
888-CHILDREN (244-5373)  
Hamilton: Ext. 2816  
Mountainside: Ext. 5346  
New Brunswick: Ext. 7576  
Stevens Road: Ext. 3757  
Lakehurst Road: Ext. 3961
Friday Night Fever:
Mountainside: 888-CHILDREN Ext. 5114
Toms River: 888-CHILDREN Ext. 3821

Lightning Wheels:
908-301-5424

Medical Day Care Center:
908-259-3330

Medical Librarian:
888-CHILDREN (244-5373) Ext. 5227

Medical Records:
888-CHILDREN (244-5373) Option 1

Mental Health Access Coordinator:
888-CHILDREN (244-5373) Ext. 5851

Neurorehabilitation/Neurorehabilitation:
908-518-5847

Orthotics & Prosthetics (NOPCO):
Mountainside: 908-233-3720 Ext. 5299
Toms River: 732-651-1223
Hamilton: 732-651-1223

Insurance Inquires/Patient Access Services:
888-CHILDREN (244-5373) Ext. 5193

Billing Inquires:
908-301-5900

Patient-and-Family Centered Care:
732-258-7130

Pediatric Primary Care:
908-301-5534

Rehabilitation Technology:
908-389-5620

Toys-To-Go:
888-CHILDREN (244-5373) Ext. 5488

For e-mail contacts please see our website at:
www.childrens-specialized.org
Children’s Specialized Hospital is the nation’s leading provider of inpatient and outpatient care for children from birth to 21 years of age facing special health challenges — from chronic illnesses and complex physical disabilities like brain and spinal cord injuries, to developmental and behavioral issues like autism and mental health. At 13 different New Jersey locations, our pediatric specialists partner with families to make our many innovative therapies and medical treatments more personalized and effective so children can achieve more of their goals.

For information on additional services, how to volunteer, or donate, contact us at

1-888-CHILDREN (244-5373)

Or, visit our website

www.childrens-specialized.org

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