

# HOW TO COMMUNICATE WITH CHOP FOR CONSULTATIONS AND PATIENT CARE



Children's Hospital  
of Philadelphia®



To enhance communications with our partners, there are two convenient ways healthcare partners can communicate with Children's Hospital of Philadelphia (CHOP), depending on your patient's situation.

**1. Do you have a clinical question about a patient who has not been seen by a CHOP subspecialist?**

Do you want to have a conversation about whether specialty care is the best next step?

**Try our Clinical Priority Phone Line.**

Call **1-800-TRY-CHOP (1-800-879-2467)** and press 2 to be connected with a clinician in the subspecialty you specify. Please do not use this line for ongoing medical management. To facilitate this conversation, please provide a cell number for the clinician who is requesting the conversation. If providing a secondary (backline) number, we don't want you to miss the call back from the specialist! Please let your staff know that you are expecting a call-back.

**2. Do you have a transport or referral request? Do you need medical advice or assistance with a complex patient being sent to the CHOP Emergency Department?**

**Contact our Enterprise Medical Command Physician.**

Call the Transport Communications Center at **215-590-2160** and ask to be connected with the Enterprise Medical Command Physician (E-MCP).

**Who are we?** CHOP pediatric emergency medicine physicians

**Where are we?** Working in CHOP's Mission Control Center or remotely

**What is our role?**

- Be the initial decision-maker for transport or referral requests from outside hospitals and referring clinicians
- Direct the routing of patients to CHOP's Philadelphia Campus, King of Prussia Campus and affiliate/network hospitals

- Help the CHOP enterprise with capacity management and patient flow
- Consult with referring clinicians who need medical advice or assistance with complex patients being sent to the ED
- Be a resource for clinicians at outside hospitals for patients "paused" during Transport Selective Mode
- Provide clinical support for CHOP transport teams at outside hospitals and en route back to CHOP



**Access Our Online Resources**

You can connect with us online, submit inquiries and find an online referral form by visiting [www.chop.edu/healthcare-professionals](http://www.chop.edu/healthcare-professionals)