

Now Online: New Referral Guidelines and Tools for Referring Providers

Visit the Gastroenterology and Hepatology “Refer a Patient” webpage at Seattlechildrens.org.

Contact Us:

To speak with one of our providers about:

- Diagnosis and treatment options: please call 206-987-7777 (Provider-to-Provider Line)
- Referrals, including clinical questions, locating or expediting a referral: please call 206-987-2080 (Clinical Intake Nurses)

Send referrals to:

Online: Use eReferral, an alternative method to submit a referral and track its status

Fax: 206-985-3121 or toll free 866-985-3121

Phone: Clinical Intake Nurses at 206-987-2080 or toll free 866-987-2080

Gastroenterology

updated 9-2019

Open to New Referrals: Yes

Access situation: Long wait times

We have had several providers move on to new opportunities this year, and this has created longer-than-normal wait times to see our specialists. We currently receive almost 800 new referrals per month and have just seven openings for new patients in the next 30 days.

Changes we are making to improve specialty care access

- **New scheduling processes** to improve efficiency and access.
- **A redesigned internal triage process** to identify those patients who need specialty services most urgently. Our team reviews referrals daily. *Please submit as complete a referral as possible, with all relevant documentation and chart notes, to help us with this process.*
- **Recruitment and hiring:** Dr. Nicole Green will be joining our practice this fall and Dr. Padade Vue this winter. We are actively recruiting additional physicians and advanced practice providers.

New referral guidelines

- **We are seeing new patients through age 17 only.** If your patient is 18 or older, we ask that you refer them to an adult gastroenterology/hepatology provider.
- **We are redirecting patients to primary care** when their condition does not require specialty care. Many cases of constipation fall into this category.

Tools to help referring providers

- Algorithm: In collaboration with community providers, we have developed a [clinical protocol for constipation](#). Constipation is commonly referred to our specialists but often can be successfully treated in primary care. The clinical protocol for Constipation Evaluation and Treatment can be found at: <https://www.seattlechildrens.org/clinics/gastroenterology-hepatology/refer-a-patient/>. It includes links to patient education materials to help families understand and manage their child’s constipation.
- You may also refer your patients to constipation resources on our website.
 - A [five-part video series](#) about managing constipation in children
 - [Constipation Family Education Handouts](#): “Constipation: Treatment of Chronic Constipation and Soiling,” “Constipation: Frequently Asked Questions,” “Constipation Treatment Recommendations,” “Severe Constipation Treatment Pyramid” and “Severe or Chronic Constipation: Polyethylene Glycol (MiraLAX) Dosage Table”
 - Articles on constipation by [Seattle Mama Doc](#)
 - A page devoted to [constipation information](#): <https://www.seattlechildrens.org/conditions/a-z/constipation/>