

# Children's Specialized Hospital Family Guide for Outpatient Services



**Children's Specialized Hospital**  
*An Affiliate Member of the Robert Wood Johnson Health System*

February 2010

## MESSAGE FROM THE PRESIDENT

Dear Parents and Caregivers,

Welcome to Children's Specialized Hospital. The entire staff is here to assist you and your child as you move through the rehabilitation/habilitation process. You have chosen the best place to receive services for your child.

**Your opinion is important to us.** We need to know what we are doing right and what needs improvement. This will help make our care better for current and future patients and families. Based on what some of our past outpatients and families have told us, we have made improvements in our registration process, as well as decreased the waiting time for doctor appointments. Please take a moment and let us know about your child's experiences at Children's by completing your confidential ***"Please Share, We Care", Press Ganey, Patient & Family Satisfaction Survey***. Please feel free to write down any comments you may have and we encourage you to write any staff person's name on the survey.

In the event that an issue arises that you feel needs immediate attention, please feel free to contact my office at 908-301-5431. If you see me in the hallways, please stop and introduce yourself and your child. We are all partners in your child's care.

Sincerely,  
Amy  
Amy B. Mansue  
President and CEO

Children's Specialized Hospital is the largest freestanding pediatric rehabilitation system in the country. Children's Specialized provides inpatient and outpatient specialty health, developmental and rehabilitation services to infants, children, adolescents and young adults.

***The Vision of Children's Specialized Hospital***  
***A world where all children can reach their full potential.***

***The Mission of Children's Specialized Hospital***  
*is to be the preeminent provider of specialized healthcare services for infants, children and young adults.*

***The Values of Children's Specialized Hospital***  
*Our trustees, employees and volunteers will embody our values in every interaction with patients, their families, each other and all other stakeholders. Our values are:*

- **Compassion**—*We provide a loving, caring family-centered environment for the children, their families, and each other. We advocate for children and their families.*
- **Integrity**—*We are committed to organizational and financial accountability, transparency, respect for all, and ethical practices.*
- **Excellence**—*We will be the best at our work and provide the highest quality family-centered care to our children, constantly striving to improve.*
- **Innovation**—*We go above and beyond the norm and will be creative in providing care and solving problems.*
- **Teamwork and Collaboration**—*We seek to collaborate and partner in all that we do. We are a team where every person is needed to provide the quality care for which we are known. We work together and communicate effectively.*
- **Fun**—*We will provide a positive and friendly environment.*

We are proud to be accredited by the following:

- Joint Commission on Accreditation of Healthcare Organizations (JCAHO)
- Commission on Accreditation of Rehabilitation Facilities (CARF)
- American Speech Language Hearing Association (ASHA)

**TABLE OF CONTENTS**

**About Children's Specialized Hospital:**  
Message from the President ..... 2  
Vision/Mission/Values..... 3  
Accreditations ..... 3

**Patient and Family-Centered Care:**  
What is Patient and Family-Centered Care?..... 9

**Patient Services:**

Ambulatory Care Center/Subspecialty Medical Services (ACC) . . . . . 10  
Audiology . . . . . 11  
Autism Program . . . . . 11  
Comprehensive Feeding Program . . . . . 12  
Developmental Screening Clinic . . . . . 12  
Early Intervention Program . . . . . 12  
Medical Day Care Center. . . . . 13  
Medical Records (Health Information Management Services HIMS). . . . . 13  
Neuro-Rehabilitation & Neuro-Psychology. . . . . 13  
Nutritional Services . . . . . 14  
Occupational Therapy . . . . . 14  
Outpatient Case Management . . . . . 15  
Patient Access Services . . . . . 15  
Patient Accounts . . . . . 16  
Primary Care Center for Children with Special Needs . . . . . 16  
Physical Therapy . . . . . 16  
Psychology Services. . . . . 17  
Recreational Therapy/Child Life. . . . . 17  
Rehabilitation Technology . . . . . 17  
Scheduling . . . . . 18  
Speech Therapy . . . . . 18

**Patient Satisfaction:**

Complaint and Grievance Procedure . . . . . 10  
Please Share, We Care . . . . . 9

**Resources:**

Family Resource Center Medical Library . . . . . 19  
Toys-to-Go . . . . . 19

**Additional Programs:**

Camps . . . . . 20  
Friday Night Fever . . . . . 21  
Lightning Wheels . . . . . 21

**General Information:**

Attendance and Illness . . . . . 8  
Cell Phone Use . . . . . 8  
Holiday Closings . . . . . 9  
Important Numbers . . . . . 5  
Making Therapy Successful. . . . . 7  
Transportation . . . . . 9  
Weather Policy . . . . . 9

**Specific Site Information:**

Fanwood .....	21
Hamilton .....	21
Mountainside .....	22
New Brunswick .....	22
Roselle Park .....	22
Toms River .....	23

**Specific Site Directions:**

Fanwood .....	23
Hamilton .....	24
Mountainside .....	25
New Brunswick .....	25
Roselle Park .....	26
Toms River .....	27

**Miscellaneous:**

Frequently Asked Questions .....	27
Important Numbers .....	5
Site Addresses .....	Back Cover

**IMPORTANT NUMBERS:**

**Administration:**

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

**Ambulatory Care Center: (Physician Services)**

888-CHILDREN (244-5373) Option 2

**Audiology:**

888-CHILDREN (244-5373) Option 2

**Autism Program**

888-CHILDREN (244-5373) ext. 5166

**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.2217

**Developmental Screening:**

888-CHILDREN (244- 5373) ext. 3719

Early Intervention:

Fanwood School: 908-301-2523  
Tom River: 732-797-0368  
Hamilton: 609-631-2812

Family Resource Areas:

Hamilton: 609-631-2800  
Mountainside: 908-233-3720 Ext. 5227  
New Brunswick: 732-258-7000 Ext. 7576  
Toms River: 732-914-1100

Friday Night Fever: 888-CHILDREN Ext. 5114

Lightning Wheels: 908-301-5424

Medical Day Care Center: 908-259-3330

Medical Records:

Mountainside: 908-301-5421  
New Brunswick: 732-258-7156  
Hamilton: 609-631-2800 Ext. 2110  
Toms River: 732-797-3802

Mental Health Access Coordinator:

908-301-2604

Neuropsychology:

888-CHILDREN (244-5373) Ext. 5276

Neurorehabilitation: 908-301-2504

Nutritional Services:

888-CHILDREN (244-5373) Option 2

Occupational Therapy:

888-CHILDREN (244-5373) Option 2

Orthotics & Prosthetics (NOPCO):

Mountainside: 908-233-3720 Ext. 5299  
Toms River: 732-651-1223  
Hamilton: 732-651-1223

Patient Access Services:

888-CHILDREN (244-5373) Ext. 5234

Patient Accounts: 908-301-5900

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

Family Faculty:

Hamilton: 888-CHILDREN Ext. 2816  
Mountainside: 888-CHILDREN Ext. 5346  
New Brunswick: 888-CHILDREN Ext. 7576  
Stevens Road: 888-CHILDREN Ext. 3757  
310 Main St.: 888-CHILDREN Ext. 3961

Primary Care for Children with Special Needs:

888-CHILDREN (244-5373) option 3  
908-301-5534

Physical Therapy:

888-CHILDREN (244-5373) Option 2

Physician Services:

888-CHILDREN (244-5373) Option 2

Psychological Services:

Mental Health Access Coordinator:  
908-301-2604

Rehabilitation Technology:

908-389-5620

Scheduling:

888-CHILDREN (244-5373) Option 2

Speech Therapy:

888-CHILDREN (244-5373) Option 2

Toys-to-Go:

Mountainside: 908-301-5478  
Toms River: 732-914-1100 Ext. 3727

For e-mail contacts please see our website at: [www.childrens-specialized.org](http://www.childrens-specialized.org)

### **MAKING THERAPY SUCCESSFUL**

Your child's therapy is a team effort between the child, the family and the therapist. Together you will develop goals and a plan for treatment. Your child's progress will be reassessed on an on-going basis. Discuss with your therapist your child's goals for the sessions and for home; he or she will help you learn how to best practice at home the things your child does in therapy. We look forward to working with you and your child.

## GENERAL INFORMATION

### **Attendance and Illness:**

At Children's Specialized Hospital, we feel that your child's appointment is very important. Please make sure your child attends all scheduled appointments. Absences, cancellation and/or late arrivals result in loss of appointment time.

If your child is ill for the regularly scheduled appointment, please call to cancel and reschedule your appointment. **1-888-CHILDREN (244-5373) Option 2.**

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 hours)

- Conjunctivitis/pink eye (must be treated for 24 hours and have no drainage)

- Communicable (contagious) disease or exposure to Varicella (chickenpox)

- Cold and flu symptoms

- Pediculosis (lice) and scabies

- Any uncovered draining lesion

If you are unsure if your child can attend, please contact your therapist. If your child is unable to attend the regularly scheduled appointment, please call to cancel and reschedule your appointment.

Please provide your therapist or practitioner with 24-hour notification if your child is unable to attend an appointment for any other reason. **1-888-CHILDREN (244-5373) Option 2.**

We understand that sometimes it may be difficult to attend the scheduled sessions and/or to arrive on time. Please discuss this with your therapist or practitioner and we will work with you to find another mutually agreeable time. However, if you do not call us in advance and/or are consistently late, it may become necessary to discontinue your child's services.

We require that you remain in the building during your child's appointment, so that you will be immediately available in the event of any unforeseen circumstance.

### **Cell Phone Use:**

Cell phone use is permitted at all sites. However, Children's Specialized Hospital reserves the right to ask parents/caregivers/visitors to move to another area should the cell telephone usage interfere with and/or be disruptive to patient care.

### **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 or local Medicaid office.

### **Weather Policy:**

In the event of inclement weather, please contact the department at the location where you receive services. The back page of this directory lists the numbers for each location.

## **PATIENT and FAMILY-CENTERED CARE**

Children's Specialized Hospital practices Patient and Family-Centered Care. To that end, we understand that a partnership with our families is essential in providing high quality care. Together, we can best plan your child's care.

By practicing Patient and Family-Centered Care

- We recognize the vital role that families play in ensuring 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**

### **Please Share, We Care:**

One of the best ways to make improvements is through the feedback of patients and families who use our services. Children's Specialized Hospital measures patient/family

satisfaction with a satisfaction questionnaire administered by Press, Ganey, Inc. It allows Children's Specialized Hospital to better understand the "healthcare experience" of each of its patients and helps us see how our results compare to those of similar organizations.

On behalf of Children's Specialized Hospital, Press, Ganey Inc. mails out our patient/family satisfaction questionnaires to outpatients and Pediatric Practice patients. All questionnaires are mailed back to Press, Ganey Inc. for their processing (data entry and analysis). The results are then sent to Children's Specialized for review and follow-up. Your opinion matters and we value what you have to say, so please take the time to complete and return the survey. If you feel any employees are outstanding, please add their name to the survey.

### **Complaint and Grievance Procedure:**

In the event that you have a complaint related 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 the Administration at 908-301-5431. 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:

- 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 of Accreditation of Healthcare Organizations ([www.jcaho.org](http://www.jcaho.org)) at 800-994-6610.

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

- New Jersey Division of Mental Health Services at 800-382-6717.
- Community Mental Health law project at 908-355-8282.
- Union County Mental Health Administrator at 908-527-4846.
- Mercer County Mental Health Administrator at 609-989-6574.
- Ocean County Mental Health Administrator at 732-506-5374.

For complaints regarding suspected abuse or neglect, it is your right to also call:

- The Division of Youth and Family Services at 800-331-3937.

## **PATIENT SERVICES**

### **Ambulatory Care Center/Subspecialty Medical 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 Pediatrics
- Pediatric Physiatry (physical medicine and rehabilitation)
- Pediatric Neurology
- Psychiatry
- Orthopedics
- Urology
- Ophthalmology
- Otolaryngology

To schedule an appointment please call:

**888-CHILDREN (244-5373) Option 2.**

To discuss a referral for Psychiatry Services at any site, contact the Mental Health Access Coordinator at: **908-301-2604.**

### **Audiology:**

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

- A. Routine diagnostic audiometry
- B. Special Electrophysiologic tests to objectively evaluate hearing and confirm the presence of hearing loss using computerized equipment.
- C. Auditory Processing Evaluations for children who are above a developmental age of 6 years.
- D. 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.

To schedule an appointment, please call: **888-CHILDREN (244-5373) Option 2**

### **Autism Program:**

The Autism Program at Children's Specialized Hospital works with children from birth through 21 years of age, who have an autism spectrum disorder (Autism, Asperger's Syndrome, Pervasive Developmental Disorder, Childhood Disintegrative Disorder or Rett's

Syndrome). 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 an autism spectrum disorder. Our **Developmental Screening Clinic** is just one of our many services. For general autism information or to schedule an appointment for an Autism Team Evaluation, please call 1-888-CHILDREN (244-5373) ext. 5166.

### **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, please call:  
**908-301-2600 Ext. 5704 or 5191.**

### **Developmental Screening Clinic:**

As part of the **Autism Program**, our Developmental Screening Clinic 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 Screening Clinic, please call 1-888-CHILDREN (244-5373) ext. 3719

### **Early Intervention Program:**

The Early Intervention Program (EIP) is a state funded program that provides early identification, evaluation and intervention for children up to three years of age who have a condition that impairs or has a high predictability of impairing normal development and/or who have measurable developmental delays.

During the admission process, the child will receive an interdisciplinary team evaluation to obtain information regarding the child's development in the areas of communication, cognition, sensory, gross and fine motor skills, self-help, feeding, and social-emotional abilities. Participation and input from parents are essential in this evaluation.

The Early Intervention Program:

- Promotes social, cognitive, language, and physical development through a variety of fun but educational and therapeutic activities.

- Is delivered in the child's natural environment such as their home or child care or community settings.
- Provides parent/caregiver training and participation in EIP sessions.
- Provides parent support services, both individual and group.

For additional information parents should contact the "Special Child Health Services Unit" in their county of residence.

### **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 please call **908-259-3330**.

### **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 please call:

Mountainside:	<b>908-301-5421</b>
New Brunswick:	<b>732-258-7156</b>
Hamilton:	<b>609-631-2800</b>
	<b>Ext. 2110</b>
Toms River:	<b>732-797-3802</b>

### **Neuro-Rehabilitation and Neuro-Psychology 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.) chronic illness, attention deficit disorder, autistic spectrum disorders, nonverbal learning disability, developmental disorders, and other learning

problems.

The Neuropsychologist specializes in the assessment of brain function and behavior. The Neurorehabilitation Program, a CARF (Commission on Accreditation of Rehabilitation Facilities) accredited post-acute rehabilitation day treatment service, is available to children with acquired and traumatic brain injuries. Cognitive rehabilitative services are conducted by an interdisciplinary team. Case Management/Social Work Services are offered as an integral part of our program to assist our children in learning how to adapt to the challenges before them. The program also has a school transition program aimed at assisting children, families and teachers with a seamless return to school following comprehensive rehabilitation. Services are provided in either a group or individual format. Tutoring is also available.

To contact Neuropsychology and Neurorehabilitation please call: **908-301-2504**.

### **Nutritional Services:**

Experienced Pediatric Dietitians 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 dietitian 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.

To schedule an appointment please call:

**Mountainside: 1-888-CHILDREN Ext. 5195**  
**1-888-244-5373 Ext. 5195**  
**Toms River: 1-888-CHILDREN**  
**1-888-244-5373 Ext. 3734**  
**Hamilton: 1-888-CHILDREN**  
**1-609-631-2800**

### **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, 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, 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 independence through fine and gross motor activities, functional mobility, and through the use of adaptive equipment to accomplish his/her daily tasks (occupations).

To schedule an appointment please call:  
**888-CHILDREN (888-244-5373) Option 2**

### **Outpatient Case Management/Patient Care Coordination**

A Patient Care Coordinator is available to assist you with support services and referrals to appropriate community programs. You may request these services through your physician or therapist.

### **Patient Access Services:**

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:

- Parent/Legal Guardian proof of identity (driver's license, social security card, etc.)
- Legal Guardianship papers (if applicable)
- Insurance Card(s)
- Insurance Referral and/or Authorization Information.

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 8:00 AM - 4:00 PM Monday through Friday (holidays excluded). For additional information, call **888-CHILDREN (888-244-5373) Ext. 5234**.

### **Patient Accounts:**

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.

### **Primary Care Center for Children with Special Needs:**

The Primary Care Center located in Mountainside provides comprehensive, coordinated, and integrated primary care to special needs children and their siblings (ages birth to 21 years). The following scope of services is provided:

- Primary pediatric 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

The Primary Care Center 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 healthcare needs; 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 please 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.

To schedule an appointment please call:  
**888-CHILDREN (888-244-5373) Option 2**

### **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: Mental Health Access Coordinator at **908-301-2604**.

### **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 Stenders, 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, please call: **908-389-5620**. Outpatient clinics are held in Mountainside, Hamilton and Toms River.

### **Scheduling:**

The Scheduling Department is committed to offering exceptional customer service while providing families and caregivers with accurate and timely schedules for therapy and medical services.

Please contact our Scheduling Coordinators, who will be happy to assist you in scheduling an appointment **888-CHILDREN (244-5373) Option 2**.

### **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 children learn to 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/her fullest potential.

To schedule an appointment, please call:  
**888-CHILDREN (888-244-5373) Option 2**

## RESOURCES

### **Family Resource Center/Medical Library:**

The Family Resource Center, located in the Medical Library at our Mountainside facility, 150 New Providence Road, Mountainside, NJ 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. A part-time professional librarian is available to assist users in locating materials in the collection as well as perform literature searches in online databases. 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 10am—4pm and Tuesday-Friday 10am—3pm. For more information, contact the Medical Librarian at **1-888-CHILDREN (244-5373) ext. 5227**.

In addition, resource material and computer access are available to our families in our Family Resource Center at our New Brunswick site: **1-888-CHILDREN (244-5373) ext. 7576**; and in the Resource Areas at 310 Main Street, Toms River: **1-888-CHILDREN (244-53783) ext. 3955**; 94 Stevens Road, Toms River **1-732-914-1100**; and 3575 Quakerbridge Road, Hamilton: **1-888-CHILDREN (244-5373) ext. 2816**.

### **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. They teach cause and effect relationships and often provide the first opportunity for the child to control some part of his or her environment.

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, please call:

Mountainside: **908-301-5478**

## ADDITIONAL PROGRAMS

### Camps:

Children's Specialized Hospital offers several different summer camp experiences.

- A one-week overnight camp program is offered for children 8-12 years old. The camp is run in collaboration with the YMCA of Phillipsburg/Easton. The overnight camp facility is located in the Pocono Mountains in Hawley, PA. Children participate in daily activities including swimming, arts & crafts, sports, canoeing, nature exploration and theme weeks along with YMCA campers from the community. Children who can eat, dress, use the toilet and follow safety rules with minimal supervision are appropriate for this camp program. For information about this camp program please call **888-CHILDREN (244-5373) Ext. 5484**
  
- ◆ The Mountainside facility also offers an integrated Day Camp Program where children with special needs participate in a camp program held in collaboration with the Westfield YMCA. *Camp Sunshine* is for children ages 5 & 6 and *Camp Summer Fun* is for children 7–11 years of age. Campers will participate in arts and crafts, swim lessons, theme weeks, games, sports, recreational swim, and field trips. To be eligible for the camp, children must be able to follow directions and safety rules under proper supervision. For more information on these camps and financial assistance, please call **1-888-CHILDREN (244-5373) Ext. 5484**.
  
- ◆ The Toms River facility offers a one-week day camp program in August for children ages 5-13. *Pals Paradise* is unique in that the camper with special needs can also register a sibling or friend for the week. Activities include arts & crafts, sports, games and theme days. For more information about *Pals Paradise*, please call **1-888-CHILDREN (244-5373) Ext. 3821**.
  
- ◆ *Camp Chatterbox* is an intensive therapy camp for children ages 5-16 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. The mission of *Camp Chatterbox* is threefold: (1) to help children become more interactive with their AAC devices and to have fun in the process; (2) to help parents gain the necessary skills to facilitate functional device use at home and in the community; and (3) to provide opportunities for professionals working in the field to gain hands-on experience working with children using AAC devices. For more information about *Camp Chatterbox*, please contact the camp director at **1-888-CHILDREN (244-5373) Ext. 5451** or visit the website at **[www.campchatterbox.org](http://www.campchatterbox.org)**.
  
- ◆ *Camp Open Arms* is a three week camp run by the occupational Therapy Department at Children's Specialized Hospital. The camp provides Constraint Induced Movement Therapy (CIT) for up to 6 hours a day, Monday–Friday for the scheduled 3 weeks. CIT is an approach that can be used to improve the strength and function of an upper extremity impacted by Hemiparesis, Brachial Plexus Injury, or Congenital Anomalies of the hand and/or arm. It involves "constraining" the strong or unaffected arm using a

removable cast. This forces the child to use their affected or weaker arm during play activities.

### **Friday Night Fever:**

*Friday Night Fever* is a social group created for teenagers with disabilities living in the community to provide an opportunity for social interaction and independence. This group usually meets on one Friday every month at both our Mountainside and 94 Stevens Road, Toms River sites. Activities range from various community out-trips to social events held at Children's Specialized Hospital. The group ranges from 13-21 years of age. For more information, please leave a message on the *Friday Night Fever* extension, **888-CHILDREN (244-5373) Ext. 5114 (Mountainside) or Ext. 3821 (94 Stevens Road, Toms River)**.

### **Lightning Wheels:**

The *Children's Specialized Lightning Wheels* is the hospital's athletic team. Athletes range from 5 to 21 years of age. Although we are called the *Children's Lightning Wheels*, the athlete does not necessarily need to be in a wheelchair, but does need to have a physical disability. For some of our athletes, this is the first and possibly only opportunity to be part of an organized athletic team that practices regularly and participates in local, regional and national meets. Some of the events that the athletes can participate in are: track, field, swimming, archery, weightlifting, and table tennis. If you are interested in learning more about the *Children's Lightning Wheels*, please contact the head coach at **888-CHILDREN (244-5373) Ext. 5424 or 908-301-5424**.

## **SPECIFIC SITE INFORMATION**

### **FANWOOD:**

#### **Children's Specialized Hospital Fanwood Plaza:**

The Fanwood Plaza is the site for the Neuro-rehabilitation Program. On-site parking is available. Upon entering the building, please proceed to the second floor and sign in at the desk. To contact the Program directly please call, 908-301-2532.

### **HAMILTON:**

#### **Children's Specialized Hospital Outpatient Center at Hamilton:**

The Hamilton site, located in Mercer County, offers outpatient services in the areas of Physical, Occupational, and Speech Therapies, Audiology, Hand Therapy, Rehabilitative Technology and Physician Services. Physician services include Pediatric Neurodevelopmental, Physiatry (Physical Medicine and Rehabilitation), and Psychiatry. Appointments are scheduled through the Scheduling Department at **1-888-CHILDREN (1-888-244-5373) Option 2** Psychology services, including individual and family counseling are

also available, and appointments may be scheduled by contacting **908-301-2629**.

The facility is located in Suites 101 and 103 in the Neuman Building. The main entrance is in Suite 101 on the right side of the building and parking is located in front of the entrance.

Upon arrival to the Hamilton site, please proceed to the registration desk in the lobby. Caregivers are required to remain in the building at all times during a child's treatment session.

To contact Children's Specialized Hospital Outpatient Center at Hamilton directly, please call **609-631-2800**.

### **MOUNTAINSIDE:**

#### **Children's Specialized Hospital - Mountainside**

The Mountainside site has outpatient services including Physical Therapy, Occupational Therapy, Speech Therapy, Psychology, Rehabilitation Technology, Augmentative Communication, an Ambulatory Care Center, Pediatric Practice and long-term care services. Upon arrival, please proceed to one of the two registration areas located in the main lobby or at the east/ambulance entrance. On weekends and after hours, please enter the building through the east/ambulance entrance. An ID badge is required at all times for safety and security. On-site parking is available. The main lot is located off New Providence Road and is the first driveway on the right if coming from Mountain Ave and is the second driveway on the left if coming from Route 22. Overflow parking is available behind the building. Caregivers are required to remain in the building at all times during a child's treatment session. To contact Children's Specialized Hospital Mountainside directly, please call **908-233-3720**.

### **NEW BRUNSWICK:**

#### ***PSE&G Children's Specialized Hospital—New Brunswick***

The New Brunswick site has inpatient and outpatient services including Physical, Occupational and Speech Therapies. Upon arrival, please proceed to the security desk in the lobby. An ID badge is required at all times for safety and security. Parking is available in the parking garage adjacent to the hospital. Please bring your parking ticket with you and ask the security guard to validate it for you. To contact PSE&G Children's Specialized Hospital New Brunswick directly, please call 732-258-7000.

### **ROSELLE PARK:**

#### **Children's Specialized Hospital - Medical Day Care**

Parking is available on the side and back of the building. Please enter through the side door. The Medical Day Care is to your left. To access Medical Day Care you will need to push the door bell to gain access to the area. To contact the Medical Day Care directly, please call

908-259-3330.

**TOMS RIVER:**

**Children's Specialized Hospital - Toms River - Stevens Road:**

The Stevens Road site provides outpatient services including Physical, Occupational, and Speech Therapies, an Ambulatory Care Center and long-term care services. Upon entering the facility please stop at the main lobby desk to sign in and obtain a visitor badge. Caregivers are required to remain in the building at all times during a child's treatment session. An ID badge is required at all times for safety and security.

Outpatient parking is available immediately opposite the main entrance. Spaces are also available for handicap access and use. To contact the hospital directly please call **732-914-1100**.

**Children's Specialized Hospital - Toms River - Main Street:**

The Outpatient Center at Main Street provides outpatient services including Occupational, Physical, and Speech Therapies, Psychological Services, Child Study Team evaluations and Neuro-Developmental evaluations. Appointments are scheduled through the Scheduling Department at **1-888-CHILDREN (1-888-244-5373) Ext. 8054**. If you have questions or concerns not related to scheduling, please call **732-797-3811**.

Parking is located at the main entrance on Lien Street and on the west and north sides of the building.

Upon arrival at Main Street, please proceed to the second floor, Suite 3, to register. Please arrive about 15 minutes prior to a first appointment. Cell phone use is permitted. Caregivers are required to remain in the building at all times during a child's treatment session. To contact the Outpatient Center at Main Street directly, please call **732-281-3900**.

**SPECIFIC SITE DIRECTIONS**

**FANWOOD:**

*Children's Specialized Hospital - Fanwood Plaza  
313 South Ave (  
Fanwood, NJ 07023*

**From the North:** Garden State Parkway South to Exit 140A (Rt. 22). Rt. 22 West to Exit for Scotch Plains/Fanwood. Cross over Rt. 22 and follow Park Ave. Park Ave. becomes Martine Ave. Follow Martine Ave to South Ave. Turn left onto South Ave. The plaza is less than 1/2 mile on your left.

**From the South:** Garden State Parkway North to Exit 135, Westfield/Clark. Stay straight. Follow signs for Westfield. At the 2nd traffic light turn left but stay in the right lane.

This will put you on Central Avenue (Shop-rite will be on your right and Target on your left). Continue on Central Ave. for about 2 miles (you will go through a residential area). At the 6th traffic light turn left onto South Ave. Follow for 2 miles to Fanwood. The plaza will be on your right.

**By Railroad:** New Jersey Transit to Fanwood. The station is two blocks from the plaza.

**By Bus:** From Newark, New York City, and points West, buses are operated by NJ Transit and travel on South Ave with a stop in Fanwood.

### **HAMILTON:**

***Children's Specialized Hospital Outpatient Center - Hamilton***  
***3575 Quakerbridge Rd***  
***Hamilton, NJ 08619-1205***

**From I-195 West:** Take I-195 West to 295 North. Take exit 65 (Sloan Ave. East). Turn left onto Quakerbridge Rd. (CR-533). Children's - Hamilton is located in the Neuman Building on the right side of the road. The entrance is around to the right of the building.

**From I-295 South:** Take Exit 65 (Sloan Ave. East). You will go over Rt. 295. Turn left onto Quakerbridge Rd (CR-533). Children's - Hamilton is located in the Neuman Building on the right side of the road. The entrance is around to the right of the building.

**From I-295 North:** Take Exit 65 (Sloan Ave. East). Turn left onto Quakerbridge Rd (CR-533). Children's - Hamilton is located in the Neuman Building on the right side of the road. The entrance is around to the right of the building.

**From Trenton:** Alternate Rt. 1 North to Franklin Corner Rd/Bakers Basin Rd (CR-546). Exit onto Bakers Basin Rd., go under I-295 bear right onto Youngs Rd. Stay on Youngs Rd to Quakerbridge Rd (CR-533). Turn right onto Quakerbridge Rd. Children's - Hamilton is located in the Neuman Building on the left side of the road. The entrance is around to the right of the building.

**From Route 1:** Exit Rt. 1 at Quakerbridge Rd (CR-533) Stay on Quakerbridge Rd. South approximately 3.4 miles. Children's - Hamilton is on the left side in the Neuman Building. The entrance is around to the right of the building.

**From NJ Turnpike North:** NJ Turnpike South to Exit 8 - Rt. 33 West to Rt 130 South. Follow Rt. 130 South to Rt. 33 West. Turn right onto Quakerbridge Road. Children's - Hamilton is located in the Neuman Building on the right side of the road. The entrance is around to the right of the building.

**From NJ Turnpike South:** NJ Turnpike North to Exit 7A - I 195 West to I-295 North then follow I-295 North directions.

## **MOUNTAINSIDE:**

*Children's Specialized Hospital  
150 New Providence Road  
Mountainside, NJ 07092*

**From the North:** Garden State Parkway South to Exit 140A (Rt.22). Rt. 22 West to New Providence Road jughandle. Cross over Rt. 22. Children's Specialized Hospital is less than 1/4 mile on the left. For parking, use the second driveway on your left.

**From the South:** Garden State Parkway North to Exit 135, Westfield/Clark. Stay straight. Follow signs for Westfield. At the 2nd traffic light turn left but stay in the right lane. This will put you on Central Avenue (Shop-rite will be on your right and Target on your left). Continue on Central Ave. for about 3 miles (you will go through a residential area and then into downtown Westfield). Turn right onto Broad St. and make an immediate left onto Mountain Ave. Stay on Mountain Ave. until the first light, which is New Providence Rd. Turn left onto New Providence Rd. Children's Specialized Hospital is less than 1/2 mile on the right. For parking, use the first driveway on your right.

**From the West:** Take Route 22 East to Mountainside. After you see Famous Dave's BBQ, take the first off ramp on your right. Turn right onto New Providence Rd. Go less than 1/4 mile and turn left into the second driveway for accessible parking.

**From the East:** Take Route 22 to Mountainside. After you see Arirang, take the first off ramp on your right. Bear left on the ramp (jughandle). Turn left onto New Providence Rd and cross back over Route 22. Go less than 1/4 mile and turn left into the second driveway for accessible parking.

**By Bus:** From Newark and New York City and points West, buses are operated by NJ Transit. A stop is made on Rt. 22 at New Providence Rd.

## **NEW BRUNSWICK:**

*PSE&G Children's Specialized Hospital  
200 Somerset Street  
New Brunswick, NJ 08901*

**From the North (I-95 South/NJ Turnpike Cars Only Lane South):**

At Exit 9, take ramp right for RT-18 North toward Tower Center Blvd./New Brunswick/Trenton/Princeton for 0.9 miles. Bear right onto SR-18 North for 2.2 miles. Take ramp right for SR-27 South/Albany St. toward Princeton for 0.5 miles. Turn right onto CR-527/Easton Ave. and travel 0.2 miles. Turn left onto Somerset St. and travel 0.3 miles. PSE&G Children's Specialized Hospital is on the left side at the corner of Somerset and Plum Streets. To access the parking garage from Somerset St., continue on Somerset St. past Plum St. and turn left onto Prospect St. At the end of Prospect St., turn left onto French St. and make a quick left onto Plum St. The entrance to the parking garage is on the left.

**From the South (I-95 North/NJ Turnpike North):**

At Exit 9, take ramp right for RT-218 North toward Tower Center Blvd./New Brunswick/Trenton/Princeton for 0.9 miles. Bear right onto SR-18 North for 2.2 miles. Take ramp right for SR-27 South/Albany St. toward Princeton for 0.5 miles. Turn right onto CR-527/Easton Ave. and travel 0.1 miles. Turn left onto Somerset St. and travel 0.3 miles. PSE&G Children's Specialized Hospital is on the left side at the corner of Somerset and Plum Streets. To access the parking garage from Somerset St., continue on Somerset St. past Plum St. and turn left onto prospect St. At the end of Prospect St., turn left onto French St. and make a quick left onto Plum Street. The entrance to the parking garage is on the left.

**From the East (SR-18):**

Take ramp right for SR-27 South/Albany St. toward Princeton for 0.5 miles. Turn right onto CR-527/Easton Ave. for 0.1 miles. Turn left onto Somerset St. and travel 0.3 miles. PSE&G Children's Specialized Hospital is on the left side at the corner of Somerset and Plum Streets. To access the parking garage from Somerset St. continue on Somerset St. past Plum St. and turn left onto Prospect St. At the end of Prospect St., turn left onto French St. and make a quick left onto Plum St. The entrance to the parking garage is on the left.

**From the West (US-1):**

Take ramp for Rt-26/Livingston Ave toward new Brunswick for 0.3 miles. Turn right onto SR-26/Livingston Ave. for 0.6 miles. Turn left onto CR-680/How Ln. for 0.3 miles. Turn right onto SR-91/Jersey Ave. and travel 2.1 miles. Bear right onto SR-27/French St. and travel 0.2 miles. Turn left onto Plum St. and begin looking for the parking garage access on the left. PSE&G Children's Specialized Hospital is at the corner of Somerset and Plum Streets.

**From 150 New Providence Road:**

Travel northwest on New Providence Rd/CR-645 toward Fernwood Rd. for 0.2 miles. Turn left onto US-22/Springfield Rd. Continue to follow US-22W for 13.7 miles. Merge onto I-287 South toward I-95/Perth Amboy/NJ Turnpike for 4.2 miles. Take the Easton Ave/CR-527 exit—Exit 10 toward S. Bound Brook/New Brunswick for 0.2 miles. Make a slight right onto Easton Ave./CR-527 S. Continue to follow CR-527S. For 4.7 miles. Turn right onto Somerset St. and travel 0.3 miles. PSE&G Children's Specialized Hospital is on the left side at the corner of Somerset and Plum Streets. To access the parking garage from Somerset St., continue on Somerset St. past Plum St. and turn left onto Prospect St. At the end of Prospect St., turn left onto French St. and make a quick left onto Plum St. The entrance to the parking garage is on the left.

**ROSELLE PARK:**

*Medical Day Care Center  
316 Westfield Ave  
Roselle Park, NJ 07204*

**From Garden State Parkway South:** Take Exit 137 (Roselle Park/Cranford/Rt.28). Make

a left at light onto North Ave. (also known as Westfield Ave.) Go through 4 lights (Pizza Hut is on the left.) Our building is on your right. (3rd building after Benjamin Moore Paint.)

**From Garden State Parkway North:** Take Exit 137 (Roselle Park/Cranford/Rt. 28.) Make a left at light onto North Ave (also known as Westfield Ave.) Go through 3 lights (Pizza Hut on the left). Our building is on your right (3rd building after Benjamin Moore Paint).

### **TOMS RIVER:**

***Children's Specialized Hospital - Toms River***

***94 Stevens Road***

***Toms River, NJ 08755-1237***

**From the North:** Garden State Parkway South to Exit 88 (Rt. 70 West). Take Rt. 70 West to Rt. 9 South. Take Rt. 9 South for 2.5 miles to Stevens Rd. Turn right onto Stevens Rd. and follow for 1/2 mile. Children's Specialized Hospital - Toms River will be on your left.

**From the South:** Garden State Parkway North to Exit 83 for Rt. 9 North. Rt. 9 North to Stevens Rd. Turn left onto Stevens Rd. and follow for 1/2 mile. Children's Specialized Hospital - Toms River will be on your left.

**From the Trenton Area:** Interstate 195 to Garden State Parkway. Garden State Parkway South to Exit 88 (Rt. 70 West). Follow directions above.

***Children's Specialized Hospital Outpatient Center - Toms River***

***310 Main Street***

***Toms River, NJ 08753***

**From the North:** Garden State Parkway South to Exit 81. At the traffic light make a right (Lakehurst Rd/Water St). Go through one traffic light and make your next left onto Lien St. (up the hill). Children's will be at the end on the corner of Lien and Main Streets on the left-hand side. Parking is around the back of the building.

**From the South:** Garden State Parkway North to Exit 81. Yield onto Water St. and make your next left onto Lien St. (up the hill). Children's will be at the end on the corner of Lien and Main Streets on the left-hand side.

## **MISCELLANEOUS**

### **Frequently Asked Questions:**

- Do I need a referral and/or authorization for services?  
Refer to Patient Access Services page 15
- Who do I call about billing questions or issues?

Refer to Patient Accounts page 16

- 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](http://www.childrens-specialized.org) If you have other questions you may call the Community Education liaison at **1-888-CHILDREN (1-888-244-5373) Ext. 5478**.
- How do I obtain copies of my child's medical records or reports?  
Refer to Medical Records (HIMS) p 13
- Who can I contact if I have questions regarding insurance benefits?  
Refer to Patient Access Services p 15
- What do I do if my child is sick?  
Refer to Attendance and Illness p 8
- 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.

**MY NOTES**

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**Children's Specialized Hospital at  
Mountainside**  
150 New Providence Road  
Mountainside, NJ 07092  
908-233-3720

**Children's Specialized Hospital  
Business Office**  
1450 Route 22 West  
Mountainside, NJ 07092  
908-301-5900

**Children's Specialized Hospital  
Fanwood Plaza**  
313 South Avenue  
Fanwood, NJ 07023  
908-233-3720

**Children's Specialized Hospital  
Outpatient Center at Toms River**  
310 Main Street  
Toms River, NJ 08753  
732-281-3900

**Children's Specialized Hospital at  
Toms River**  
94 Stevens Road  
Toms River, NJ 08755  
732-914-1100

**Children's Specialized Hospital  
Outpatient Center at Hamilton**  
3575 Quakerbridge Road  
Hamilton, NJ 08619  
609-631-2800

**Pediatric Medical Day Care Center**  
316 West Westfield Avenue  
Roselle Park, NJ 07203  
908-259-3330

**PSE&G Children's Specialized Hospital  
at New Brunswick**  
200 Somerset Street  
New Brunswick, NJ 08901-1942

**Primary Care for Children  
With Special Needs**  
Children's Specialized Hospital  
150 New Providence Road  
Mountainside, NJ 07092  
908-301-5534



**1-888-CHILDREN  
1-888-244-5373  
[www.childrens-specialized.org](http://www.childrens-specialized.org)**