

# Frequently Asked Questions

## About the CCDC's New Partnership with Children's Memorial Hospital and Its Medical Providers

There seems to be some confusion concerning the changes that will be taking place at La Rabida for the diabetes patients as of September 1, 2010. Families have received letters from La Rabida and the University of Chicago regarding these changes. We hope this list of frequently asked questions will help families understand the changes.

**What is happening with the Chicago Children's Diabetes Center at La Rabida on September 1st?** The Chicago Children's Diabetes Center will remain at La Rabida and continue to serve pediatric diabetes patients. However, the providers of care will be changing. La Rabida will be getting three new Endocrine doctors who are from Children's Memorial Hospital.

The doctors from the University of Chicago will no longer be seeing their diabetes patients at La Rabida – they will see diabetes patients at the University of Chicago. Dr. Gregg, Dr. Halac and Dr. Bordini are leaving the University of Chicago to practice in other locations after June 30, 2010.

**What if my child is a patient of Rose Briars or Andrea Hopf?** Rose Briars ND, and Andrea Hopf, CPNP will continue to see their patients at La Rabida. Rose will also continue seeing patients at a new location in Northwest Indiana and at the existing office in Hinsdale. Beginning in September, Rose and Andrea also will see patients at a new office in New Lenox at the new Silver Cross Outpatient Center. You can schedule your appointment at any of these locations by calling 800.770.CCDC(2232), press option 2.

**Will the three new doctors be accepting new patients?** Yes, all three doctors will be accepting new patients. They, too, will be seeing patients in the satellite offices. Appointments in September or later may be made now.

**Will my insurance cover these new doctors?** Yes, if your insurance has allowed you to see a provider at La Rabida, there should be no problem. Our new providers will be contracted with the same insurance companies that we have dealt with in the past.

**Will I still be able to speak with the diabetes team for help in managing my child's care?** Yes, the 24/7 phone service that you have been used to will continue at 800.770.2232.

Your pediatric diabetes specialty team of Rose Briars, Cathy Geraci, Kate Rataj, Andrea Hopf and Anita Krolczyk, social workers Megan McKinney and Emily Cohen, dieticians Karen Testa, Mark Spielmann and Robyn Carlson will remain at La Rabida. For now, the team will be supported by the physicians from the University of Chicago.

Our new pediatric endocrinologists from Children's Memorial Hospital will be in place on September 1st.

**If I choose to stay with my doctor from the University of Chicago, will I still be managed by the 800# and the diabetes team at La Rabida?** No. If you stay with any physician from the University of Chicago, the CCDC team will not be able to give you advice or direction regarding your child's care.

**What will be happening with my upcoming appointments?** The schedule will remain the same through June 30, 2010. The schedules for July and August may be modified – if you already have an appointment during that time do not cancel. You will be notified if a change needs to be made.

The schedule for La Rabida and its satellites starting September 1, 2010 will soon be completed. You will be notified when the schedule is completed. We are expecting to have more clinic times to choose from in September. Currently, the CCDC team has clinic on Tuesday evening, all day Thursday and Friday morning. In September we will be able to offer clinics at least 4 days per week, with varying times.

**What is the process if I choose to stay with my doctor from the University of Chicago?** Please notify the diabetes team so that we can get you the information you will need to transfer your child's records from La Rabida to the University of Chicago. Your doctor will be able to supply you with the contact person at the University who will be scheduling their appointments.

**My child is on an insulin pump – will La Rabida continue its relationships with the pump companies?** Yes, we will continue to offer and service the Medtronic, Animas and Omni Pod pumps that we currently care for. We will also continue with the I Pro – the three day continuous glucose monitoring system.

We will continue to schedule pump classes and assist families in learning how to manage pumping day-to-day.

**How can I find out more about the providers who will be at La Rabida?** Materials will be mailed to families during the week of May 3rd. More information will follow.

**So basically I now have to make a choice for my child's diabetes care...correct?** Yes. We know that this is a very difficult time for you. We, too, are feeling the angst of separation and change. The CCDC team has the utmost respect for all of the doctors from the University of Chicago with whom we have worked so closely over the past many years.

We value and trust the decisions you make as your child's advocate and know that your choice of provider will be in the best interest of your child. We wish to make the transition as easy as possible for you. Reach out if we can assist you in any way.

**Who can I contact if I have further questions regarding this change?** You can call 1.800.770.CCDC (2232), press option 1 and leave a message for the team, or you can email us at the new CCDC email address – [ccdc@larabida.org](mailto:ccdc@larabida.org)

Sincerely, The Chicago Children's Diabetes Team  
Rosemary Briars, Cathy Geraci, Kate Rataj, Andrea Hopf & Anita Krolczyk

Four Locations. More Clinics.  
Less Appointment Wait Time.

Schedule an Appointment with a CCDC Clinician 1.800.770.2232 (CCDC)



La Rabida Children's Hospital

East 65th Street at Lake Michigan  
Chicago, IL 60649

[www.larabida.org](http://www.larabida.org)

LA RABIDA  
CHILDREN'S HOSPITAL