



## Your Visit With Us | Cleft & Craniofacial Anomalies

The Cleft & Craniofacial Anomalies Program at Riley at IU Health strives to make your hospital visit as convenient and stress-free as possible. We hope you find the following information helpful. If you have additional questions after reading this page, please call 317.944.2489.

### **Where do I go for my child's appointment?**

The cleft and craniofacial anomalies team at Riley at IU Health meets in the Riley Outpatient Center (ROC) on the second floor in the Surgery Medical Service Area (Surgery MSA). The Riley Outpatient Center is attached to the south side of Riley Hospital for Children. Families can park in the Simon Family Tower garage and bring their ticket to the appointment to be validated for \$2.

### **What should I expect during the appointment?**

You will register with your child upon arrival at the Surgery MSA. A registration clerk will ask for the name of your child's primary care doctor, your address and phone numbers and information about healthcare coverage. Please bring all insurance cards and any written referrals from your child's primary care doctor or insurance company.

After you register, each of the team specialists that your child is scheduled to see will call you both back to an exam room. The Cleft & Craniofacial Anomalies Program is staffed by a team of doctors, dentists and healthcare professionals who specialize in treating craniofacial anomalies. Each specialist has an exam room within the Surgery MSA or across the hall at the Ear, Nose & Throat/Audiology & Speech Pathology MSA. You should plan to stay for the equivalent of a half day for your child's appointment if a full team evaluation is expected. This is easier and faster than seeing specialists at separate offices on different days, and it allows team members to work together to form a comprehensive individualized treatment plan for your child.

### **How often does my child need to be seen?**

The frequency of visits to the Cleft & Craniofacial Anomalies Program depends on your child's individual needs. Most children are followed from infancy through adolescence. After the initial team evaluation, your child's plastic surgeon can provide general expectations about the need for future visits.

At the end of the visit, you will check out with an appointment coordinator who provides you with the date of your child's next appointment. A phone number is provided for any questions you may have before the next visit.

### **How am I billed for the clinic visit?**

If written authorization is needed to bill your insurance company for your visit, a referral will be required from your child's primary care doctor. This referral may be faxed in advance to the Cleft & Craniofacial Anomalies Program office at 317.278.0939. If you are unsure whether your insurance company requires a referral, call the customer service number on the back of your insurance card. Remember to bring all insurance cards and any written referrals from your child's primary care doctor or insurance company with you. If we do not receive this information in advance and you do not bring it with you, we may need to reschedule your child's appointment.

**If you do not have health insurance or other financial assistance, please call our financial counselors at 317.944.2139 for information about financial resources.**



**Riley Hospital for Children**  
Indiana University Health

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### **Your Prenatal Visit With Us**

Up to 20 to 30 percent of pregnancies affected by an orofacial cleft are diagnosed prenatally, usually during a routine ultrasound. The benefit of knowing this information before your child is born is that it gives you the opportunity to prepare for the needs of your baby. You will also get the opportunity to meet and learn from families and children with clefts at various stages of life.

During your prenatal visit, you will meet with the team nurse practitioner and craniofacial surgeon to discuss the concept of team care and your child's timeline of care. The nurse will also discuss cleft feeding and provide a craniofacial family notebook with educational materials.

If you have an ultrasound picture or video, please bring it with you, as it may be helpful to the doctors when explaining the care of your child after birth.