



Riley Children's Health
Indiana University Health

Home Ventilation Program

The Home Ventilation Program at Riley Children's Health is located on the second floor of the Riley Outpatient Center (ROC), located at 575 Riley Hospital Drive, in the Pulmonary MSA. You should park in the ROC garage for outpatient appointments.

Due to limitations imposed by many insurance plans, we are only able to help with problems related to lung disorders. Please contact your primary care physician or other Riley Children's specialists for questions unrelated to your child's lung health.

Telephone Calls: The pulmonary office phone number is **317.948.7208**. Although the pulmonary office is open Monday through Friday from 8 am to 5 pm, the vent team is available 8 am to 4 pm. When calling our office, the receptionist will need the following information:

1. Your child's name and date of birth
2. Your child's diagnosis
3. The nature of your call (i.e., sickness, equipment issues, medication questions)

Sick calls are always returned before other calls and according to the time received. We make every effort to return a sick call within 2 hours, but this is not always possible. The vent team will return non-sick calls in the order they are received.

After Hours Call: You may call **317.944.5000** and ask for the Riley pulmonologist on call. A pulmonary physician is available at all times for emergencies only. Please be considerate and reserve after-hour calls for illness only. We do not issue refills during the evenings and weekends. You may reach any Riley specialist physician after hours at this number.

If at any time your child is experiencing respiratory distress, extreme shortness of breath or color changes, call 911 or seek medical assistance.

Prescription Refills: We are unable to notify you that your refill has been called to the pharmacy. We will call you if there is a problem with the requested refill. We are only able to refill prescriptions written by one of our physicians. We are unable to authorize refills for prescriptions from other physician offices or for patients who have not been seen in our clinic for the last 6 months.

Paperwork: Disability requests, insurance form requests, letters, and other paperwork may take up to 3 weeks to be processed.