

SUMMARY OF CLINIC CHANGES AT HEMOPHILIA & THROMBOSIS CENTER EFFECTIVE SUMMER 2011 (detail information attached)

The Hemophilia and Thrombosis Center (HTC) clinic will form a new collaborative relationship with the Center for Cancer and Bleeding Disorders (CCBD) at The Children's Hospital (TCH). Both pediatric and adult patient clinics will be run and managed through TCH. State and federal funds to support the clinic have drastically declined. This change is being made in order to meet today's healthcare regulations, improve patient care, and have a sustainable HTC clinic for years to come. This change only affects your clinic visit. All other aspects of the Hemophilia and Thrombosis Center program, such as the pharmacy program, research, patient programs, camp, etc will remain the same under the University of Colorado School of Medicine.

WHAT WILL NOT CHANGE

- Commitment and compassion to bleeding disorders
- Same experienced staff
- Pharmacy program unchanged
- Patients able to use home factor in clinic
- Walk-in emergent visits
- Diagnostic services by physician specialists
- Home visits
- School in-services
- Patient and family education
- Home infusion teaching
- Telephone support
- Coordination of care with other providers
- Insurance counseling and support
- Social work or counseling support
- Most physical therapy visits
- Research study participation and visits
- Except for HTC clinic visit, adults obtain all other services from University of Colorado Hospital

WHAT WILL CHANGE

- New front office staff, fluent in Spanish and Vietnamese
- Some new clinic procedures
- Picture and wrist band required
- Computerized medical record used during visit
- Insurance co-pay collected at time of visit
- Insurance billed for clinic visit services including labs from TCH and UPI
- Patient portion of bill determined by insurance plan contract with TCH and UPI
- Financial services counseling available through TCH
- Factor infusions that previously required ER admission or mail order pharmacy now available in the clinic
- Additional TCH services available to all pediatric patients