

What is the Pediatric Complex Care Program?

We offer a patient-centered program to coordinate healthcare for children with complex medical needs. We provide families with extra support to problem-solve issues, obtain access to care, and prevent the need for emergency room visits.



How are Families Affected?

As one parent reflects:

"I found myself surrounded by more medical equipment, most of which had to be plugged in with a multitude of extension cords and power strips, something I had not thought of when we were in the hospital. Slowly our home began to feel like a medical ICU.

Despite our confidence in using the equipment while she was an inpatient, we were dropped into a life that we had no preparation for and no idea how to navigate: a world filled with medical equipment, home care nursing, and so much uncertainty for our child's future.

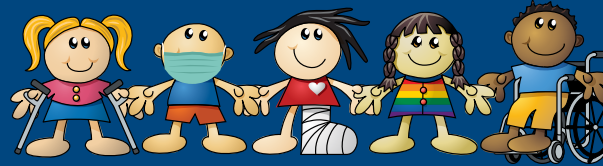
No hospital teach-back can prepare you for power outages, equipment failure, supply issues, or alarms sounding or providing around-the-clock care or navigating the medically complex world."

Contact Us

For more information, talk to your healthcare provider or call us at (585) 275-4242 or visit

Golisano.urmc.edu/ComplexCares

The Christine M. Burns CARES Center at Golisano Children's Hospital is dedicated to providing care coordination services to children with chronic illness and their families



Christine M. Burns CARES Center
Pediatric Complex Care Program

601 Elmwood Ave, Box 777, Rochester, NY 14642

(585) 275-4242

www.golisano.urmc.edu

Hours

Monday through Friday
8:00 a.m to 4:30 p.m.

Pediatric Complex Care Program

Golisano Children's Hospital
Christine M. Burns CARES Center



MEDICINE of THE HIGHEST ORDER



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Our Mission

To provide innovative telemedicine-based care management and clinical services for children with complex medical needs

Services We Offer

Our team of physicians, nurse practitioners, nurse care managers, care coordinators, and social workers will:

- Advocate for your child's healthcare needs
- Help coordinate care when your child is admitted to the hospital
- Collaborate with specialty teams while ensuring that children keep their primary care pediatrician
- Assist with a smooth transition from hospital to home
- Coordinate and schedule outpatient visits, including transportation
- Connect with your child at home to assess their needs
- Answer questions between visits and address care coordination issues
- Improve communication between your child's healthcare providers



Who We Treat

Our focus is on patients that are under-resourced and under-represented. We serve children who receive specialty care and:

- Are followed by more than one specialty at Golisano Children's Hospital
- Have complex, chronic conditions
- Have a history of several inpatient admissions
- Often need supportive equipment

Our Outcomes

Our team is committed to personalized attention and health education. We strive to reduce emergency department visits and hospitalizations, and increase collaboration within your child's medical team. We work to ensure equitable access to healthcare.

Joining Our Program

Connect with our staff to evaluate your child and determine what services our program can provide.

**Call (585) 275-4242 or e-mail us at
CARESPedsCC@URMC.Rochester.edu
601 Elmwood Ave
Box 777
Rochester NY 14642**

