

# Welcome to the Adult Sickle Cell Program

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The Ohio State University Wexner Medical Center East Hospital  
181 Taylor Avenue, Columbus, Ohio 43203  
Office Hours: Monday – Friday, 8:00 a.m. to 4:00 p.m.

To schedule or reschedule an appointment with your doctor or health care provider, please call the phone number below:

**Phone: (614) 293-9441**

**Fax: (614) 293-6420**

There are many people who are a part of your Sickle Cell health care team. Each member of the care team is important. They all work together to give you and your family the best care. Communication is very important. Please talk to us about any concerns or questions you may have about your health.

In this handout, you will find phone numbers for the members of your health care team and information you need to know about your care and treatment.

## Appointment Information

It is important to keep your appointments. **If you need to cancel your appointment, please call our office, (614) 293-9441, at least 24 hours ahead of time.**

## Clinic Visits

Patients are seen at the Outpatient Clinic on the 13th floor at The Ohio State University Wexner Medical Center East Hospital. Your health care team may include other specialists, including a primary care provider, an occupational or physical therapist, chaplain, dietitian, or mental health clinical nurse specialist.

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**This handout is for informational purposes only. Talk with your doctor or health care team if you have any questions about your care.**

## Emergency Calls After Office Hours

After 4:30 and on weekends or holidays, call your health care provider at the office number listed below. The nurse will contact your provider or the provider who is on call. Please limit these calls to emergencies.

You should call during regular office hours (8:00am to 4:00pm) for non-emergency questions.

Health Care Team Member	Phone Number
Adult Sickle Cell Program Provider (Doctor or Advanced Practice Provider)	(614) 293-9441
Case Management	(614) 293-9441
Outpatient Social Worker	(614) 257-3778
Inpatient Social Worker	(614) 293-6186

## Prescription Refills

When you need a prescription refill, please use MyChart or **call during office hours, 2 to 3 days before your medicine is needed.** Prescription refills are handled Monday through Friday before 12 noon. Any refill requests that come after 12 noon on Friday will be completed the next business day. It may take up to 72 hours to receive prior authorization.

**When you call the doctor's office for a prescription, be prepared to give the following information:**

- Name of the medicine
- The dose (for example, 25mg)
- How often you take the medicine (for example, 1 pill 2 times each day)
- Your pharmacy name and phone number

**Not all prescription orders can be called into your pharmacy. If you have a prescription that must be picked up from your health care provider's office, you will need to show an ID to get the prescription. Of note, multiple same-day calls related to prescriptions may result in a delay in refills. Please limit to one call during office hours.**

It is important to keep an updated list of all the medicines that you take in your wallet or purse. This list should include prescription medicines, over-the-counter medicines, vitamins, supplements and herbs. Bring this list with you to every doctor and dentist visit.

## Important Pain Medicine Information

Per Ohio law, you will be asked to sign a pain medicine agreement if you are given a prescription for opioid pain medicine. The Sickle Cell team must follow federal and state laws when they order pain medicine. Opioid pain medicine may only be given or sold to the person who the medicine was ordered for. It is important to keep your prescription pain medicine in a safe place, such as a locked drawer so people do not steal it. The theft and abuse of prescription pain medicine is a serious problem. You play an important part in keeping this powerful medicine out of the hands of those who should not have it. Ohio law also requires that you see a member of your health care team every 120 days (about every 3 months) to follow up on your use of opioid pain medicine.

## Immediate Care Center Visit

Call the office at (614) 293-9441 if your typical pain does not get better even after you take your home pain medicines. The staff will check to see if there is an opening at the Immediate Care Center and will call you back. **For your safety, you must have someone drive you to and from the hospital.** If you come to the hospital and do not have a driver, you may not receive services. Any visitor under age 12 **must** come with an adult who will stay with the child at all times. For more information, ask for the patient education handout, [Immediate Care Center](#).

## Family Leave or Disability Paperwork

Family Medical Leave Act (FMLA) or disability paperwork requests can be sent to our office by fax or mail, or you can bring the paperwork to our office. Your paperwork must be filled out completely before you send or bring it to the office. The medical information will be completed by our office in **10 business days**, then the paperwork will be mailed to the address you provided when your request was made.