Welcome

Mission/Values
Welcome to Pediatric Urology at Riley Children’s Health. We are pleased you have chosen us to help with your child’s care. Please read the attached information regarding our practice. Our goal is to provide the best possible care tailored to meet the individual needs of every patient.

What is a pediatric urologist?

Pediatric urologists are medical and surgical experts who specialize in treating conditions of the pediatric urinary tract (kidneys, ureter, bladder) and genitalia. This means they can treat pediatric urologic conditions either with surgery, medications or with a combination of the two.

What are some things pediatric urologist's treat?

- Phimosis (circumcision), penile adhesions, circumcision problems
- Undescended testicle
- Hypospadias
- Hydronephrosis
- Urinary tract infections
- Voiding dysfunction
- Vesicoureteral reflux
- Kidney stones
- Neurogenic bladder
- Labial adhesions/vaginitis
- Hydroceles / Hernias
- Complex disorders of the urinary tract

Physicians & Nurse Practitioners

Dr. Mark P. Cain, MD  
Dr. Richard C. Rink, MD  
Dr. Martin Kaefer, MD  
Dr. Rosalia Misseri, MD  
Dr. Benjamin M. Whittam, MD  
Dr. Katherine H. Chan, MD  
Dr. Konrad M. Szymanski, MD  
Shelly King, CPNP  
Melissa Young, CPNP  
Taylor Wang, CPNP  
Hillary Risk, FNP-C

Your child may see a physician or one of our highly trained nurse practitioners when seen in our office. We also have registered nurses and medical assistants who support our physicians and nurse practitioners in our office.
Our Locations

RILEY (All Staff) IU Health affiliated
Riley Outpatient Center (ROC)
705 Riley Hospital Dr, 1st Floor, MSA Urology
Indianapolis, IN 46202
(p) 317.944.8896
(f) 317.944.7481

COLUMBUS (Rink)
Columbus Pediatrics
1120 North Marr Road
Columbus, IN 47201
(p) 317.944.8896
(f) 317.944.7481

IU WEST (Kafer / Young) IU Health affiliated
IU Health West Medical Center
1115 North Ronald Reagan Parkway, Suite 364
Avon, IN 46123
(p) 317.944.8896
(f) 317.944.7481

IU NORTH (Cain / Rink / Young) IU Health affiliated
IU Health North Medical Center
11725 Illinois Street, Suite 450
Carmel, IN 46032
(p) 317.944.8896
(f) 317.944.7481

COMMUNITY SOUTH (Kafer)
Community South Medical Offices
1550 East County Line Road, Suite 301
Indianapolis, IN 46227
(p) 317.944.8896
(f) 317.944.7481

ST. FRANCIS (Kafer / Young)
St. Francis Professional Building
5255 East Stop 11 Road, Suite 460
Indianapolis, IN 46237
(p) 317.944.8896
(f) 317.944.7481

TERRE HAUTE (Kafer / Young)
Landsbaum Center for Health Education
1433 North 6 1/2 Street
Terre Haute, IN 47807
(p) 317.944.8896
(f) 317.944.7481

BLOOMINGTON (Rink / King / Risk) IU Health affiliated
Southern Indiana Pediatrics
4935 W. Arlington Road
Bloomington, IN 47404
(p) 317.944.8896
(f) 317.944.7481

CROWN POINT (Misseri / Young / Risk)
Franciscan Point
12800 Mississippi Parkway, Suite C101
Crown Point, IN 46307
(p) 317.944.8896
(f) 317.944.7481

EVANSVILLE – ST. MARY’S (Rink)
St. Mary’s Pediatric Subspecialty Clinic
3900 Washington Avenue, Suite 100
Evansville, IN 47714
(p) 317.944.8896
(f) 317.944.7481
Who to Call?

- **Main Line** 317-944-8896
  Call this number to *schedule or change an appointment*; you can also choose the option for the nurse line if needed (see below)

- **Nurse Line** 317-944-0418
  317-948-3773 (fax)
  Our nurse line is open Monday through Friday from 8am to 4pm. Due to the high number of calls, you may need to leave a message. It is very important to leave detailed information, like below, on your message so the nurse can appropriately handle your call.
  - Patient name (please spell name on voicemail)
  - Date of birth
  - Physician or NP who sees your child
  - Why you are calling (please be brief)
  - Best phone number to reach you

*Please remember our nurses call patients back based on the urgency of the matter you called about. If your call is not urgent, please allow 24 hours for a call back. If your call is received after 3pm and not urgent, we may not get back to you until the next day. Thank you for your patience in this matter.*

*If you have an urgent need after 4pm, please call 317-944-5000 and ask for the Pediatric Urology Resident on call*

- **Refills**
  - If you need a refill on a medication, please call your pharmacy and have them send us a refill request. There is no need for your pharmacy to send us a request and for you to call so please refrain from calling us as well.
  - We cannot authorize refills for children who have not been seen in over a year.
    - If your child is overdue for an appointment, we will give enough refills to last through the day of the appointment.
• **Supplies**
  - If your child uses supplies and you need an updated supply order, please make sure to leave the following information on your message
    - What you need (catheters, gloves, etc)
    - What size (8fr, 10fr, 12fr, 14fr, 16fr) or the size of gloves/diapers needed
    - How many you use per month
    - The fax number for us to send the new order

• **Test Results**
  - Urine Cultures
    - Urine culture results take 48 hours from the time they are dropped off, to get final results.
    - Starting antibiotics before urine cultures are final is at the discretion of the healthcare provider. This will be based on your child’s symptoms and urinalysis result. *It is in your child’s best interest to not start antibiotics until urine culture has been sent and sometimes not until culture is final (especially for patients who catheterize or have few symptoms)*

• **Radiology Examinations**
  - If our office set up an outside ultrasound or other radiology testing, please call us on the nurse line to let us know when and where you got the test done.
  - Once test results are received, it can take up to a week for the physician or nurse practitioner to review and contact you with results and follow up.
    - We do our best to have results reviewed as quickly as possible. Please keep in mind our physicians travel to 16 satellite clinics and operate multiple times a week.

• **School Notes**
  - If your child’s school requires a school note for an appointment, please make sure to leave the following:
    - Name
    - Date of Birth
    - Date of appointment
    - Physician/NP
    - Fax number for the school
  *Please note we cannot fax notes for missed days unless we saw your child or unless your child had surgery (recovery time).*

  - If your child needs an updated bathroom note for school, please leave the following information
    - Name
    - Date of Birth
    - Physician/NP
    - Fax number for the school

• **FMLA Paperwork**
  - If you need FMLA paperwork filled out for a surgery or to for intermittent leave to cover appointments, please fax it to the nurse line fax number, 317-948-3773
  - Please check to make sure you have filled out all information (date requesting, intermittent vs. continuous) needed to complete the paperwork and that your name and your child’s name is on the paperwork.
  - Due to the high volume of FMLA requests, nurses need at least one week to complete paperwork and return.
• **Referrals**
  - Your provider may refer you to another specialist. The nurse or assistant working with your provider will assist with making this referral. You should hear from the referred specialist within one to two weeks. If it has been more than two weeks since referral was made, you may call to check on status.

• **Prior Authorizations (PAs)**
  - **What is a Prior Authorization (PA)?**
    - Your child may be prescribed a medication which may require a Prior Authorization from your insurance company, which means it is not the preferred medication of the insurance company (what they want to be used to treat your child or what they will pay for). We must give them more information to try to get the medication approved.
      - After dropping off your prescription, the pharmacy will fax us a form stating a PA is needed.
      - A nurse from our office must call and start this process but we cannot do this unless the pharmacy faxes us the proper information. Our contact numbers are on the prescription for the pharmacy.
      - We have to explain to your insurance company why your child cannot take their preferred medication (not working, had a reaction, etc.) and needs to be on the prescribed medication.
      - In some cases this could take 2 to 4 weeks to get approved depending on the situation.
    - The final decision is up to your insurance company, not us. We provide as much information as possible to get your medications approved.
    - We will call you AND the pharmacy when we have received approval or denial and let you know the next steps.
    - Please do not call to check on the status of your PA as this does not speed up the process and can clog up the nurse line messages.
    - **Plan Exclusions**
      - Plan exclusion means this medication is not covered by your insurance and a prior authorization cannot be done.
      - If this is the case, we recommend contacting your insurance to see if there is something you can do. Sometimes a parent can file an override depending on the plan. **We cannot do this, the parent/subscriber must initiate this.**

• **Release of Information to Schools**
  - If you or someone from your child’s school would like to speak with us regarding your child’s care, please make sure we have a Release of Information on file giving us permission to speak with them.
    - We cannot speak to anyone from your child’s school without the release on file signed by a parent or guardian.
      - Many schools have a pre-printed form you can sign.
      - They can fax the form to us at 317-948-3773. We will then put the form in your child’s chart.