Pediatric Clinic Expectations

MNGI Digestive Health understands that living with long-term health challenges can impact a patient's quality of life and add unwanted stress or discomfort. It is our desire to work together with patients, as a team, in achieving an improved quality of life. We are passionate about helping our patients in navigating through the journey of improved health and symptom management, striving to give compassionate and whole person-centered care.

About MNGI's Pediatric Clinic

MNGI's Pediatric Clinic is a subspecialty clinic within MNGI Digestive Health that cares for patients under the age of 18, as well as a small number of established patients over 18 who continue to require pediatric-focused care.

Children and teens may be referred to our clinic for many digestive and nutritional concerns, including but not limited to:

- Reflux (GERD).
- Constipation.
- Diarrhea.
- Nausea or vomiting.
- Abdominal pain.
- Tube feedings or TPN support.
- Liver-related concerns.
- Poor growth or nutritional challenges.

Our pediatric team is made up of physicians and medical providers with extensive interest, training, and expertise in caring for children with these conditions. We work collaboratively to ensure accurate diagnosis, effective treatment, and ongoing disease management.

Families are an essential part of the care team. We actively involve patients and their caregivers in planning, decision-making, and treatment so that every child receives individualized, coordinated, and compassionate care.

Goals of the Pediatric Clinic

Our goal in the Pediatric Clinic is to diagnose, treat, and manage a wide range of digestive system disorders in children, supporting their growth, comfort, and overall well-being. We aim to provide coordinated, compassionate care that helps children feel better, function better, and thrive in their daily lives.

What Does Success Look Like in the Pediatric Clinic?

Success looks different for every child because each condition and each family's experience is unique.

- **For Short-Term (Acute) Issues:** Many digestive concerns in children—such as reflux in infancy, some feeding concerns, or mild constipation—are temporary. These conditions often improve as a child grows and develops.
  Success may look like:
  - Reduction or resolution of symptoms.

- Improved feeding or digestion.
- No further need for medical treatment.

- **For Long-Term (Chronic) Conditions:** Conditions such as IBS, IBD, chronic constipation, or feeding disorders may require ongoing management.
  Success may look like:
  - Better day-to-day symptom control.
  - Fewer flare-ups.
  - Decreased emergency visits or hospitalizations.
  - Improved nutrition, growth, and quality of life.
  - A care plan that adapts as your child grows.

What to Expect After Your First Appointment

Your child's care begins with an appointment with one of our highly trained and specialized pediatric providers. After this visit, your provider will create a customized plan of care based on your child's needs.

Your Responsibilities in the Care Plan: To ensure the best outcomes, it is important that you follow the care plan your provider recommends. This may include:

- Completing lab work.
- Scheduling tests or procedures.
- Starting or adjusting medications.
- Monitoring symptoms and sharing updates.

If you have not heard from us within 3–5 days after your appointment to help arrange the recommended testing, please give us a call.

Your Point of Contact: The Patient Coordinator (PC)

Your provider's Patient Coordinator (PC) is your main communication link to the pediatric care team. Your PC will:

- Answer phone calls and voicemails.
- Respond to patient portal messages.
- Direct your questions or concerns to the appropriate team member.

Your provider will supply you with contact information to their PC, or you may ask to be directed to them by dialing our office at 612-871-1145.

Pediatric RN Team: As part of our commitment to providing high-quality specialty care, MNGI has Pediatric Registered Nurses (Pediatric RNs) dedicated specifically to caring for pediatric patients. These nurses are specially trained in pediatric gastroenterology and serve as an important extension of the care you already receive.

Our Pediatric RNs work closely with:

- Pediatric providers.
- Patient Coordinators (PCs).

The Pediatric RNs do not replace your Patient Coordinator. Instead, they work alongside your child's PC to increase support and improve the flow of communication between you and your care team.

How the Pediatric RN Team Supports You:

- Medication refill requests.
- Clarification of your child's treatment plan.
- Communicating symptom updates.
- Addressing new, non-emergent symptoms.
- Assisting with care questions that require nursing expertise.

Hours and Contact Information: Pediatric RNs are available during normal business hours and are not a substitute for emergency care. Please contact MNGI by telephone at 612-871-1145, or through the patient portal for non-urgent messages.

Expectations for Communication

We encourage you to reach out to our Pediatric Care Team with any concerns related to:

- Symptom updates.
- Medication response and follow-up.
- Scheduling questions.
- Clarification about your care or treatment plan.

You may contact us by phone or through the patient portal.

Using the Patient Portal

- Keep portal messages brief and focused as it can be challenging to provide care via messaging.
- Longer or more complex concerns may require a clinic appointment to provide safe and appropriate care.
- A team member may contact you to schedule a visit if your concern requires a more in-depth discussion.
- When reporting symptoms, please include your child's current GI medication regimen—this greatly helps guide next steps.
- Portal messages are routed to the most recent Pediatric provider your child has seen.

Response Times: For urgent/emergent issues please seek urgent/Emergent care as appropriate such as new onset fever, body aches, and chills. While we strive to answer calls and portal messages in a timely manner, portal messages or phone calls are not substitutes for emergency care. Please note that portal messages submitted before 3:30 pm Monday-Friday will receive a response within 48 hours or the next business day if submitted on a Friday or on a holiday.

Thank you for your patience, kindness, and respectful communication. We understand how stressful it can be to wait when your child is not feeling well. Please know that our staff is committed to addressing every question and concern as quickly as possible. We take great care to ensure that each family receives the same thoughtful time and attention.

If you have any questions, please contact our office at **612-871-1145.**