



We Treat Kids Better

The STAR Service is located at the Children's Hospital Los Angeles main campus.

4650 Sunset Blvd.
Los Angeles, CA 90027
Phone: 888-631-2452
Fax: 323-361-1191

Valet parking is available.



We Treat Kids Better

STAR Service

SPECIALTY TREATMENT ANSWERS AND RECOMMENDATIONS

A consultation service for
difficult-to-diagnose patients



888.631.2452
CHLA.org

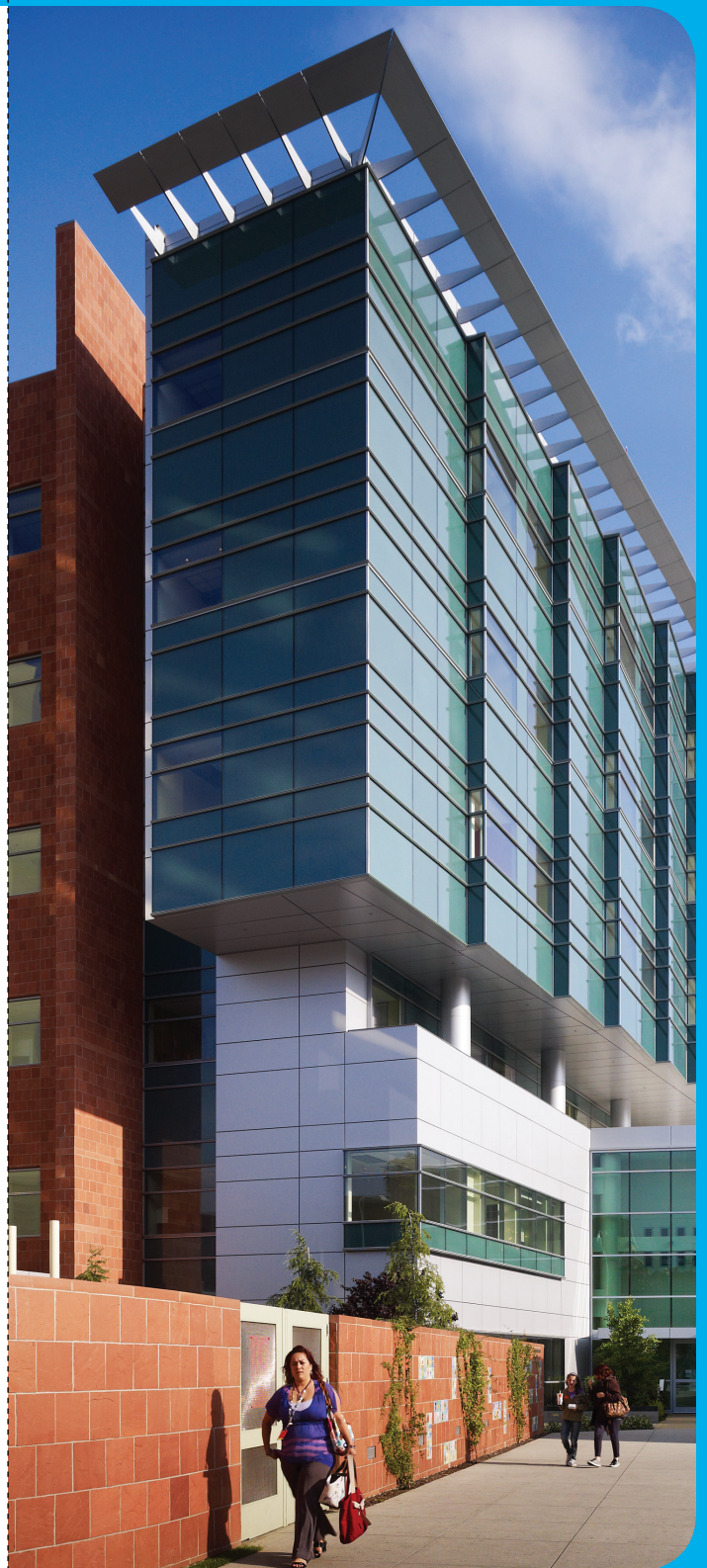


ABOUT OUR SERVICES

The Children's Hospital Los Angeles Specialty Treatment Answers and Recommendations (STAR) Service is a specialty consultation service developed to help community pediatricians and families identify a child's specialized medical needs. Our team combines years of experience in helping our care partners and families find answers and cope with clinical questions and anomalies. The STAR physician team understands the physical, emotional and psychological needs of young patients and their families, and uses the most advanced science and technology to assist families with diagnosis and treatment planning.

Our services are ideal for:

Referring providers who require support for challenging diagnoses.



The STAR Service is staffed by advanced-practice pediatricians with special interest in the diagnostic challenges of general pediatrics. Our physicians are faculty members at the Keck School of Medicine of the University of Southern California and members of the Children's Hospital Los Angeles Medical Group and Division of General Pediatrics. They have many years of experience diagnosing and managing a wide variety of the most complex pediatric medical conditions.



Our physicians specialize in diagnosing and treating multisystem diseases, complex single-system problems and basic pediatric problems through a multidisciplinary and collaborative approach with other subspecialists and clinicians. Their experience complements the referring physician's and family's knowledge of the patient and provides a fresh perspective on what may be a challenging diagnosis and potential treatment plan.

STAR Services are currently provided at Children's Hospital Los Angeles' main campus where we are able to leverage access to state-of-the-art diagnostic equipment and world-renowned pediatric subspecialists for support to determine the best possible advanced treatment.

HOW IT WORKS

Our clinical team will evaluate each patient using the following three-step process:

1. Medical Record Request and Review

Our staff will work with each referring provider and family to obtain all relevant medical record documentation for review prior to the visit.

2. Physical Diagnostic Exam

Our STAR exam is designed as a "one-stop" assessment. A physician from our STAR Service will see the patient and order necessary tests and/or subspecialty consultations based on the needs of the child. Our clinical team will coordinate the child's care and can access a full range of specialists and services to best meet the needs of each patient.

3. Family Conference and Communication with Primary Care Physician

Our STAR team reviews all findings with the referring physician and patient's family and suggests a comprehensive treatment plan for ongoing care.



STAR PHYSICIANS

ROBERT ADLER, MD, MS

Robert Adler, MD, MS, is vice chair of the Department of Pediatrics and director of Medical Education at Children's Hospital Los Angeles, and is professor of pediatrics and vice chair of the Department of Pediatrics at the Keck School of Medicine of the University of Southern California. He is Board-Certified in pediatrics. Adler has been active with the American Academy of Pediatrics locally, regionally and nationally and is a journal reviewer for numerous publications, including *Pediatrics*, the *Journal of Pediatrics* and the *Journal of the American Medical Association*. Adler has been listed in "Best Doctors in America," "Who's Who in Medicine and Healthcare" and "America's Top Pediatricians."



MEDICAL SCHOOL: University of California, Los Angeles David Geffen School of Medicine

RESIDENCY: Children's Hospital Los Angeles

EYAL BEN-ISAAC, MD

Eyal Ben-Isaac, MD, is the director of the Pediatric Residency Program at Children's Hospital Los Angeles and associate professor of pediatrics in the Department of Pediatrics at the Keck School of Medicine of the University of Southern California. He is Board-Certified in pediatrics and a faculty fellow in the Center for Excellence in Teaching at USC. Ben-Isaac has been listed in "Best Doctors in America," "Who's Who in Medicine and Healthcare," "America's Top Pediatricians," and "Top Doctors," by *U.S. News & World Report*, 2011.



MEDICAL SCHOOL: University of California, Los Angeles David Geffen School of Medicine

RESIDENCY: Children's Hospital Los Angeles

MICHELLE THOMPSON, MD

Michelle Thompson, MD, is the associate program director of the Pediatric Residency Program at Children's Hospital Los Angeles and an assistant professor in the Department of Pediatrics at the Keck School of Medicine of the University of Southern California. She is Board-Certified in pediatrics and a member of the American Academy of Pediatrics. Thompson was also named a "Top Doctor" by *Pasadena Magazine*.



MEDICAL SCHOOL: University of Virginia School of Medicine

RESIDENCY: Children's Hospital Los Angeles



MATTHEW KEEFER, MD

Matt Keefer, MD, is a member of the Department of General Pediatrics at Children's Hospital Los Angeles and an assistant professor in the Department of Pediatrics at the Keck School of Medicine at the University of Southern California. He is Board-Certified in pediatrics and a member of the American Academy of Pediatrics. Keefer is recognized as a "Top Doctor" by both *Los Angeles* and *Pasadena* magazines.



MEDICAL SCHOOL: University of California, San Francisco School of Medicine

RESIDENCY: Children's Hospital Los Angeles



RICHARD MACKENZIE, MD

Richard MacKenzie, MD, is an attending physician in the Division of Adolescent Medicine at Children's Hospital Los Angeles, medical director of the Center for International Health and an associate professor of Pediatrics in the Department of Pediatrics at the Keck School of Medicine of the University of Southern California. He is Board-Certified in pediatrics and a member of the American Academy of Pediatrics and the Society of Adolescent Medicine.



MEDICAL SCHOOL: McGill University Faculty of Medicine

RESIDENCY: Royal Victoria Hospital

FELLOWSHIP: Children's Hospital Los Angeles



MONA PATEL, MD

Mona Patel, MD, is an attending physician in the Department of General Pediatrics at Children's Hospital Los Angeles and an assistant professor in the Department of Pediatrics at the Keck School of Medicine at the University of Southern California. Patel is a fellow of the American Academy of Pediatrics and is Board-Certified in pediatrics. In addition, she was named a "Top Doctor" by *Pasadena Magazine*.



MEDICAL SCHOOL: Northwestern University Feinberg School of Medicine

RESIDENCY: Children's Hospital Los Angeles

REFERRAL REQUIREMENTS

Referrals may be required from primary care physicians. Families may self-refer if their insurance does not require authorization. Referrals for patients enrolled in managed care insurance plans may require authorization from the insurance provider and primary care physician. All necessary referral and authorization forms must be received before the patient's visit. For accurate provider numbers or more information, please call the STAR Service at 1-888-631-2452.

INSURANCE INFORMATION

Children's Hospital Los Angeles and Children's Hospital Los Angeles Medical Group are proud and actively authorized to be the pediatric provider for nearly all the major health plans and medical groups in the area. We have contracts with more than 250 health plans and medical groups. Please reference our web site, CHLA.org, for a complete listing of plans.

If your health plan or medical group is not listed, please contact the customer service phone number listed on your health insurance card to verify that our hospital and physicians are part of your provider network.

If you have an insurance benefit plan that allows you to access health care services from providers that are not contracted ("out-of-network") with your health plan or medical group or, if you do not have health insurance and will be paying for our services directly, you may speak with a hospital financial counselor regarding coverage and a rate quote for your child's visit at: 323-361-2325.

WHAT TO BRING

Due to the complex nature of pediatric specialty care, our experts often request that parents or referring pediatricians provide additional detailed health information prior to first-time visits. Our staff will confirm the items you will need to obtain and send prior to your visit, including anything you will need to bring to your appointment. Our team will work with you to obtain all necessary clinical information in order to maximize the time spent with our clinicians. Examples of items you may be asked to provide in advance or bring with you include:

- Medical records from visits with other doctors or medical experts
- X-ray films
- Lab results
- Medication list (including medication strengths, amounts taken and over-the-counter medication) or bring the original prescription bottles with you
- Information about your child's allergies

