

What to Expect at your Inflammatory Bowel Disease (IBD) Clinic Appointment

The Inflammatory Bowel Disease (IBD) Clinic is a specialty clinic of the Vanderbilt Digestive Disease Center. Our doctors treat inflammation of the bowel, typically Crohn's disease or ulcerative colitis. Inflammatory Bowel Disease (IBD) can affect every part of your life. Our mission here at the IBD Clinic is to provide you with multi-disciplinary care and a comprehensive care plan to treat your disease. For your first visit, our care team will conduct a full evaluation. Your care team will include:

- An IBD physician
- Dietitian/nutritionist
- Psychologist/counselor

We want to treat the whole person and believe that by meeting with all of our doctors is the most effective way to make sure you get the best care.

Due to comprehensive evaluation, **please allow up to 3-4 hours for your initial visit.** We recommend you bring a book, personal electronic device or a snack with you. There is a television in our lobby and access to complimentary coffee and water.

Checklist to Prepare for Your Appointment

- Contact your insurance company to confirm your coverage.
- Contact your referring provider to make sure your relevant medical records have been sent to our office prior to your visit.
- Complete the New Patient Questionnaire. **It is very important that you complete the questionnaire and bring it with you to your initial visit.** Please be sure to list your medications, including dosage amounts. Or, bring your medication bottles with you.
- Sign up for [My Health at Vanderbilt](#)
 - My Health at Vanderbilt allows you to schedule appointments, request refill prescriptions, email your physician and pay your Vanderbilt bill online.
 - Registration prior to your visit will give you limited access. This means you can send and receive secure messages with your doctor's office, request appointments, or review and ask questions about your bill. When you are at your visit, you will be able to upgrade to full access.
 - You can also download the My Health at Vanderbilt app from the [Apple App Store](#) or [Google Play](#).

- Plan your travel to Nashville.** We recommend giving yourself 30 minutes of extra travel time in order to arrive, park, walk into to the clinic.
 - The Inflammatory Bowel Disease (IBD) Clinic is located at the One Hundred Oaks Campus in Nashville. The address is 719 Thompson Lane, Suite 20500, Nashville, TN 37204
 - Parking: Free self-parking for medical appointments is available in front and behind the OHO building complex. We recommend parking near entrances E or G. Covered pull-up access with wheelchair accessibility is located on the southeast corner of the building complex at entrance A. Elevator and escalator access is available at all entrances.
 - When you enter the building complex, make sure you are on the second floor and follow signs to the IBD clinic and/or ask a greeter in the lobby to help direct you!

Day of Your Appointment

- Registration:** When you arrive, our patient care specialists will sign you in, update your contact information and insurance information.
- Pre-appointment symptom scale:** You will fill out symptom-specific questions on our clinic iPads.
- Intake:** Our intake nurses will meet with you to get your vital signs, discuss your medical history, ask questions and more. This may require additional time if your new patient questionnaire paperwork is incomplete. Once completed, you will be ready to meet with the doctor.
- Psychosocial assessment:** Our clinic psychologist or social worker will meet with you to assess how the disease has affected your non-medical life and provide resources.
- Medical visit:** The doctor will meet with you to assess your medical condition and provide recommendations for your medical care. Often times, there will be an additional doctor (a resident or fellow) who will assist your physician during your visit.
- Nutrition visit:** One of our dietitians will meet with you and assess your eating habits and give you dietary advice on how to help manage the symptoms of your condition.
- You may need to have your blood drawn or undergo further diagnostic tests. This will be determined by your care team. At the end of your appointment, please clarify with the doctor or nurse how you prefer to receive the results of any tests or procedures. Results are usually available within 2 to 5 business days. Test results are also typically available for your review on My Health at Vanderbilt.

After Your Appointment

- Once the evaluation, including any ordered blood work or diagnostic tests are complete, you and your referring physician will be notified by the consulting doctor about treatment options and recommendations for follow-up care.
- Your satisfaction is important to us. You may receive a call from Press Ganey or a mail-in survey asking you some questions about your visit with us. We hope you feel you have received

excellent care and service. If, for any reason, you feel you did not receive excellent care or service, be sure to let our staff know. If you received excellent care, we would like to hear your comments.

Thank you for choosing Vanderbilt for your healthcare needs.