Kovler for Kids
Program Guide

The University of Chicago Medicine
Section of Adult and Pediatric Endocrinology, Diabetes, and Metabolism
Contents

Use this guide to learn more about University of Chicago Medicine Kovler Diabetes Center programs, important information about how to prepare for your appointment and as a quick reference for diabetes care for your child.
Welcome!

Welcome to the University of Chicago Medicine Kovler Diabetes Center Kovler for Kids program!

We are honored that you have chosen the Kovler Diabetes Center for your child and for your family. At Kovler, we recognize the unique impact of diabetes on your child and your family. Our mission is to provide holistic treatment, care and education that empowers our patients to effectively manage their diabetes for a lifetime.

We are here for you 24 hours a day, 7 days a week. We offer customized care, excellent service and access to the world’s leaders in pediatric diabetes, endocrinology and a variety of other conditions that may affect your child and/or your family.

We are proud to be a part of the Section of Endocrinology at the University of Chicago Medicine, which is at the forefront of patient care, physician training, and research. We are proud of who we are and what we do, but we are most proud of the children who lead incredible lives full of hope and inspiration while facing diabetes each day. Thank you for trusting us with your child’s care. This is the beginning of an important journey together.

We welcome you and your loved ones to the Kovler family.

Warmest Regards,

Ronald Cohen, MD  
Associate Professor of Medicine  
Section Chief, Section of Adult and Pediatric Endocrinology, Diabetes, and Metabolism

Louis H. Philipson, MD, PhD, FACP  
Professor of Medicine and Pediatrics, Pritzker School of Medicine  
Director, University of Chicago Medicine Kovler Diabetes Center
Pictured (left to right): Doctors Katie O’ Sullivan, Dianne Deplawski, Payal Patel, Dorit Koren, Rochelle Naylor, Susan Tucker, Christine Yu, Siri Greeley, Michelle Lemelman, Elizabeth Littlejohn, Magdalena Dumin
From the top down, the University of Chicago Medicine Kovler Diabetes Center is here for you and your family

The Kovler Diabetes Center is a proud part of the University of Chicago Medicine Section of Adult and Pediatric Endocrinology, Diabetes, and Metabolism. The section is recognized internationally for its integration of research in molecular genetics, physiology and pathology into leading edge clinical care and is home to the latest, advanced treatment of endocrine diseases including diabetes, obesity, thyroid disease, bone disease, hypertension, and endocrine cancers.

By virtue of the quality of its faculty and their ability to remain at the forefront of patient care and scientific discovery, the section is ranked among the finest endocrine centers in the United States. Its unique combination of adult and pediatric subspecialties enables collaboration on treatment and research of endocrine disorders that span a lifetime from birth to old age.

As a part of the section, the Kovler Diabetes Center is uniquely positioned to offer longitudinal care for individuals with diabetes across their entire lifespans. The Kovler Diabetes Center is a proud part of this commitment to excellence in patient care.

The endocrinology clinic is located in the Duchossois Center for Advanced Medicine, a state-of-the-art outpatient care facility on the hospital campus at the University of Chicago.

We invite you to learn more about the patient care, research, and educational goals of our dedicated faculty in the Section of Adult and Pediatric Endocrinology, Diabetes, and Metabolism on our website at www.medicine.uchicago.edu/endo/index.html.
Kovler History and Mission

100 Years of Diabetes Care and Research

Founded in 2006 with seed funding from Jonathan and Sally Kovler, the Kovler Diabetes Center builds off 100 years of diabetes research and care at the University of Chicago Medicine in the Section of Endocrinology, Diabetes, and Metabolism, a center for innovative diabetes research and unparalleled patient care.

Our mission at the Kovler Diabetes Center is to provide holistic treatment, care and education that empowers our patients to effectively manage their diabetes for a lifetime.
We pursue our mission through the following:

• **Research**
  Our researchers make breakthrough discoveries that help physicians and scientists around the world better understand diabetes, its causes and its genetic foundation. These discoveries can be applied to measurably improve the quality of life for diabetes patients.

• **Clinical Care**
  Each diabetes patient is different. This shapes our approach to patient care at Kovler. Accurate and complete diagnosis, including genetic testing, is the foundation for our highly individualized treatment plans. Our multidisciplinary team of physicians, nurses, educators and staff works to address the many ways that diabetes can affect each patient’s physical and emotional well-being.

• **Education**
  At Kovler, we provide diabetes education for both professionals and patients. The best and brightest graduate students, fellows and doctors from around the globe come to collaborate with our researchers and clinicians. Research experiences include a strong clinical care component to connect lab discoveries to enhanced patient care. Our diabetes educators equip patients with the knowledge and understanding they need to most effectively manage their condition.

• **Community**
  Our faculty, staff and active Leadership board help Kovler stay connected to the greater Chicago community. Our partnerships with local organizations aim to enhance the health of the overall community and improve patient health outcomes.
PROGRAMS
Kovler for Kids
Program Overview

Kovler for Kids is one of the top structured pediatric diabetes programs in the country, offering support to both parents and children during this critical period in their lives.

How We Help Children Understand Diabetes
Our Certified Diabetes Educators have special training to work with children and use age appropriate language, toys and quizzes to illustrate concepts. We help them understand what diabetes is, the nutritional needs they’ll have, the tests and procedures they may face and how they can explain their condition to friends. We also help siblings understand what is happening so they don’t feel “left out.” Kovler’s Diabetes Education Program is certified by the American Diabetes Association.

Help for Parents
When your child is diagnosed with diabetes, the confusion and stress can be overwhelming. Our specialists will answer your questions about your child’s disease and provide you with information on the latest in nutrition management, insulin therapy and more. We’ll work with you to develop an individualized plan that’s right for your child and help you find community resources in your area, such as summer camps for children with diabetes.

Special Events for Kids and Families
Kovler regularly hosts events for families and children to connect and support each other. We also offer free educational programs, such as our annual Kovler for Kids event each fall, to engage children and families in a fun, interactive setting.

Care You Can Trust
Kovler for Kids is grounded in the University of Chicago Medicine Section of Adult and Pediatric Endocrinology, Diabetes and Metabolism’s tradition of excellence clinical, academic, and research programs. You can trust that your family is in good hands.

WE ENCOURAGE YOU TO JOIN OUR MAILING LIST TO STAY INFORMED ON UPCOMING EVENTS FOR YOUR CHILD AND YOUR FAMILY. Simply visit www.kovlerdiabetescenter.org and click on “Sign Up” on the top right side.
InTransit Program Overview

The Kovler Diabetes Center’s InTransit program is a clinical care and education program for adolescents, teens and young adults with diabetes. Our main goal is to empower teens and young adults to manage their diabetes and create a healthy future.

The InTransit program establishes a partnership between the patient, their family, pediatric and adult endocrinologists, Certified Diabetes Educators and psychologists who work side-by-side to help the patient “transition” to self-management of their disease.

At the core of this program is a sensitivity to the unique physical, social, emotional and intellectual stages of development distinctive to this group as they move from pre-adolescence and puberty through their teens and into adulthood. Our experts are here to address the tough stuff, from driving to relationships to going off to college.

Pictured: Registered Dietitian and Certified Diabetes Educator Amy Hess-Fischl (far right) and patient family
What can your teen learn in InTransit?

- How to stay healthy amidst social pressures to “fit in”
- How to participate in sports, activities and social outings and still balance blood sugar
- How to manage blood sugar when in classes, at work, or traveling
- How alcohol, smoking and other choices may complicate management
- How to make the best food choices, including the healthiest options for fast food, snacks and other foods
- How to properly use glucose monitors, sensors and insulin to control blood sugar levels
- How to use new technology to make it easier to manage diabetes

We guide adolescents, teens and young adults with Type 1 and Type 2 diabetes towards a healthy future

WE ENCOURAGE YOU TO JOIN OUR MAILING LIST TO STAY INFORMED ON UPCOMING EVENTS FOR YOUR CHILD AND YOUR FAMILY. Simply visit www.kovlerdiabetescenter.org and click on “Sign Up” on the top right side.
Family Health and Wellness Program

Life’s stresses can be especially difficult for individuals with diabetes and their families. Our Family Health and Wellness Program is a unique service to help patients and their families live healthier lives by addressing the social, emotional and psychological challenges of living with diabetes.

Starting from your family’s very first visit, we offer free meetings with trained psychologists who understand the challenges of living with diabetes. The Health and Wellness Team works with patients, families, nurses, educators and doctors to help you integrate diabetes management into everyday family life — because your family can enjoy a long, active and healthy life with diabetes.

Our Health and Wellness program is an innovative feature of care here at Kovler — we are the only comprehensive diabetes program in the Midwest to use a family-focused model of care. We build on your family’s strengths and resources to address the ongoing challenges that children, adults and families face over a lifetime with diabetes.

Pictured: Dr. Tina Drossos (center) and her team
Pediatric Diabetes Clinical Research Studies

Current clinical research studies at the University of Chicago Medicine Kovler Diabetes Center include:

- **Type 1 Diabetes TrialNet (TrialNet).** TrialNet is an international network of researchers exploring ways to prevent, delay and reverse the progression of type 1 diabetes. We recommend that all first degree relatives of an individual with type 1 diabetes get screened to establish their risk of developing type 1 diabetes themselves. For more information on TrialNet or to schedule a free screening, please contact Gail Gannon at ggannon@medicine.bsd.uchicago.edu or 773.702.3853.

- **Closed-loop Insulin Delivery System / Artificial Pancreas.** We are looking for volunteers for a closed-loop insulin delivery system study that looks at how blood sugar levels, physical activity and insulin doses are related. For more information about the this research, please contact Dr. Elizabeth Littlejohn at 773.995.4417.

- **Type 2 Diabetes and Sleep.** We are studying the link between sleep problems and diabetes control in teenagers with type 2 diabetes. For more information about this research, please contact Nancy Devine at 773.795.4417.

- **We also offer various clinical research studies on genetics and diabetes.** For more information about these studies, please visit www.monogenicdiabetes.org or contact Lisa Letourneau at lletourneau@medicine.bsd.uchicago.edu or 773.702.0829.

FOR A FULL LIST OF CLINICAL RESEARCH OPPORTUNITIES, PLEASE VISIT: WWW.KOVLERDIABETESCENTER.ORG/RESEARCH/RESEARCH-STUDIES/
James C. Tyree Diabetes Education Library

In 2013, The University of Chicago Medicine Kovler Diabetes Center dedicated a new diabetes education library to honor the legacy of the late James C. Tyree, former chairman and CEO of Mesirow Financial Holdings, chairman of Sun-Times Media Group and a board member at the University of Chicago Medical Center.

The library provides patients and their families with access to educational materials and provide dedicated space for classes and support groups. Kovler patients can access the internet, printing, health literature, and other educational materials at the library. It is the latest component of the James C. Tyree Program for Diabetes Care and Innovation to promote clinical programs for diabetes, research collaboration and education and outreach for patients and medical professionals.
IMPORTANT INFORMATION
Our Locations

Main Location
The University of Chicago Medicine Kovler Diabetes Center For Children, Teens and Adults Duchossois Center for Advanced Medicine (DCAM)
5758 S Maryland Avenue Suite 5A, Chicago, IL, 60637
773.702.2371 or 800.989.6740

Satellite Location
Grand Boulevard Family Health and Access Community Health Network For Children, Teens and Adults
5401 S. Wentworth Ave, Chicago, IL, 60609
773.288.6900
Dr. Christine Yu sees patients at this location.

Satellite Location
University of Chicago Medicine Pediatrics in Merrillville, Indiana For Children and Teens
8528 Broadway, Merrillville, IN, 46410
219.756.1200
Dr. Elizabeth Littlejohn and Dr. Dorit Koren see patients at this location.

Satellite Location
Little Company of Mary Hospital and Health Care Centers For Children
2800 W. 95th St, Evergreen Park, IL 60805
708.422.6200
Dr. Dorit Koren sees patients at this location.

For detailed driving directions to our main location at the University of Chicago Medicine, please visit www.uchicagokidshospital.org/visit.
Clinic Information

Kovler Clinic Address
Duchossois Center for Advanced Medicine (DCAM)
5758 South Maryland Avenue, Suite 5A, MC 9015
Chicago, IL 60637

Kovler Main Address
Knapp Center for Biomedical Discovery
900 East 57th Street, Eighth Floor,
Chicago, IL 60637

Important Phone Numbers

Main Phone Numbers
773.702.2371 or 800.989.6740

Pharmacy Fax Line
773.834.4633

Online and E-Mail

Website
kovlerdiabetescenter.org

Main Email Address
diabetes@uchospitals.edu

Facebook
facebook.com/kovler.diabetes.center

Twitter
twitter.com/kovlerdiabetes
For Your Appointment

Office visits are an important part of diabetes care

- **New patients** are encouraged to meet with a Kovler endocrinologist, diabetes educator, and health and wellness team provider for a comprehensive experience during their first visit. They may also meet with a clinical research coordinator.

- Visits for **return patients** are customized to the needs of the individual, which could include visits with one or more of the specialists that were a part of the first visit.

- In general, we encourage you, your child and your family members to meet with a member of our health and wellness wellness team at least once or twice per year.

- As the gold standard in diabetes treatment, please expect to have at least 3 to 4 visits per year with your diabetes educator and/or doctor. At least one of these visits should be made to our main location (see page 16) for the opportunity to meet with the specialists that may or may not be available at our satellite locations.

Laboratory work is an essential measure of progress

Once a year, but sometimes more often, we perform laboratory work requiring a blood draw. We perform A1c testing in our own clinic at each visit with use of a finger stick, instead of going to the laboratory. These results are made available during the clinic visit.

At-home care is vitally important

Your diabetes team will tell you how and when to measure your child’s blood glucose levels and ketone levels. These readings will tell you whether your child’s diabetes is under control. A good diet and an exercise program will be important components in managing your child’s diabetes. Your diabetes team will give you guidance in these areas.

Scheduling appointments

If you need to see your Endocrinologist, Diabetes Educator or Health and Wellness Team Provider, please call 773.702.2371.
Your appointment

You can expect new visits to be 2 - 3 hours. Please arrive 15 minutes prior to your appointment so you can park, check in and get into your physician’s exam room on time.

Please bring the following to your appointment:

- Your insurance card
- A copy of your referral or your referral number
- Current blood sugar logs of your child
- All blood sugar meters the child is currently using
- A list of all medications, or bring the medicine bottles and insulin themselves, including types of insulin and sliding scale
- Emergency supplies, including glucagon kit
- A list of questions you would like to ask members of our team during your visit
- Glucose meter(s), meter or pump download from home if possible and all pump and continuous glucose monitoring supplies as needed
- We recommend you bring snacks and your diabetes emergency supplies kit as well

If you need to cancel or reschedule your appointment, please call us at least 24 hours before your appointment time. If you are more than 20 minutes late for your appointment, we may need to reschedule.
How to reach your physician  
(after 4:30 PM or on a weekend)

- If you feel that you or your child is experiencing a medical emergency, please go to the nearest EMERGENCY ROOM or call 911

- If you have a medical question that cannot wait until the morning, call 773.702.2371. Choose OPTION #2 and ask the operator to page 9275. An endocrinologist or diabetes educator will call you back within 1 hour

- You will not be able to request prescription refills, prescriptions for certain medications, appointments, paperwork, or medical supplies during these hours. Please call back on weekdays between 8 A.M. and 5 P.M.

Financial Information

At The University of Chicago Medicine, we understand the complexities of financial planning for your procedure. We have prepared this to assist you in your planning efforts.

When you schedule your procedure, our financial office will begin the process of verifying your insurance coverage. Because insurance plan requirements vary, we strongly encourage you to contact your insurance company so that you have a thorough understanding of what they will pay for the specific health care services you plan to receive. This information is important also to help you estimate and plan for the amount of your personal payment responsibility. Based on your insurance plan, it may be necessary for you to have written prior authorization for your procedure. You may discuss this further by calling your insurance company’s customer service line, often located on the back of your insurance card.

Should you have questions regarding the University of Chicago Medicine’s payment policies, contact: Office of Managed Care at 773.834.4730, Monday to Friday from 8:30 A.M. - 4:30 P.M. You may also visit www.uchospitals.edu/billing.
Prescription Refills

- If you are running out of your medications, don’t forget to ask your physician for refills during your appointment.

- If you need a refill between your appointments, call your pharmacy and ask them to fax a refill request to us at 773.834.4633. This will be sent to your physician to sign and refill. Your pharmacy will let you know if your physician needs to see you before refilling your medication. Please give us 2 business days to complete the process. Medications that require prior authorization by your insurance company may take longer and approval is not guaranteed.

Obtaining Referrals: Frequently Asked Questions

Do I need a referral at the time I schedule my appointment?
We can schedule your appointment if you can provide us with the name and phone number of your referring physician or a provider currently managing your care.

How do I find out if I need a referral to visit the Kovler Diabetes Center?
Contact the customer service office of your insurance carrier. The telephone number is usually on the back of your insurance card. If you are a member of an HMO, you will likely need a referral.

Can the Kovler Diabetes Center get my referral for me?
You should call your primary care doctor, general pediatrician or insurance company to obtain a formal printed referral, if one is needed.

What if I don’t have a referral?
In some cases, your insurance company may not cover the cost of the services and you may be held responsible for the bill.
“Sick Day” Guidelines

It is VERY IMPORTANT to check for ketones! If your child is sick or their blood sugar is over 250, check for ketones.

What are ketones?

• Ketones are made when the body breaks down fat for energy

• Ketone levels rise when the body does not have enough carbohydrates or if the body cannot use blood sugar (glucose) correctly

• This can lead to symptoms like nausea, vomiting, or pain in the abdomen. These symptoms might be a sign of a dangerous problem called diabetic ketoacidosis and must be taken care of immediately

• Your diabetes care team should have already shown you how to measure your child’s ketone levels in their urine or blood

• Extra insulin and fluids are needed to help make the ketones go away

• Be sure to encourage plenty of fluids

If you have questions about how to check for ketones or are unsure when to check, please call us at 773.702.2371.
Checking Ketones:
Testing Results and What They Mean

(!) Negative or Trace Ketones and High Blood Sugar

- Give your child’s normal correction dose for high blood sugar
- This also may be 5% of your child’s total daily dose (TDD) of insulin
  TDD is the total amount of basal insulin and approximate amount
  of bolus insulin given in a day. For example: if TDD = 60 units/day
  then use 60 × 0.05 = 3 units for correction

(!) Positive Ketones and Tolerating Food/Liquids

- **If blood sugar is over 150**
  Small ketones: give normal dosage to cover food PLUS 10% of TDD
  Moderate ketones: give normal dosage to cover food PLUS 15% of TDD
  Large ketones: give normal dosage to cover food PLUS 20% of TDD

- **If blood sugar is under 150**
  Give small sips of fluids containing sugar until sugar is over 150,
  then give correction dose as instructed above.

- **If ketones are still present**
  Small ketones: Give an additional 15% of TDD
  Moderate ketones: Give an additional 20% of TDD
  Large ketones: Give an additional 25% of TDD

(!) Positive Ketones and vomiting and/or NOT tolerating foods/liquids

- Please go to the nearest emergency room

**IMPORTANT:** If ketones are not decreasing after you have given extra insulin twice (even if you have recently talked to someone on the Kovler team), please call us at 773.702.2371, choose option #2, and ask the operator to page #9275. You may also visit the nearest emergency room.

If your child is younger than FIVE YEARS OLD or is VERY SENSITIVE TO INSULIN, please call us at 773.702.2371, choose option #2, and ask the operator to page #9275. One of our experts will call you back to provide guidelines.
Important Diabetes Community Resources

The University of Chicago Medicine Kovler Diabetes Center has affiliations throughout the country to provide support to those diagnosed with all forms of diabetes. Local support and volunteer groups play a vital role in our communities by generating awareness for diabetes and providing critical education on diabetes management and prevention, as well as overall health care, nutrition and exercise.
Partnering Programs and Community Organizations

Academy of Nutrition and Dietetics
800.877.1600
www.eatright.org

Access: Community Health Network
866.882.2237
www.accesscommunityhealth.net

American Association of Diabetes Educators
800.338.3633
www.diabeteseducator.org

American Diabetes Association (ADA)
1.800.DIABETES
www.diabetes.org

Building a Healthier Chicago
312.320.6308
www.buildingahealthierchicago.org

Chicago Family Health Center
773.768.5000
www.chicagofamilyhealth.org

Children with Diabetes
www.cwdfoundation.org

College Diabetes Network
www.collegediabetesnetwork.org

Consortium to Lower Obesity in Chicago Children (CLOCC)
312.227.7100
www.clocc.net

Endocrine Society
888.363.6274
www.endo-society.org

Friend Family Health Center, Inc.
773.702.0660
www.friendfhc.org

Friends United
847.831.5558
www.friends-united.org

Friends for the Cure
www.friendsforthecure.com

Improving Diabetes Care and Outcomes on the South Side of Chicago
773.702.2939
www.southsidediabetes.com

Juvenile Diabetes Research Foundation (JDRF)
800.533.CURE (2873)
www.jdrf.org

Let’s Move
www.letsmove.gov

National Kidney Foundation of Illinois
312.321.1500
www.nkfi.org

University of Chicago Medicine
888.UCH.0200
www.uchospitals.edu
www.uchicagokidshospital.org

University of Chicago Medicine Celiac Center
773.702.7593
www.cureceliacdisease.org

University of Chicago Medicine Section of Adult and Pediatric Endocrinology, Diabetes, and Metabolism
773.702.2371
www.medicine.uchicago.edu/endo/index.html

The Urban Health Initiative
773.834.3458
www.uchospitals.edu/about/community/uhi
HOW YOU CAN HELP
Get Involved!

The University of Chicago Medicine Kovler Diabetes Center depends strongly on the support from individuals in the local community in order to create lasting impact on those with diabetes through our primary services and programs. Here are some ways you can get involved:

- **Volunteer** - Get involved! Kovler regularly welcomes volunteers to assist with community events and programs. Contact us to learn more about how your skills can help Kovler advance diabetes awareness, education, discovery and care.

- **Become an InTransit Ambassador** – Kovler’s InTransit program is a national model for helping teens and their parents navigate the changes that come during puberty and make the transition to diabetes self-management. As a complement to our InTransit teen program, we have an advisory panel of teens and ambassadors who share their experience and actively participate in Kovler’s community based efforts. Contact us to learn more about how to become an InTransit ambassador!

- **Donate In-Kind Services** – In-kind services are an easy way to increase Kovler’s impact in Chicago community and around the globe. If you have a company that donates services, contact us to discuss how your services could serve the Kovler mission.

- **Help Us Fundraise** – A lot of the work we do hinges on the generosity of corporations, foundations and individuals like you. Every dollar makes a difference to help fund our research, community based education programs and clinical care. Contact us to discuss how you can help us fundraise to support these efforts.

- **Introductions** – We value our network of community partners. If you work for a charitable corporation or are involved with a foundation, contact us to see how we might work together to advance our impact.
RESOURCES FOR YOUR VISIT
The Kovler for Kids Team

Our team of pediatric specialists, led by world-renowned physicians, researchers and educators, is qualified to treat all areas of your child’s diabetes.

Endocrine Fellowship Program

The University of Chicago Medicine is an academic institution committed to training the next generation of Endocrinologists. The Section of Adult and Pediatric Endocrinology, Diabetes, and Metabolism has one of the top endocrine fellowship programs in the country. You may see some of our fellows in the outpatient clinic or on the inpatient consult service.

Pictured (left to right): Doctors Dianne Deplewski, Rochelle Naylor, Siri Greeley, Christine Yu, Elizabeth Littlejohn, and Dorit Koren
Leadership Team

Ronald Cohen, MD  
Associate Professor of Medicine  
Section Chief, Endocrinology, Diabetes and Metabolism

A skilled endocrinologist, Ronald Cohen, MD, specializes in the diagnosis and management of thyroid diseases with a particular focus on thyroid cancer. He also has a clinical interest in diabetes, obesity and metabolic disorders.

Dr. Cohen’s research explores the relationship between diabetes and adipocyte -- a complex endocrine cell that regulates feeding behavior and insulin sensitivity. Through his research findings, Dr. Cohen is working to develop novel therapies for the treatment of obesity and Type 2 diabetes.

John Cunningham, MD  
Donald N. Pritzker Professor of Pediatrics  
Chair, Department of Pediatrics  
Physician-in-Chief, The University of Chicago Medicine Comer Children’s Hospital

John M. Cunningham, MD, is an internationally known expert in the treatment and research of childhood cancers and blood diseases. He has particular expertise in treating leukemia, lymphoma, immunodeficiencies, sickle cell disease and thalassemia. He is a recognized leader in the field of pediatric stem cell transplantation, and has developed novel uses for this life-saving treatment.

Louis H. Philipson, MD, PhD, FACP  
Professor of Medicine and Pediatrics  
Director, Kovler Diabetes Center

Dr. Philipson is an endocrinologist and leading world authority on diabetes mellitus. He is also a renown researcher with interests in clinical research, insulin secretion and the genetics of diabetes. Dr. Philipson is currently president of the Chicago/Northern Illinois board of the American Diabetes Association. In 2011, he was chosen one of America’s Top Doctors by U.S. News & World Report magazine. Dr. Philipson sees patients in the Hyde Park, Chicago clinic location.

Peggy Hasenauer, MS, RN  
Executive Director, Kovler Diabetes Center

As Executive Director of the Kovler Diabetes Center, Peggy coordinates all aspects of Kovler’s clinical, research, outreach and educational efforts. In addition to many years of experience as a floor nurse, Peggy managed the University of Chicago Medicine kidney and pancreas transplant program and collaborated with Dr.
Dianne Deplewski, MD
Associate Professor of Pediatrics and Medicine
Director, Pediatric Endocrinology Fellowship Program

Dr Deplewski’s has spent over 15 years as a specialist in pediatric endocrinology at medical facilities throughout Chicago. Dr Deplewski’s research interests include diabetes, insulin resistance, growth and puberty. She also serves as a teacher and mentor to pediatric endocrinology students and fellows. Dr Deplewski sees patients at both the Hyde Park, Chicago and Merrillville, Indiana locations.

Tina N. Drossos, PhD
Associate Professor of Psychiatry
Assistant Director, Child and Adolescent Consultation / Liaison Service

Dr. Drossos is head of Kovler’s Family Health and Wellness program. Dr. Drossos and her team provides comprehensive assessments of psychological concerns in patients with diabetes along with psychotherapy and supportive services as needed. In addition to her role here at Kovler, Dr. Drossos works in the general outpatient child psychology program at Comer Children’s Hospital seeing patients with a wide variety of concerns including coping or adjusting to a chronic health condition, pain management, mood and anxiety disorders and behavior disorders.

Siri Atma W. Greeley, MD, PhD
Assistant Professor of Pediatrics and Medicine

Dr. Greeley specializes in the treatment of infants, children and teens with all types of diabetes. Dr. Greeley is particularly interested in monogenic diabetes, a rare form of diabetes caused by single gene mutations that may represent as much as 2-3 percent of all diabetes cases. Dr. Greeley recently designed and implemented the first national web-based registry of patients with monogenic diabetes. Dr. Greeley sees patients in the Hyde Park, Chicago clinic location.
Dorit Koren, MD  
Assistant Professor of Pediatrics and Medicine

Dr. Koren provides care for children and adolescents with hormone disorders including obesity, sleep disorders, growth hormone deficiencies and diabetes. Dr. Koren is also an active teacher who devotes her time to teaching medical students, residents and fellows about endocrine disorders. Dr. Koren sees patients in the Hyde Park, Chicago clinic location.

Elizabeth Littlejohn, MD  
Associate Professor of Pediatrics and Medicine  
Associate Clinical Director, Kovler Diabetes Center

Dr. Littlejohn works with patients ranging from newborn to age 20, specializing in pediatric diabetes and endocrinology. Dr. Littlejohn is also an active clinical researcher with a particular interest in investigating innovative treatments and more efficient diagnostic tools to improve diabetes care for children and young adults. Dr. Littlejohn sees patients in the Hyde Park, Chicago and Merrillville, IN clinic locations.

Rochelle Naylor, MD  
Assistant Professor of Pediatrics and Medicine

Dr. Naylor is a Pediatric Endocrinologist at the University of Chicago Medicine. She has a clinical and research interest in monogenic forms of diabetes, with a particular interest in maturity-onset diabetes of the young (MODY). Dr. Naylor co-manages Kovler Diabetes Center’s Monogenic Diabetes Registry, a nationwide database of individuals affected by these uncommon form of diabetes. Dr. Naylor sees patients in the Hyde Park, Chicago clinic location.

Dr. Naylor has published research articles in journals ranging from *Clinical Endocrinology* to the *Journal of Diabetes Science and Technology*. She also has presented her studies at symposia nationwide.

Louis H. Philipson, MD, PhD, FACP  
Professor of Pediatrics and Medicine  
Director, Kovler Diabetes Center

Dr. Philipson is an endocrinologist and leading world authority on diabetes mellitus. He is also a renown researcher with interests in clinical research, insulin secretion and the genetics of diabetes. Dr. Philipson is currently president of the Chicago/Northern Illinois board of the American Diabetes Association. In 2011, he was chosen one of America’s Top Doctors by *U.S. News & World Report* magazine. Dr. Philipson sees patients in the Hyde Park, Chicago clinic location.
Christine Yu, MD  
Assistant Professor of Pediatrics and Medicine

Dr. Yu is a specialist in pediatric and adult endocrinology. She has a particular interest in diabetes in pregnancy and endocrine complications in children and young adults related to prior cancer therapy. Dr. Yu sees patients at Kovler’s Hyde Park, Chicago clinic location and at Access Community Health Network’s Grand Boulevard location.

Nurses and Medical Assistants

Felicia Hernandez, CMA  
Certified Medical Assistant

Felicia is a bilingual (Spanish) medical assistant, who brings experience in both the rheumatology and endocrinology specialties to her role. Felicia sees patients in the Hyde Park, Chicago clinic location.

DeShawndra Robinson, CMA  
Certified Medical Assistant

DeShawndra has experience working with pediatric, adult, and geriatric populations. Previously, DeShawndra worked in Primary Care at the University of Illinois at Chicago Mile Square Clinic. She is very excited to now be a part of the Kovler team and its focus on optimal patient care. DeShawndra sees patients in the Hyde Park, Chicago clinic location.

Michele Stewart, LPN  
Licensed Practical Nurse

Michele welcomes patients and families to their visit, assists with diabetes technology downloads and prescription refills and supports families throughout their visit. With over eight years of nursing experience ranging from pediatrics to geriatrics, Michelle enjoys the challenges and rewards of working with endocrinology patients. Michele is based at the Hyde Park, Chicago clinic location.

Tyneilya Baskin, LPN  
Licensed Practical Nurse

Tyneilya is a new member of the University of Chicago Medicine team. She started her career as a ventilator nurse in a long term and rehabilitative care facility. In the years since, Tyneilya has pursued further training in long term care and acute care. She looks forward to the challenge of learning more about diabetes care from the diabetes specialists at the Kovler Diabetes Center. Tyneilya sees patients in the Hyde Park, Chicago clinic location.
Outpatient Diabetes Educators

**Amy Hess-Fischl, MS, RD, LDN, BC-ADM, CDE**  
Registered Dietitian  
Certified Diabetes Educator  
Program Coordinator, Kovler Teen Transition Program

Amy is an advanced practice dietitian, Certified Diabetes Educator and coordinator of the Kovler’s InTransit program, a unique diabetes program for adolescents and teens with diabetes. In addition to her clinical work, Amy speaks internationally on a variety of diabetes topics and is considered an expert in the fields of diabetes technology and diabetes in adolescents. Amy was named 2009 “Diabetes Educator of the Year” by the Diabetes Care and Education practice group of the American Dietetic Association. Amy sees patients in the Hyde Park, Chicago clinic location.

**Carlie Paul, RD, LDN, CDE**  
Nutrition Specialist and Diabetes Educator

Carlie is a registered dietitian and certified diabetes educator at the University of Chicago Medicine Kovler Diabetes Center. Carlie enjoys working with individuals and groups to help identify their paths towards health and wellness through food. Her approach combines evidenced based nutrition information with individualized goal setting to build sustainable lifestyle changes to improve self management of diabetes. Carlie sees patients in the Hyde Park, Chicago clinic location.

**Taylor Durkin, RD**  
Registered Dietitian

Taylor Durkin is a registered dietitian at the University of Chicago Medicine Kovler Diabetes Center. Taylor educates patients on the importance of integrating a well-balanced eating pattern into their lives to help manage diabetes. She also supports them in developing and attaining their nutrition goals to improve health and diabetes outcomes. Taylor sees patients in the Hyde Park, Chicago clinic location.

Inpatient Diabetes Educators

**Regina Cox-Brown, RN, BSN, CLC**  
Inpatient Clinical Nurse Educator

Regina provides diabetes education to inpatients with diabetes throughout the University of Chicago Medicine (UCM). Regina and her team provide patients of all ages with introductions to diabetes care, one- on-one demonstrations of insulin administration, tips on
medication management, and dietary recommendations. Regina has been with UCM since 2002 and has experience working in Gynecology/Oncology and OB/GYN. Regina is a Certified Lactation Counselor and taught diabetes and new parent classes in the OB/GYN clinic.

Nancy Devine, RN
Manager of Clinical Trials
Pediatrics Nurse Associate

Nancy is a pediatric research nurse for the Section of Endocrinology. In this role Nancy recruits participants for research studies, manages research study logistics, meets with patients in the Clinical Research Center, and upholds University of Chicago Institutional Review Board (IRB) standards for each study. Nancy has prior experience in the neonatal ICU and a float nurse at the University of Chicago.

Gail Gannon, APN, FNP-C
Manager of Clinical Trials

As Kovler’s Clinical Research Manager, Gail coordinates all aspects of the Kovler’s clinical and translational diabetes research. Gail is a family nurse practitioner who brings more than 20 years of
Cheryl joined the University of Chicago Medicine in 2002. As Practice Administrator, Cheryl focuses on clinic operations, process improvement, patient satisfaction and service excellence. Scott stands as an advocate promoting pride in the role of supporting the providers that deliver world class care to the patients at the University of Chicago Medicine.

Lisa Letourneau, MPH, RN, LDN
Registered Dietitian
Monogenic Diabetes Research Study Coordinator

Lisa manages projects and studies that focus on families with monogenic diabetes, rare form of diabetes caused by single gene mutations that may represent as much as 2-3 percent of all diabetes cases. Lisa is passionate about all aspects of diabetes care and has experience working with diabetes registries, Type 2 diabetes prevention programs and studies to improve treatment for adolescents with Type 1 diabetes.

Patient Care Specialists

Cheryl Scott
Clinical Practice Administrator, Endocrinology and Endocrine Surgery

Cheryl joined the University of Chicago Medicine in 2002. As Practice Administrator, Cheryl focuses on clinic operations, process improvement, patient satisfaction and service excellence. Scott stands as an advocate promoting pride in the role of supporting the providers that deliver world class care to the patients at the University of Chicago Medicine.

Kristen Allen
Diabetes Support Specialist, Kovler Diabetes Center

Kristen is one of the first faces you’ll see in the Hyde Park, Chicago clinic. Kristen helps individuals and families check in for appointments, schedules follow-up visits and fields general questions about the Kovler Diabetes Center and our clinical research initiatives.
Shannon Hunt, LCSW
Clinical Social Worker

Shannon is a multi-specialty social worker for the Comer Children’s Hospital. In addition to her work with Endocrinology patients, Shannon also serves nine other sub-specialties at Comer. Shannon brings over 15 years of experience to her role here at the University of Chicago Medicine with previous experience in pediatric specialties that include the Infectious Diseases/HIV program, the NICU follow-up clinic and Developmental and Behavioral Pediatrics.

Sophie Gadomski
Patient Services Representative

Sophie brings over 25 years of experience of working as a Patient Services Representative in the Endocrinology Clinic. Sophie welcomes and coordinates appointments for patients. She enjoys the meaningful relationships she has formed with many patients during her long career.

Valeria Jones
Patient Services Representative

Valeria is responsible for checking patients in and out for their appointments and coordinating follow up care with their providers. Valeria has been with the University of Chicago since 1989 and has a background in business.

LEARN MORE ABOUT OUR TEAM AT
WWW.KOVLERDIABETESCENTER.ORG/ABOUT-US/OUR-TEAM/
Key Amenities

ATMs

There are ATM machines located in the Bernard A. Mitchell Hospital lobby (second floor), the Goldblatt Pavilion lobby, the Duchossois Center for Advanced Medicine (DCAM) lobby and the Chicago Comer Children’s Hospital lobby.

Bill Pay

You may pay both your University of Chicago Medical Center and Physicians Group bills by credit card online at www.uchospitals.edu/paybill, in person at the Outpatient Registration Office on the first floor of the Duchossois Center for Advanced Medicine (DCAM), Monday through Friday from 8:00 A.M. to 4:30 P.M., or by mail. For more information about bill pay, please visit http://www.uchospitals.edu/billing.

Chaplaincy and Spiritual Care

Chaplains offer spiritual, emotional and religious support 24 hours a day, seven days a week for patients and family members. Our clinically trained chaplains from a variety of perspectives are available to support both inpatients and outpatients. Devotional material, sacraments, rosaries, electrical Sabbath candles, meditation cushions and prayer rugs are available upon request. Resources in the local community can be called on to meet further special needs. Call 773.702.6246 for more information.

A chapel is located in Bernard A. Mitchell Hospital (second floor) for patients and visitors. There are two chapels available for families in both areas of the hospital, one is located in Bernard Mitchell and there is another one located in the Comer Children’s Hospital.

Food Services in the Medical Center

There are a number of dining options on the University of Chicago Medicine campus, including

Au Bon Pain® (2 locations)
Mitchell Hospital Lobby
Daily 24 hours

Chicago Comer Children’s Hospital Lobby
Daily 6:30 A.M. to 8:00 P.M.

Cafeteria
Basement of Bernard A. Mitchell Hospital, near the “D” elevators
Monday – Friday 6:30 A.M. to 6:30 P.M.
Saturday – Sunday 7:00 A.M. to 2:30 P.M.
Food Court
2nd floor of the Duchossois Center for Advanced Medicine (DCAM)
Monday - Friday 7:00 A.M. to 4:30 P.M.

Patient Meals (inpatient only)
Most patients receive At Your Request Room Service Dining®, a special food service program that allows patients to order meals from an extensive menu at times when they want to eat.

Qdoba Mexican Grill®
1st floor in the East Lobby
Monday through Friday, 11 a.m. to 7 p.m.

Sky Lobby Food Court
Sky Lobby (seventh floor)
Daily 24 hours

Starbucks®
1st floor in the East Lobby
Daily, 7 a.m. to 9 p.m.

Vending Locations
Basement of Billings Hospital in the “S” corridor just east of the “C” elevator and in the basement

Gift Shop
A wide selection of notions (including newspapers), snacks and gift items is available in our gift shop in the Bernard A. Mitchell Hospital lobby. It is open: Monday - Friday 7:00 A.M. to 9:00 P.M. Saturday - Sunday 8:00 A.M. to 9:00 P.M.

Delivery to patient rooms is available for minimum dollar purchases. If you would like to send a gift from the Mitchell lobby gift shop, please call 773.834.1360, Monday through Friday 7:00 A.M. to 9:00 P.M., Saturday and Sunday 8:00 A.M. to 9:00 P.M. The gift shop accepts MasterCard, Visa and American Express for phone transactions. Callers must have all patient information, including first and last name and room number, before an order can be placed.

Patients in the Intensive Care Unit (ICU) and those with conditions that increase their risk of infection may not receive live flowers or plants.

Information Desks
Our staff can provide wheelchairs, directions to clinical areas and other assistance in each of the medical center lobbies.
Interpreters

The University of Chicago Medical Center is committed to providing interpreters at no charge for any patients who are not fluent in English or need American Sign Language translation services. To arrange for an interpreter in advance, please call Interpreter Services at 773.702.6330 or Social Services at 773.702.1807. Or when you arrive, let a member of your healthcare team know you need an interpreter.

Mail

Mail or gifts to pediatric patients should be addressed to:

Patient’s first and last name
(patient room number)
University of Chicago Medicine Comer Children’s Hospital
5721 S. Maryland Avenue
Chicago, IL 60637-1470

Telephones

Calls within Chicago and nearby suburbs are free. For details on making an outside phone call, see the information on the patient’s bedside telephone. For all other calls, please purchase a debit card from machines located in the second floor lobby of Bernard A. Mitchell Hospital or in the first floor lobby of the University of Chicago Medicine Comer Children’s Hospital.

Notary Public

A notary public is available on a limited basis. Contact Admitting at 773.702.6233 for information.

Patient Garden

The Patient Garden is an open air space located in the Wyler Courtyard and is open to patients and visitors, weather permitting.

Pharmacy

The pharmacy is located in the Duchossois Center for Advanced Medicine (DCAM) on the first floor near the gift shop. Hours are 9:00 A.M. to 5:30 P.M., Monday through Friday. The phone number is 773.834.7002. There is also a Walgreens pharmacy on Lake Park Avenue at 55th Street that is open 24 hours. The phone number is 773.667.1177.
Recreation/Fitness

Ratner Athletic Center, 5530 S. Ellis Avenue. Daily guest passes are available for $10. Please contact the On-Site Recreational Manager to arrange at 773.702.7684 or visit the website at www.athletics.uchicago.edu.

Social Work Services

Our social workers provide support for you and your family, helping you to access information and resources during your hospital stay and outpatient treatment. On-Site Licensed Clinical Professional Social Workers are also available to assist with family needs and can be reached at 773.702.1807, or call the Hospital Operator at 773.702.1000, Option ‘0’, and have the Social Worker on-call paged if you need immediate assistance.
University of Chicago Medicine
Key Phone Numbers

Billing: Clinic and Hospital Bills
773.702.6664

Billing: University of Chicago Medicine
Physicians Group Bills
773.702.1150

General and Patient Information
773.702.1000

Parking Office
773.702.4381

For more information about billing, please go to: www.uchospitals.edu/billing
Thank you for trusting us with your family’s care.

We are grateful that you choose the University of Chicago Medicine Kovler Diabetes Center in the Section of Adult and Pediatric Endocrinology, Diabetes, and Metabolism.

As Section Chief, I am proud of our accomplishments and commitment to the Section’s three-fold mission: (1) to provide excellence in patient care; (2) to perform cutting-edge basic, clinical and translational research in endocrine diseases, diabetes, obesity and hypertension; and (3) to provide outstanding educational opportunities for our medical professionals, medical students and fellows.

The Kovler Diabetes Center is an outstanding example of our team’s commitment to this mission.

Thank you for allowing us to serve you and your family.

Ronald Cohen, MD
Associate Professor of Medicine
Chief, Section of Adult and Pediatric Endocrinology, Diabetes & Metabolism
NOTES

Use this space to record questions for your child’s doctor, notes from your visit and the date(s) of your next appointment(s).