



## Gastroenterology, Hepatology, and Nutrition (GI) Clinic Frequently Asked Questions (FAQ)

*The purpose of this FAQ is to guide families and caregivers on how to seek care and support at BC Children's Hospitals Gastroenterology, Hepatology, and Nutrition (GI) Clinic.*

### 1. How can I prepare for my first GI clinic visit?

- Bring your child's medical card, a list of the medications your child is currently taking (or a picture of the bottle and label), and a record of vaccinations, speak to your child about visiting the doctor and the reason for the visit, and make a list of all symptoms and any relevant medical history.
- Since BC Children's Hospital is a very busy place, please allow extra time for travelling and parking so that you can get to your appointment on time. You can also bring toys and activities to keep your child busy in case of a wait.
- The [Sibling Support Centre](#) provides safe, short-term sibling support (up to two hours in the Centre) with play in a creative setting for siblings who are on campus while their brother or sister is in care or receiving care.

### 2. What is the follow-up process after a visit or procedure?

- You will receive instructions if appropriate regarding medications, dietary recommendations, and next steps (including scheduling follow-up appointments and/or tests).

### 3. Common tests and procedures performed by our clinic:

- These can include esophagogastroduodenoscopy (commonly referred to as an EGD, upper endoscopy, or gastroscopy), colonoscopy most often with biopsies, esophageal banding, polypectomy, foreign body removal, balloon dilatation, impedance tests with pH probes, esophageal manometry, and anorectal manometry.
- Information about these tests can be found on our [website](#).

### 4. Bloodwork results:

- Our hospital policy indicates that nurses and physicians can share results (such as Fecal Calprotectin) that have been ordered by a gastroenterologist with the patient via telephone, but not via email.
  - Booking clerks **cannot** share these results with patients.



- However, we can provide you with a printed copy of these results during in-person appointments at our clinic (which will have "Patient Copy" written on it).
  - Your primary care provider may also be able to access and share results as well.
- If you are 12 years or older, [HealthGateway](#) is a secure and convenient option to access your health records.
- Patients can request the release of their results through [Authorization For The Release Of Health Records](#).

#### 5. Prescription refills:

- If you do have prescription refills left, please contact your pharmacy directly to refill your prescription.
- Before you run out of prescription refills, please ask your pharmacy to fax a 'Refill Request Form' to our clinic, with at least 3 - 5 business days prior to running out of medication.
  - Our fax number is 604-875-3244.
- As per the Government of [British Columbia](#), if you have used up all of your medication and have no refills left, Pharmacy Services in British Columbia may be able to renew your prescription and/or provide you with an emergency supply.

#### 6. What should you do if your child experiences a flare-up or worsening of their GI symptoms?

- First, follow any management plans or medication adjustments that your gastroenterologist has outlined for flare-ups.
- If new or worsening GI symptoms occur, contact the GI Clinic directly for guidance on additional steps you should take.

#### 7. When to contact BC Children's GI Clinic or your primary care provider (general practitioner, nurse practitioner or pediatrician):

- While our pediatric gastroenterologists are prepared to diagnose and treat conditions related to the GI system, we recommend families and caregivers engage their healthcare provider for health issues outside of this.
  - Some examples may include general health and wellness (e.g., initial assessments, health check-ups, development assessments, routine health screenings, etc.), common illnesses and support (such as sore throat, runny nose, rashes, etc.), and management of chronic conditions not related to GI.



- Your general practitioner or nurse practitioner, or pediatrician can provide comprehensive care that addresses all aspects of your child's health and can coordinate with other specialists if needed.
- If you are unsure whether a health issue is related to GI, please do not hesitate to ask us during your appointment or reach out to your child's primary care provider for guidance.

#### 8. How can I support my child?

- Encourage open communication about their feelings and symptoms.
- Community Support Services include:
  - [Government of British Columbia Child and Youth Mental Health \(CYMH\) Resources and Supports](#)
  - [Government of British Columbia Child & Youth Mental Health Intake Clinics](#)
  - [Vancouver Coastal Health Child and Youth Mental Health Intake](#)
  - [Pathways Vancouver - Children and Youth Mental Health Community](#)
  - [BCCH Social Work](#)
  - [BC Family Residence Program \(BCFRP\)](#)
  - [Travel Assistance Program \(TAP BC\)](#)