Complex Care

Complex Care Provides Expanded Support for Education Challenges

Complex Care Clinic Support for Education Decisions and Challenges

As you prepare for school this fall, Gillette’s Complex Care Team is here to help. Please call 651-310-1807 to schedule an appointment to discuss the unique challenges of distance learning, particularly for children who have an individualized education program (IEP) or other special needs. Our Complex Care Clinic is here to support families throughout the school year and these appointments are billed through insurance.

What is Complex Care?

Complex care at Gillette focuses on centralizing and coordinating care for children and young adults who have chronic and complex medical conditions. We partner with you, your primary care provider and other specialty providers to help provide a comprehensive care plan. We do not replace your primary care or other subspecialty providers.

We Focus on the Whole Child.

Instead of focusing on one primary area such as orthopedics or neurology, we look at the whole child, from head-to-toe. We partner with the family and/or primary caregiver to proactively meet the needs of your child.

Who Benefits from Complex Care Services?

Complex Care Clinic at Gillette is specifically designed for children or young adults up to age 26 years who have multiple chronic, health conditions or complex medical needs such as neurodevelopmental disabilities or are technology dependent.

The Gillette Complex Care team can provide care for your child in the following ways:

- **Complex Care Clinic**: focuses on centralizing and coordinating care for the most medically complex patients.
- **Quick Care Clinic**: focuses on treating patients who are experiencing minor illnesses that require non-urgent care from providers who have training and experience in acute complex pediatrics.
- **Presurgical Patient Assessment and Risk Evaluation (PrePARE)**: provides comprehensive, specialty-focused risk assessment and guidance for patients who have upcoming, high-risk surgical procedures.

Find additional resources and support for families with complex medical needs.

What Can You Expect from a Complex Care Appointment?

Your child’s provider will do an extensive review of your child’s medical records that are available prior to your
Your child’s initial Complex Care Clinic visit will take approximately 2 hours. Our team will want to talk about your child’s medical history, current health status, and services (home, school and community) and understand any current concerns. We will complete a full physical exam, and then working with caregivers, we’ll coordinate a care plan of services (such as lab work, imaging, and referrals). Your child might need these services in the coming year, including follow-up in our Complex Care Clinic.

Follow-up appointments will be 1 hour as we review the current plan, current conditions, and update your coordinated care plan. As part of your coordinated care plan we can help to complete documents for community services or supplies. As your child ages, we will also help with the transition to adult care services.

Our Complex Care model puts your child at the center of care, supported by coordinated work with your primary care provider and other subspecialists. With Complex Care, you have a point person to help coordinate care for your child.

Our Team

We’ll partner with you, your primary care provider and sub-specialty physicians to put together a plan to quarterback your child’s care for the coming year.
Heidi Davis, APRN, CPNP
Pediatric Nurse Practitioner

Julie Mills, APRN, CNP
Pediatric Nurse Practitioner
It’s About Partnerships

If your child has a complex condition, you can count on the Gillette Complex Care team to bring together services in a way that’s both comprehensive and convenient.

Complex care specialists often collaborate and partner with providers in:

- Dentistry and orthodontics.
- Gastroenterology.
- Neurology.
- Neurosurgery.
- Nutrition and feeding.
- Orthopedics.
- Pulmonology and respiratory care.
- Rehabilitation therapies.
- School services.
Locations
Services vary by location. For all locations, visit Locations.

Making an Appointment
Patients can get an appointment through self-referral or referral by their primary care provider, specialty provider. Please call us at 651-310-1807 to schedule an appointment in our Complex Care Clinic. If you have questions, please call 651-578-5098.

Make An Appointment 651-290-8707
Refer a Patient 651-325-2200

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This information is for educational purposes only. It is not intended to replace the advice of your health care providers. If you have any questions, talk with your doctor or others on your health care team.

If you are a Gillette patient with urgent questions or concerns, please contact Telehealth Nursing at 651-229-3890.