**Contacting our office**

Our highest priority is for every patient to be able to access our department when they have a question about their care. Please use the following guidelines to contact our office if you have questions about your care:

1. To **schedule an appointment**, please call 202-444-8751 and press option #2
2. Refer to FAQs to see if your question is addressed in our list
3. **Patient Portal**-**This is the best method to get a response within the same day**. Our nurse practitioners will monitor patient messages throughout the day and respond by the end of the workday. Please refer to the last page of your discharge instructions on how to set up the patient portal.
4. **Contacting office**-Call 202-444-7073 to speak to front desk.
5. **After hours care**- For any urgent after hours needs, call 202-444-7243 and ask for the Plastic Surgery Resident on call.
6. To obtain **test results or get a copy of your medical record**, please call 202-444-8751 and press option #3
7. To inquire about **billing or a referral**, please call 202-444-8751 and press option #4
8. To find **directions** to Georgetown Hospital, please call 202-444-8751 and press option #5

**Dr. Baker – Cleft Lip Postoperative Instructions**

**Incision Care:**

Your child’s lip has been repaired with multiple layers of sutures and a layer of tissue glue. Any non-dissolvable sutures will be removed in 5-7 days. Do not put any ointment on the lip because it will dissolve the glue. Dr. Baker will tell you if an when ointment should be used. The tissue glue seals the wound to minimize crusting. If the tape over the sutures becomes loose, then use any medical tape to secure it until the post-op appointment. A small amount of bloody discharge from the sutured area is normal. Swelling is normal and will take months to completely resolve however the majority of the swelling will do gown after several weeks. Your child may have a nostril stent placed and held in with a suture that Dr. Baker will remove in the office several weeks after surgery.

**Diet:**

You may resume normal feeding after cleft lip repair whether that is bottle or breast. The baby may also use a pacifier. Drooling may be seen for 1-2 weeks after surgery and it is normal. Offer liquids frequently to replace the lost fluids.

**Restraints:**

The baby should wear No-Nos for three weeks following surgery. Avoid letting anything hard or sharp near the sutured area. Use soft, stuffed toys that do not have button eyes. Teach other children not to put anything near the baby’s mouth. Arm restraints may be removed during bath time, however close supervision is needed. Check your baby’s arms for skin irritation throughout the day. Wearing the restraints over a long sleeved t-shirt may help prevent irritation.

**Positioning:**

Careful positioning is required so the baby does not rub his/her face and damage the sutured area. Sometimes elevating the head of the crib will help with swelling. When carrying your baby, make sure you do not bump the lip area or rub the face against your shoulder. Facing the baby away from you will help to prevent this.

**Medications:**

Antibiotics are not routinely used after cleft lip repair. A narcotic pain medication will be given for pain. Irritability related to pain should improve in about 3 to 4 days however your baby may seem out of sorts for up to 2 weeks. Expect changes in your child’s sleeping, eating, and playing habits. Your child may need extra attention during this time so do not be concerned about spoiling him/her.

**Reasons to Call:**

Temperature of 101.5 or above

Excessive drainage and/or bleeding

Increased redness

Increased swelling or abnormal swelling of one side compared to the other

Pain that is not tolerable after taking pain medication

Inability to urinate within 6 hours of leaving the hospital

**myMedStar Patient Portal**

**myMedStar** is a free, secure and convenient way to manage your health care and communicate with your physician.

**With myMedStar you can:**
● Request and view upcoming appointments
● View most lab, radiology and pathology results as soon as they are available
● Renew prescriptions
● Exchange secure email messages with any of your MedStar Health care providers
● View summaries of your hospital or office visits
● And more

**How to Enroll:**

**Self-enrollment**
1. Go to *myMedstar.org*
2. Click **Enroll Now**
3. Follow the instructions to enroll. You will need:

● First and last name
● Date of birth
● Email address or this **PatientID - Your unique patient ID appears on page one of your discharge paperwork**

**Email Invitation:**

If you provided an email address during registration you should have received an invitation to enroll in the myMedStar patient portal.

● From within the invitation, click the link to accept the invitation.
● After successful verification, you will be prompted to create your account. Follow the onscreen instructions to complete the enrollment process.

MedStar Health is dedicated to helping improve your overall health care experience by providing convenient, streamlined resources to help you better manage your health. We now offer the ability for you to securely connect some of the health management apps you may use(i.e. fitness trackers, dietary trackers, etc.) to your health record. Email us at mymedstar@medstar.net if you are interested. Once we receive your request, MedStar Health will work with the appropriate vendors to determine if they meet the technical requirements in order to establish a secure connection.

If you have questions or need assistance creating your account, please contact myMedStar support toll free at 1-877-745-5656, 24 hours a day, 7 days a week.