Mastocytosis Center Scheduling Guidelines

**SELF REFERRALS ARE NOT ACCEPTED**

The following is the policy for scheduling an appointment for a Mastocytosis evaluation with Dr. Mariana Castells or Dr. Matthew Giannetti.

1. **All patients must have a written referral letter from their local physician.** This letter should be sent to Dr. Mariana Castells or Dr. Matthew Giannetti. It must be received and reviewed before any appointments can be scheduled.

2. Once you are notified of approval, you are required to call registration at 1-866-489-4056 to obtain a medical record number with the Brigham & Women’s Hospital and send all pertinent medical records via **certified mail** with receipt request to either physicians at the following address:

   TO: Dr. Mariana Castells or Dr. Matthew Giannetti  
   850 Boylston Street, Suite 540  
   Chestnut Hill, MA 02467

   **The records should include:**
   - Recent office visit notes, blood test results, hospital and emergency room visits, biopsy reports, serum tryptase level, a complete blood count with differential, 24-hour urine tests for N-Methylhistamine and 11-beta prostaglandin F2.

3. Once your information is received, it will be reviewed by the MD and the clinic will be in contact with you regarding whether an appointment can be scheduled. We are unable to provide medical advice or communicate directly with patients who are not established with our practice.

4. It is the patient’s responsibility to verify appropriate insurance coverage and to obtain referrals, if necessary. Our front-desk staff members are not able to call insurance companies to verify insurance coverage or arrange referrals.

5. All patients should be medically stable to travel to the appointment. No emergency appointments can be scheduled.

6. If the patients had a bone marrow biopsy, the actual slide of the bone marrow may be requested for review by our pathologist. This may incur an additional charge from the Pathology department.

7. The cost of the pathology review/consult varies depending on whether additional stains are needed and the number of slides. This may not be covered by insurance in all cases.

8. The patient must have a local doctor who will follow them when they return home to provide ongoing management and care.

9. The outpatient visits are typically 60 minutes. A bone marrow biopsy may be scheduled, if needed.

10. Routine medications (including antihistamines) should not be stopped prior to the appointment.

11. Information regarding hotel accommodations is available at the BWH website:  
    [www.brighamandwomens.org](http://www.brighamandwomens.org), click Patient and Visitors > Visitors > Accommodations.