Child Abuse Pediatrics Fellowship Program
2019

UC San Diego
School of Medicine

Chadwick Center for Children & Families
Rady Children's
Welcome to San Diego!

We are delighted that you have chosen to learn more about our Child Abuse Pediatrics Fellowship. Our program has been training fellows since 2005 and has graduated many successful child abuse pediatricians. This brochure should give you a flavor of our training program and answer some commonly asked questions.

Please feel free to contact us at any time. We are proud of our program and always happy to discuss it with you. We are happy to answer any questions you may have.

Our program coordinator, Brenna Vanderpool, can be contacted at bvanderpool@rchsd.org or (858) 966-5489. I also can be contacted at sstarling@rchsd.org or (858) 966-5489.

We look forward to meeting you.

Suzanne P. Starling, MD
Clinical Professor of Pediatrics
Fellowship Director, Child Abuse Pediatrics
University of California San Diego
Medical Director, Chadwick Center for Children and Families
Rady Children’s Hospital San Diego
The Chadwick Center for Children and Families at Rady Children’s Hospital and the Department of Pediatrics at University of California San Diego is offering a three year fellowship in Child Abuse Pediatrics. Our program trains pediatricians to become medical experts in all areas of child abuse and neglect, including physical abuse, sexual abuse, neglect, psychological abuse and neglect and failure to thrive. The fellowship provides comprehensive training and experience in clinical assessment, educational presentation skills, and research skills for physicians who will pursue careers as clinicians, educators, or researchers.

Training Site

The primary clinical training site for the Program is Rady Children’s Hospital-San Diego, a nonprofit, 551-bed pediatric-care facility dedicated to excellence in care, research and teaching. Rady is the only hospital in the San Diego area dedicated exclusively to pediatric healthcare and the region’s only designated pediatric trauma center. All major pediatric subspecialties with their required clinical environments are present within Rady.

The Chadwick Center, established in 1976 is housed in a free-standing facility adjacent to the Rady campus. Chadwick Center offers comprehensive medical and mental health services, including family advocacy, forensic interviews, mental health services, and medical evaluations. The building is equipped with state of the art video monitoring equipment, therapeutic playrooms, and a full service medical clinic. Chadwick has close working relationships with all local investigative jurisdictions, including the Navy, and routinely staffs meetings with police investigators, child protective services, the County Attorney and District Attorney’s offices to provide the highest quality services for abused and neglected children.
Campus Map
In 1975, a group of professionals from law enforcement, child welfare, probation, social work, medicine, and others gathered in San Diego with one thing in mind- to create a better and coordinated community response to child abuse and neglect. From this visionary group, ideas became a reality in the founding of the San Diego County Child Abuse Coordinating Council, the Child Protection Team for child abuse case reviews, and what is now the Chadwick Center at Rady Children’s Hospital, San Diego.

The new hospital-based child protection program, led by Dr. David Chadwick, formally began its journey to provide quality programs and services for abused children in January 1976. In the beginning, the program was simple with few staff providing physical abuse medical evaluations and a prevention program with parent aide home visitors. Much has happened since 1976, many exciting, creative, innovative ideas, services and programs have been developed. However, evaluation, treatment, intervention and education remain the core programs at the Center. The Chadwick Center is a fully accredited member of the National Children’s Alliance.

What services do we offer?

- **Medical Services:**
  - Clinic Services
    - Sexual abuse
    - Physical abuse
    - Neglect
    - Growth Failure
  - Inpatient Consultations
  - Polinsky Children’s Center
  - Acute Sexual Assault Examinations

- **Forensic Interviews**

- **Family Advocacy**

- **Mental Health:**
  - Child & Family Traumatic Stress Intervention (CFTSI)
  - Trauma-Focused Cognitive Behavioral Therapy (TF-CBT)
  - Parent-Child Interaction Therapy (PCIT)
  - KidStart Program
  - Kid and Teens in Court

The Chadwick Medical Team consists of medical and social work professionals specially trained in forensic medical evaluations of suspected child abuse. The team includes child abuse pediatricians, nurses, clinical social workers, hospital-based social workers, pediatric forensic nurse examiners, and administrative support.
Fellow Rotation Schedule

The fellowship is divided into blocks: clinic coverage, inpatient and research. The proportion of weeks of clinical service and research varies by year of training. Four weeks each year are reserved for vacation, and 1 week is allotted to a conference. Monthly call schedules are prepared with input from both fellows and faculty. Home call averages 1 weekend per month and 1 night of weeknight call per week. Chadwick services are consulted at the request of Rady medical faculty or local investigators requiring assistance on cases. When necessary, the fellow may be called into the hospital to assist with a case. The service receives an average of 2-3 phone calls per night and medical staff are required to come in to the hospital outside of normal business hours approximately twice per month. Chadwick clinic is staffed during business hours on weekdays, and schedules patients with acute and non-acute sexual abuse, physical abuse and neglect. A separate growth failure clinic is staffed twice her month and attended by fellows, faculty, social work and a dietician. All fellow activities are supervised by attending medical staff.

In addition to consults and patient evaluation in the Chadwick clinic, fellows and attendings also staff the Polinsky Children’s Center, a 24-hour facility for the temporary emergency shelter of children who must be separated from their families for their own safety or whose parents cannot provide care. The center is staffed 7 days a week; Chadwick staff provides medical consultation for the children, well child checks and emergency sick care for all residents of Polinsky.

*Detailed curriculum is available at the end of this document.

Scholarly Activities for Child Abuse Fellows

During the fellowship, each fellow will complete at least one scholarly activity. Fellows are instructed in the scientific and ethical bases of clinical research, including study design, methodology, statistical concepts, data collection, analysis and presentation. The program provides support for fellows to participate in scholarly activity through several mechanisms. Direct mentoring of the program director and faculty enable the fellows to gain the skills and knowledge to be successful in the research realm of CAP. Through national webinar series and the CREST program, we expose the fellow to critical review of the literature, preparation of scientific articles and medical writing. This process of acquiring the necessary research skills is a continuum throughout all three years of training. Some fellows are more research oriented and prefer to do clinical research projects, while some fellows are more inclined to pursue policy review, advocacy, or other scholarly activity. We can accommodate the type of activity that most suits the fellow.

Each fellow will receive support and guidance in the preparation of manuscripts and presentations from program faculty and their scholarship oversight committee. The faculty will work with the fellow to develop the appropriate skills. Preparation for oral and/or poster presentations also is guided and supported by the faculty. Most fellows produce publishable manuscripts by the end of their fellowship and many present their research at national meetings.
Quality Review

Fellows are expected to participate in the weekly case review sessions of the medical team. The purpose of these sessions is to review all of the child abuse cases evaluated by the medical team, to establish consensus of diagnosis and to determine if any policies or procedures should be addressed to improve patient care. In addition, each fellow will complete a quality improvement project during their three year fellowship. The content of these projects are widely variable and reflect the interest of the fellows.

Multidisciplinary Team

The core element of a CAC is the multidisciplinary team (MDT). An MDT is a group of professionals who represent various disciplines and work collaboratively to promote a thorough understanding of case issues and assure the most effective system response possible. The purpose of interagency collaboration is to coordinate intervention so as to reduce potential trauma to children and families, while preserving and respecting the rights and obligations of each agency to pursue their respective mandates. The San Diego team is named the Child Protection Team. It includes representation from the following teams:

- Child Protective Services
- Law Enforcement
- Legal
- Mental Health
- Medical
- Victim Advocacy

Fellows are expected to participate on the CPT as a medical representative of the team.

Child Fatality Review

The San Diego County Child Fatality Review Team studies child fatalities in the region and develops appropriate prevention strategies to address identified concerns. The meetings consists of representatives from social services, law enforcement, district attorney’s office, Rady staff, and the medical examiner. The purpose of the team is to accurately identify and document the causes of child death, to collect uniform and accurate statistics on child death, to coordinate efforts among participating agencies, to identify circumstances surrounding death, to improve criminal investigation and prosecution of child abuse homicides, to design and implement cooperative protocols for investigation of certain categories of child death, to generate needed changes in legislation, policy and practice and to identify public health issues and recommendations.
Fellow Benefits

In addition to the warm family environment our program offers, we strive to provide our fellows with a competitive benefit package.

Educational Benefits

- Free mobile access to Up To Date
- Full access to medical school library, online journals, and PubMed
- Annual stipend for Continuing Medical Education (CME) and books
- Shared office space with a personal desk, computer, bookshelf and filing cabinet

Individual & Family Benefits

- Graduate Medical Education offers Anthem Blue Cross medical, Anthem Blue Cross dental, Vision Services Plan (VSP) vision, Standard life, and Standard long-term disability insurance to House Officers. The House Officer's spouse, dependent children or domestic same or opposite sex partner are also eligible for enrollment in the medical, dental and vision plans. There is no premium charge to the house officer for the cost of enrollment in medical, dental and vision plans either for him/herself, for a spouse, dependent children or domestic same or opposite sex partner. There is no premium charge to the house officer for enrollment in either the life or disability plans
- 20 days of paid annual leave/ vacation plus additional paid holidays
- Maternity and paternity leave provisions are also provided
- 5 days of travel for senior fellows for job interviewing

Link to the benefits page: [https://meded.ucsd.edu/index.cfm/gme/benefits_liability_insurance/](https://meded.ucsd.edu/index.cfm/gme/benefits_liability_insurance/)

Compensation

Link to the housestaff salaries: [https://meded.ucsd.edu/index.cfm/gme/house_officer/](https://meded.ucsd.edu/index.cfm/gme/house_officer/)

Paid Conference & Course Participation

Fellows attend several national conferences during their fellowship. Attendance at the International Conference on Child Maltreatment held annually in San Diego occurs yearly. The Helfer Society is an honorary society of physicians providing leadership in the prevention, diagnosis, and treatment of child abuse and neglect and promoting education and training in the medical aspect of child abuse and neglect, advocating for improved resources for research, clinical practice and education, and strengthening research. Many fellows present their research or interesting cases at Helfer. The American Professional Society on Child Abuse and Neglect (APSAC) Annual Colloquium, which is held at various locations each summer, is another common conference. Other conferences, such as the AAP Leadership Conference or other special interest conferences can be attended by request.
Memberships
Helfer Society - national child abuse physician organization

Other Benefits
- Free parking at the hospital and at Chadwick
- Kitchen facility with fridge, microwave and Keurig machine
- Discounted theme park tickets (San Diego Zoo and Safari Park, Legoland)
Fellowship Program Faculty

Suzanne P. Starling, MD
Program Director

Suzanne P. Starling, MD is a Clinical Professor in the Department of Pediatrics at UCSD. She has been training child abuse fellows for more than 15 years. She is board certified in Pediatrics and Child Abuse Pediatrics by the American Board of Pediatrics. Dr. Starling completed a Child Abuse Pediatrics fellowship in Denver Colorado and has practiced fulltime child abuse pediatrics since 1993. She has authored more than 40 journal articles and book chapters in child abuse and is the editor of well-respected textbook. Her professional interests are in quality improvement of child abuse diagnosis and documentation and in education of physicians in child abuse.

Premi Suresh, MD
Child Abuse Pediatrician

Premi Suresh, MD is an Assistant Professor in the Department of Pediatrics at UCSD. She completed pediatrics residency at Children’s Hospital and Research Center in Oakland, CA in 2006. After two years working as a hospitalist and a sexual assault forensic examiner, she pursued Child Abuse Pediatrics fellowship training at the Chadwick Center for Children and Families at Rady Children’s Hospital in San Diego which she completed in 2010. She currently enjoys clinical work in a variety of settings as an attending pediatrician board-certified in child abuse pediatrics.

John Stirling, MD
Child Abuse Pediatrician

John Stirling, MD is a pediatrician at the Chadwick Center for Children and Families. Board certified in the subspecialty of Child Abuse Pediatrics, he served as the Director of the Center for Child Protection at Santa Clara Valley Medical Center in San Jose, California from 2007 to 2016. As an adjunct Professor of Pediatrics, he also originated and chaired the Suspected Child Abuse and Neglect Committee at Stanford Children’s Hospital. Dr. Stirling has served on the American Academy of Pediatrics' Committee on Child Abuse and Neglect, receiving the Academy's Award for Outstanding Service to Maltreated Children. He has special interests in the behavioral effects of maltreatment, fetal alcohol spectrum disorders, and foster care.
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<th>Shalon Nienow, MD</th>
<th>Child Abuse Pediatrician</th>
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<td><strong>Shalon Nienow, MD</strong> joined the team following 4 years in Albuquerque, New Mexico where she was an Assistant Professor of Pediatrics at the University of New Mexico. Dr. Nienow has served on the NCE planning committee for the AAP Section on Child Abuse and Neglect, was an editor for the AAP’s latest publication of the Visual Diagnosis CD, is on the ABP content development team for Maintenance of Certification for the Child Abuse Sub-Board, and was recently elected to the Executive Committee of the American Academy of Pediatrics Council on Child Abuse and Neglect. Areas of professional interest include human trafficking, starvation and torture, psychological maltreatment, disclosure patterns and sexually transmitted infections.</td>
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<th>Nicole Ayson, MD</th>
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<td><strong>Nicole Ayson, MD</strong> is board certified in Internal Medicine and Pediatrics and has a special interest in child abuse. She completed a combined Med-Peds residency at UC San Diego. She works primarily at the child abuse clinic and Polinsky Children's Center. She is a clinical instructor of Pediatrics at UCSD and enjoys educating medical students, residents, and community partners. She teaches a course to foster parents of high-needs children as part of the OPTIONS foster parent training. She is a member of the Ray E. Helfer Society.</td>
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<th>Marilyn Kaufhold, MD</th>
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<td><strong>Marilyn Kaufhold, MD</strong> is board certified in both Pediatrics and Child Abuse Pediatrics. She served as Assistant Medical Director for Forensic and Medical Services at the Chadwick Center for Children from 1990 to 2011 and Interim Medical Director from 2015-2017. Following a fellowship in Developmental Pediatrics on completion of residency, she worked in the field of developmental disabilities for 19 years, some of which overlapped with early work in child abuse starting in 1978. She is a member of ISPCAN, the AAP Section on Child Abuse, and the Helfer Society. From 1995 through 2011, she worked with the California Clinical Forensic Medical Training Center at UC Davis, creating child sexual abuse curriculum and training medical professionals in the state of California. International opportunities to train and travel have reinforced the understanding of the global nature of child abuse and its negative legacy.</td>
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Sarah Villarroel, DO
Child Abuse Pediatrician

Sarah Villarroel, DO is an assistant professor of Pediatrics at the Uniformed Services University of the Health Sciences (USUHS) and the assistant department head of Pediatrics at Naval Medical Center San Diego. She completed her pediatric residency at the Naval Medical Center San Diego in 2007. After serving for two years as an active duty Navy Pediatrician in Rota, Spain and San Diego she completed a fellowship in Child Abuse Pediatrics at the Chadwick Center for children and families at Rady Children’s hospital in 2011. She is board certified in both general pediatrics and child abuse Pediatrics, working as a child abuse pediatrician both as an active duty physician and at the Chadwick Center.

Cynthia Kuelbs, MD
Child Abuse Pediatrician

Cynthia L. Kuelbs, MD is a Clinical Professor in the Department of Pediatrics at UCSD. She is board certified in Pediatrics, Child Abuse Pediatrics and Clinical Informatics and is the Chief Medical Information Officer at Rady. Formerly the medical director at the Chadwick Center, she worked to develop the first formal child abuse fellowship at the Chadwick Center and continues to practice clinically. Her interests are in using the electronic medical record to gather data to further quality improvement, physician education and research in general and to target children at risk for maltreatment early to promote prevention efforts.

Alicia Ramirez, LVN
Chadwick Nurse

Alicia Ramirez, LVN has been a licensed vocational nurse for 19 years. She has been the forensic nurse at Chadwick since 2013. Alicia assists in clinic, supervises other nurses who support the clinic, provides case management for medical patients, and participates in peer review with the medical staff. She regularly works with multidisciplinary team members to provide the highest quality patient care services to the children of San Diego county.
Brenna Vanderpool is the Administrative Assistant and Fellowship Program Coordinator for the Chadwick Center. She joined our team having a background of 23 years as an Admin at Rady Children’s Hospital and a brief couple years of experience as the Program Coordinator for the Fellowship Program in Respiratory Medicine. She is excited to watch our Fellowship Program grow and to help you in any way possible.

Graduated fellows

Kathy Dully 1994-1995 (1 year)
Lorena Vivanco 2005-2007
Emma Raizman 2006-2008
Jenn Davis 2007-2009
Premi Suresh 2008-2010
Sarah Villarroel 2009-2011

The fellowship program was temporarily halted in 2012 due to programmatic restructuring. It was re instituted in 2018 when a new medical director was recruited to the Chadwick Center. It is fully accredited by the ACGME.
Frequently Asked Questions

Who are we?

A Program dedicated to teaching excellence in child abuse pediatrics
- A nationwide leader in child abuse services
- Our Center delivers the largest child abuse conference in the world
- The program has trained fellows for 13 years, and our program director has been training fellows for 15 years

Who are we looking for?

Pediatricians dedicated to achieving excellence in patient care, teaching, and scholarly activity and who want to work in a multidisciplinary team.

How many fellows are there in the child abuse program at one time?

Initially there will be 1 fellow and the program will build to include 1 fellow in each year.

Where is the program located?

We are located at Rady Children’s Hospital, in the Plaza Building, down the street from the main hospital campus. There is ample free parking on site and the hospital is within walking distance. There is a café within the building and the office is also located near a multitude of restaurants within a short drive.

How do we teach?

Our fellows are exposed to every aspect of child abuse pediatrics. We use as much hands on or interactive training as possible during all aspects of learning. We employ web based technologies, faculty didactics, a core fellows’ lecture series, national journal clubs, and peer to peer education.

Are there electives?

The fellowship is divided in blocks of clinic, inpatient consults and research. Typically the specialties involved with CAP are taught on a case by case basis. For instance a fellow will interact extensively with neurosurgery during cases of abusive head trauma and not on an elective with neurosurgery. We have found that electives with subspecialties usually have very few cases of abuse, and that the long term case-based exposure is a better teaching tool. That said, electives can be accommodated if proposed by the fellows.

What sort of scholarly resources are available?

Expert in-house biostatistics support is available. The CREST program (Clinical Research Enhancement through Supplemental Training) also is available for interested fellows, https://medschool.ucsd.edu/research/actri/education/crest-program/Pages/default.aspx

Can I moonlight?

Yes. Moonlighting is merit based and permitted in the second and third years of training.
How much teaching experience is there?

Our fellows teach extensively. They provide routine child abuse lectures to medical student, Rady residents, and military residents, all of whom rotate with the child abuse service. In addition, the fellows teach child protective services, law enforcement, and legal audiences.

Will I get court experience?

Yes, fellows testify prior to graduation. Fellows testify in both criminal and family court cases. Instruction in case preparation and testimony is provided for the fellows and ample opportunity exists to shadow attendings and other Chadwick staff to court before your first case.

Who makes the schedule?

The fellows submit scheduling requests to the program director and program faculty craft the final schedule.

What it like to live in this area?

People who work at Rady live all over San Diego County. There are many different neighborhoods and cities in which to live, each with a unique feel. You can choose to live near the ocean, in east county or north county, or downtown in the heart of the city. Where you live is up to you.

This area is consistently rated one of the best places to live. Want sun and sand? We’ve got that with world class beaches. Want mild weather year round? We’ve got that too, with average temperatures of 57 in the January to 72 in August, with the warmest month typically being October. And San Diego County is very diverse with 4 different climate zones, ranging from coastal to mountain to desert. Want something fun to do? There are great restaurants, museums, sporting venues, and festivals to attend. Want easy access to places elsewhere? No problem – our active international airport make getting from here to wherever you need to go easy.
Eligibility:
All applicants must have completed a pediatric residency from an American Board of Pediatrics (ABP) approved training program or be ABP certified in pediatrics. We also accept qualified international applicants on J1 visas.

ERAS:
Applications may be submitted through ERAS – The Electronic Residency Application Service. [https://www.aamc.org/services/eras/](https://www.aamc.org/services/eras/)

When submitting your application through ERAS, please include the following:

- ERAS common application form
- Current CV
- Personal Statement
- Three letters of recommendation (one letter must be from your residency training program)
- Photograph
Need more information?

The following pages contain a more detailed outline of our three year fellowship. Do not hesitate to contact us if you have further questions or need more information.

Thanks,

Suzanne
Fellowship Curriculum

Overall Educational Goals and Objectives

- To provide Child Abuse Pediatrics fellows with the background knowledge, clinical and research experience necessary to allow them to deliver optimal care to children suspected of having been abused
- To prepare the fellow for a career in academic pediatric medicine
- To qualify the fellow for child abuse pediatrics subspecialty board certification by the American Board of Pediatrics

Clinical Component

Goal: Become clinically proficient in the evaluation, care, and treatment of the child and adolescent victim of child abuse and neglect.

Implementation:

1. Ongoing clinical exposure emphasizes medical aspects of child abuse evaluations. Medical emphasis on physical abuse injuries and biomechanics of injuries including abusive head trauma, sexual abuse and sexual assault, including forensic evidence collection, sexually transmitted disease, knowledge of pediatric and adolescent gynecology, failure to thrive, neglect, medical child abuse (factitious illness) and the differential diagnosis of conditions that may present as child abuse.
   - Didactic education regarding all aspects of child abuse and neglect, including training at national conferences
   - Chadwick Clinic, every weekday
   - Polinsky Children’s Center
   - Growth support clinic twice monthly with follow-up at Chadwick clinic
   - Inpatient consultation on suspected child abuse cases
   - Sexual assault examinations in conjunction with pediatric forensic nursing
   - Investigative consultation on all medical aspects of child abuse pediatrics for investigative agencies

2. Ongoing clinical exposure to psychosocial aspects of child abuse victims includes forensic interviewing of children and families, dynamics of abusive families, and to the unique short and long term treatment needs of child abuse victims.
   - Participation with and training provided by Chadwick Program forensic interview staff
   - Participation with and training provided by Chadwick Program mental health staff, including forensic mental health evaluations, trauma counseling, and crisis intervention
• Collaboration with mental health team regarding patient care and follow-up services

3. Provide didactic training to meet fellow’s needs.
   • Scheduled local and national didactic presentations
   • Mandated reading lists to provide background and essential information about the field
   • Regular multidisciplinary national journal club

   • Fellows expected to keep a log of all technical procedures and clinical case load
   • Fellows keep a court log

5. Assure that fellows have exposure to multidisciplinary model of child abuse evaluation with interaction with colleagues in fields of law enforcement, social work, psychology and/or psychiatry, legal, and forensic pathology.
   • Participation in Child Protection Team (MDT) held weekly
   • Participation with regional Child Fatality Team held monthly

Teaching Component

Goal: Develop and demonstrate teaching competence.

Implementation:
1. Provide formal instruction in teaching and presentation skills and assist in development of teaching files
2. Provide presentation opportunities for both medical and non-medical audiences
3. Objective evaluation by peer review and supervisor review

Research Component

Goal: Acquire knowledge and skills needed to become a productive investigator.

Implementation:
1. Provide formal instruction in epidemiology and statistics, research design, and critical reading and writing skills.
   • Participation in CREST program
2. Provide guidance in the design, implementation, completion, and submission of a research project with the goal of presentation at scientific meeting and/or publication in a peer reviewed journal.
   • Mentorship from RADY and UCSD resources and from Chadwick faculty
   • Guidance and peer review from director
Administrative and Policy Component

Goal: Exposure to the administrative and management issues involved in directing a multidisciplinary child abuse evaluation team in either the academic or community setting. Involvement in the child welfare system, judicial process, and, when possible, legislative process in child abuse or child advocacy issues.

Implementation:
1. Exposure to administration and management issues of department in which fellowship is located includes departmental and hospital organization, finance or budget, quality assurance and risk management, and personnel management.
   - Participation in Chadwick Team meetings
   - Participation in case management activities and coordination of multidisciplinary cases
   - Participation in other Rady committees as appropriate
   - Scheduled meetings with the CAP Program Director regarding administrative issues

2. Require active participation in court as expert witness, and review of pre-court preparation skills.
   - Respond to subpoenas regarding consult cases and provide testimony
   - Supervision of court activities provided by program director and other program staff

3. Provide opportunities for community outreach and active involvement in multidisciplinary child protection teams and child fatality review teams, local and national child advocacy organizations and sections, and interaction with multidisciplinary child welfare agencies.
   - Participation in San Diego County multidisciplinary team meeting (CPT held weekly)
   - Participation in local, regional and national committees and organizations involved in child abuse work, i.e. Ray E. Helfer Society, American Academy of Pediatrics Section on Child Abuse and Neglect, and the American Professional Society on the Abuse of Children

4. Familiarize fellow with grant applications and fund raising skills.
   - Support provided by grants staff, Chadwick executive director, and medical director

5. Provide guidance on career advancement by development of an academic portfolio for individuals seeking academic appointments.