Neurology Clinic
Answers to common questions

Welcome to the Neurology Clinic. We want to make your clinic visits go as smoothly as possible, and we want to make sure you have all the information you need. Here are answers to questions you might have about our clinic.

What happens after my first visit?
Your child will continue to see the provider they saw today unless we recommend they see a different type of provider on our neurology team. For example, your child may need to see an epileptologist or sometimes we may refer them to a specialist outside of Neurology.

If you need to see a different provider next time, you will schedule a follow-up appointment with that provider.

How do I schedule follow-up appointments?
Before you leave the clinic today, stop at the registration desk to schedule your next appointment. Or, call 206-987-2078, option 1. We may be able to schedule some of your child’s follow-up visits closer to home at one of our regional clinic locations. Ask your provider during your clinic appointment.

If your child is having health issues, and you think we need to see your child sooner than your next appointment, call the nurse line at 206-987-2078, option 4.

How long are clinic appointments?
Usually, return visits are 30 minutes, but if teaching is needed, we may schedule you for 60 minutes.

My child needs tests before their next appointment, but I don’t live near Seattle.
If your child needs lab, EEG or MRI tests before your next clinic visit, and you are traveling from out of town, talk to your doctor or nurse.

Your child may be able to have some tests done at a location near you or at one of our regional clinics. If they go somewhere other than a Seattle Children’s location, let us know the name so we can send information.

What if I’m late, need to cancel or reschedule?
Please arrive 15 minutes before your appointment time to check in. If you are running late or need to reschedule, call 206-987-2078, option 1.

If you are 20 minutes late for your appointment time, we will have to reschedule unless you call us. If you call us, we will talk with your provider, but we cannot guarantee we’ll be able to fit you in that day.
What if I have questions between visits?

During business hours
Call 911 for life-threatening emergencies. Call our Neurology nurse line at 206-987-2078, option 4, Monday through Friday, 8 a.m. to 4:30 pm. Leave a message that includes:

• Child’s name, date of birth and medical record number (if known)
• Reason for call
• Best times to reach you

Allow at least 1 business day for feedback. We respond based on urgency.

After business hours (urgent concerns only)
Call 911 for life-threatening emergencies. Call 206-987-2000, and ask the operator to page the on-call neurologist. If you have not heard back within 30 minutes, call the operator again.

Holidays
We are closed on holidays. For urgent concerns, take your child to the nearest urgent care or emergency room.

Medicine prescriptions and refills

Between clinic appointments
• Call your pharmacy 1 week before you run out. Some medicine refills may need authorization from your provider, so this may take longer.
• If there are no refills left on the prescription, the pharmacy will call or fax us. Allow 1 to 2 business days for us to respond. Keep track of the number of refills so your child does not run out.
• If it has been more than a year since your child’s last clinic visit, we must see them before we can authorize refills.
• Do not adjust medicines that have been prescribed by the neurology team without notifying your provider.

At a clinic visit
• We will ask you which medicines need refills. Always carry a list of your child’s current medicines.
• When the doctor orders a new medicine, make sure you receive a copy of the prescription.
• Make sure you understand why we ordered the medicine. Ask if you have questions about its purpose, length of time to take it, etc.
School forms and release of information

- **Sign a Seattle Children’s “Release/Exchange of Information” form** at your clinic visit. This allows us to release your child’s health information to their school. Ask at your clinic appointment if you need to fill one out or if the one we have is current. Keep a current copy for your records.

- **Request school forms from us 3 weeks before you need them.** Ask your school nurse which forms they require from us. If we have a release on file, we will send the forms directly, just make sure when you sign the original release form for us, you include the nurse’s name as the requester. If we do not have a release, we will mail them to your home, and you will need to take them to the school.

If the school nurse has questions, they can call our neurology nurse line at 206-987-2078, option 4.

### To Learn More
- Neurology Clinic 206-987-2078
- [www.seattlechildrens.org/patients-families/](http://www.seattlechildrens.org/patients-families/)
- Ask your child’s healthcare provider

### Free Interpreter Services
- In the hospital, ask your child’s nurse.
- From outside the hospital, call the toll-free Family Interpreting Line 1-866-583-1527. Tell the interpreter the name or extension you need.

Seattle Children’s offers interpreter services for Deaf, hard of hearing or non-English speaking patients, family members and legal representatives free of charge. Seattle Children’s will make this information available in alternate formats upon request.

Call the Family Resource Center at 206-987-2201.

This handout has been reviewed by clinical staff at Seattle Children’s. However, your child’s needs are unique. Before you act or rely upon this information, please talk with your child’s healthcare provider.

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