



# Neurology Clinic

## Answers to common questions

Welcome to the Neurology Clinic. We want your clinic visits to 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 provider will tell you when they would like to see your child again for follow-up, if needed. You also can find this information on the Clinic Visit Summary that you received before leaving.

If we prescribe medicines, your child needs to be seen **at least** once a year, but many patients are seen more often.

### Prescriptions 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.
- Make sure you understand why we ordered the medicine. Ask if you have questions about the medicine – for example, about its purpose or the length of time to take it.

### 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.

## 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 a response. We respond based on urgency.

### After business hours and holidays (urgent concerns only)

Call 911 for life-threatening emergencies.

We are closed weekends and holidays. 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.

## How do I schedule follow-up appointments?

Call 206-987-2078, option 1. It's best to call 1 to 3 months before your child needs to be seen. 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 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.

## What if I'm late, need to cancel or reschedule?

Please arrive **20 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.

## School forms and release of information

**Request school forms from us 3 weeks before you need them.** Ask your school nurse which forms they need from us.

If you have signed a release of information, we will send the forms directly to the school. 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.

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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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