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**Information about our Pediatric Neurology Practice:**

Dear Parent,

We would like to welcome you to our practice here at New York-Presbyterian. The information provided is intended to clarify how our office and practice functions so that we can make your interaction with us helpful and efficient. If there are further questions, please do not hesitate to ask. We look forward to providing your family with the best and most compassionate care.

Sincerely,

The Division of Pediatric Neurology

**Location:**

- 505 East 70<sup>th</sup> Street New York, NY 10065 -- between York Avenue and the East River.
- Our practice is on the 3<sup>rd</sup> Floor of the Helmsley Medical Tower.
- Phone: 646-WMC-KIDS or Direct (212-746-3278) and Fax (212-746-8137)

**Office Hours:**

- Monday through Friday from 9:00 a.m. to 5:00 p.m.
- In the event of an emergency after 5:00 p.m., or on weekends, call 212-746-3278 and ask the operator to page the Neurology fellow on call. If you do not receive a return phone call within 15 minutes, please call the service again to have the doctor on call contacted.

**Insurance Coverage:**

- We accept most major insurance plans. (please contact our office for further information)
- A referral may be required from your child's pediatrician (any questions regarding pre-authorization of service, we ask that you contact your insurance company and/or primary care physician)

**Appointments:**

- Please arrive by your check-in time in order to process your co-pay and complete or correct any registration information.

- Bring your insurance cards at the time of your child's visit. Also have the name, address and phone number of your pharmacy if you have not completed your pharmacy intake form.
- You may view your physicians profile at the Pediatric Neurology practice webpage at [www.weillcornell.org/pedsneuro](http://www.weillcornell.org/pedsneuro)
- We will contact you to confirm the appointment 48 - 72 hours prior to your visit. You may also confirm the appointment by calling the office at 212-746-3278 or sending a fax confirmation to 212-746-8137. All completed (clinical questionnaire, pharmacy intake form, etc) must be received by the office no later than 72 hours prior to the appointment. Please email them to [pedsneurotele@med.cornell.edu](mailto:pedsneurotele@med.cornell.edu) or fax to 212-746-8137.
- Neurologic diseases are complex in nature. In order to provide the best neurological care possible for your child, we will need you to have all previous records sent to our clinical team for review. (Ex. slides, films, test results, notes and prior and current medications). Please forward this information by mail, email or fax to the office no later than 72 hours prior to the appointment.
- There may be limited space in our schedule, so please let our staff know if it would be acceptable to place your child on a waiting list to be seen earlier should a cancellation occur.

#### **The Day of the Visit:**

- They will have their height, weight and other vitals taken and then you and your child will proceed to the exam room. (If you prefer to wait in the reception area because it's best for your child, please let our medical assistant know).
- Since we are an academic center, we believe that teaching is an important part of our mission. Thusly, a resident, fellow, or nurse practitioner may participate in your child's visit. After an initial contact with the clinical team member, you and your child will meet the pediatric neurologist attending physician and you will have ample time to have all your questions addressed. Please understand that all decisions about your child's care will be made by the attending physician.

#### **Phone Calls:**

- Phone calls will be returned within 48 hours by someone on our clinical team. Return phone calls will be made at the end of the day as we are generally either seeing patients or supervising procedures during the day. If you feel this is an urgent matter, please let our office staff know your child's signs and symptoms so that we can return your phone call as soon as possible.

- Please provide us with both a home number and a cellular telephone number to assure that we can reach you when making that return phone call.

**Results:**

- **Always call us at 212-746-3278 for your child's results.**
- Your physician will give you an estimate of when these results should be completed.
- It is our philosophy that you should know the results of any tests regardless if they are normal or abnormal. We will be happy to discuss your child's results and appreciate your attention regarding these matters.

**Prescription Refills:**

- Please call 212-746-3278 during regular office hours to refill any of your children's prescriptions.
- We are now also utilizing "e-Prescribing" for faster and more accurate refills.
- Please provide us with your preferred pharmacy: name, address and phone number by completing the Pharmacy Intake Form.
- Please call for refills when you have a minimum of a 7 day supply so you do not run out of medication. Please note, if your child takes a medicine that is a controlled substance, (i.e Phenobarbital, Clonazepam, Diazepam, Lorazepam, Diastat, Adderall, Concerta, Focalin, Ritalin, or Vyvanase) you must call within ample time to request a refill (preferably at least one week prior to your child running out of medicine). **These prescriptions must be mailed to the pharmacy, they cannot be sent electronically.**
- It is our policy that if your child has not been seen in over 6 months, that we may accommodate your child with a refill for one month but may ask for you to schedule a visit for any subsequent refills. We feel this is the safest and most appropriate action.