

**\*\*\*Pediatric Neurology-Sinai Hospital of Baltimore-Frequently asked questions (FAQs) \*\*\***

**For medical emergencies, please call 911 or go to the nearest emergency department.**

**ADMINISTRATIVE QUESTIONS**

***I need help outside of regular clinic hours (Monday-Friday 8am-4:30pm). What should I do?***

The on-call Neurologist is available for emergencies ONLY and can provide guidance for the condition in which your child is seen in clinic. Please refer to the emergency action plan provided by your regular Neurologist **before** calling the after-hour service. For a new symptom or condition not treated or evaluated in clinic before, please contact your child's pediatrician or go to the nearest urgent express or ER if it's an emergency. For non-urgent concerns, please send a message via portal (My Chart) and the doctor's office will respond during regular hours. Medication refills or appointments cannot be completed outside regular hours and will be addressed during business hours only.

***I have an appointment scheduled, when should I arrive?***

Appointment time: Please plan to arrive **at least 15-20 minutes** before the appointment time to complete registration, or update any information regarding your pharmacy, insurance, PCP office etc. and account for unforeseen delays e.g., traffic, parking etc. If you arrive later than 15 minutes past your appointment, we may ask you to reschedule the appointment.

***I will be unable to make our in-person appointment as scheduled. What should I do?***

If you are unable to make it to your appointment in time, please contact our office to convert office visit to a telehealth visit (zoom call). We want to ensure that there are no gaps in your child's care. If you do not come or miss a scheduled appointment or it is cancelled less than 24 hours of the appointment time, the office will help you reschedule it, however it will be considered a 'No show'.

***My Neurologist would like me to schedule a follow-up visit. How does that work?***

Please schedule a follow-up appointment before leaving the office. Usually, your doctor will see you every 3 to 6 months. The front desk will give you a school note or note for work for the clinic appointment.

***I am a returning patient, is there another option outside of in-person visits?***

Telemedicine is a convenient way of contacting your neurologist for follow up care or to review test results. The patient needs to be present with the parent at the time of the telemedicine visit. Please ensure you have downloaded the latest version of zoom software and audio/visual device is working properly before the visit starts.

***I need to update my child's Primary Care Provider. How does that work?***

PCP information- Please confirm with front desk staff if your child's pediatrician's office information is correct/updated. The referring doctor or PCP office can receive the office note from the Neurologists clinic visit only if our office has the updated/correct PCP information. It is your responsibility to confirm and update if/when necessary. (PCP name, Office fax, phone number and address).

***How can I find out how much our bill will be for any treatment or testing that is being done for my child?***

Before completing any test recommended by your Neurologist (blood work, EEG, MRI/CT, genetic testing etc), please confirm with your insurance what will be your responsibility for the cost of the test. Approval of the test does not mean that there will be no cost. Depending on the nature of the test, some will require paperwork processed by the office staff while others will be handled by the facility or company doing the test.

***I need access to my child's information. Where can I find it?***

Patient Portal can also be used for viewing most recent vital signs, schedule or change appointment, request a prescription refill, access to certain test results, complete forms online prior to visit, send and receive school forms, download discharge instructions, view current medications etc. Please confirm that you are signed up for patient portal before leaving office. Our office staff will be happy to help you sign up. Please update your contact information including phone, email, or insurance information if/when necessary. Important information and instructions regarding your child's medical condition, treatment, and instructions are available in the Ambulatory visit instructions, which is accessible via patient portal in most cases.

***I require a full transcript of my child's medical history; can I obtain that?***

Contact medical records office (Ciox Health 1-800-367-1500) if you like to access more information or want your child's medical records for a doctor outside Sinai LifeBridge Health.

***I require help that is deemed non-urgent; what should I do?***

Please communicate with your child's Neurologist via patient portal or call 410-601-8300 during office hours (Monday through Friday 8:30 am – 4:30 pm) for any prescription refills, general non urgent questions, to obtain test results or prior authorization. Messaging through portal is checked periodically during business hours but can take 1-2 business days to return the message and is not an alternative if you need emergency help such as 911.

***I am having issues with our Patient Portal access. What should I do?***

If you require an initial setup of your Patient Portal, please call the office line at 410-601-8300 and we would be happy to help you setup your initial account. If you are having technical issues, you can call 410-601-WELL (9355) for assistance, and an IT specialist will provide you with support.

***Does my child's care require a Prior Authorization from our insurance company?***

Prior authorization: Some insurances require additional paperwork before approving certain medicines e.g., Clobazam (Onfi), etc. Please allow 2-4 weeks for prior authorization to take place. Please check with pharmacy **first** if it's an insurance (pre auth) related issue or not, before contacting the office and specify what is needed from our office. Our office staff is here to help you. Some insurances require additional time and paperwork before approving the test your doctor may order, e.g., EEG, MRI, blood work. Depending on your insurance, it will vary between 2-12 business days. If it's a test completed at Sinai facility, our office will initiate the process to get approval completed from insurance and then connect you or pass the information to the team that will complete the test. If its outside the Sinai facility e.g., Advanced Radiology or LabCorp/Quest, Stratus

***CLINICAL QUESTIONS***

***I need an emergency action plan, what should I do?***

Please talk to your Neurologist or nurse if your child needs an emergency action plan for his/her condition, e.g., epilepsy/seizure action or rescue plan for headaches. Please refer to the emergency or rescue plan **before** calling the on-call neurologist or after office hours.

***My child needs a Prescription Refill. How does that work?***

Prescription Refills –Please call or message via patient portal 2 weeks **before** medication runs out and allow 3 business days for processing. Prescription refills and pre-authorization cannot be completed during afterhours or on weekends (pharmacy can give few days' supply if requested by parent if you run out of the medicine). Regular follow up is needed to safely refill your child's prescriptions, in most cases every 6 months in clinic.

***I require a form for my child's school, camp, etc. How does that work?***

Please allow 7-10 business days for processing of any forms related to prescriptions or for school. You can fax the forms at 410-601-8227 with details, including the following information – Parent's name and contact number, patient's name and DOB, name of the neurologist, medication and/condition for the form and where the form needs to be sent (fax number). PLEASE note it is your responsibility to allow for enough time prior to the start of the school year to request form completion.

***I have waited for the communicated length of time for my form, refill, etc., and have not received an update, what should I do?***

If you are waiting for a test result or scheduling a test and its outside its expected turnaround time, please contact our office via patient portal or call 410-601-8300 during regular hours. We are here to help!

***Our Neurologist would like my child to have an EEG performed; how can I go about scheduling that?***

There are several forms of EEG testing (in office EEG (i.e. Zeto), overnight EEG in the Children's Hospital, outpatient routine EEG in the hospital, and home EEG). Depending on your insurance and any required prior authorization, scheduling an EEG test can take anywhere between 2-10 business days. There are different processes and teams outside of the Pediatric Neurology office that may help you schedule these tests dependent on which form of EEG your child is receiving. If you are not sure or want to clarify, please reach out to the office staff to validate.

***My child had an EEG done, what are the next steps?***

EEG test results are usually available between 1-2 weeks after they are completed. The doctor will review the results with you via telehealth (zoom call) or via portal. If you have not received the results within this timeframe, you should contact your neurologist.

***My child needed testing outside of LifeBridge Health. What should I do with the results?***

If a test is completed at the lab or facility that the neurologist designates in the order (eg. Advanced Radiology or LabCorp), he/she will be able to review those tests. However, for any test that is completed outside of a specified facility, it is your responsibility to get those results/reports to our office. It can be faxed to 410-601-8227. LabCorp sends the results directly to our office. If an MRI/CT scan was completed outside of Sinai Hospital or Advanced Radiology and you want the doctor to review, please make sure to provide a disc with the scan images to your Neurologist.

***I am having issues with my child taking the prescribed medication OR I missed a dose, what should I do?***

If your child spits up the medicine or throws up within 30 minutes of taking the medicine, give the dose again. If your child is unable to keep the medicine down due to persistent vomiting or nausea, you may need to take your child to ER for further evaluation. In some cases, medicine can be given through IV in the ER.

If you forget to give the medicine dose at any time, just give the dose when you remember it. Do not skip the next dose.

If your child accidentally gets 2 doses of medicine close to same time, its ok to observe closely for any symptoms. In an unlikely event your child is exhibiting any concerning symptoms, you can take the child to the nearest ER or urgent express for further evaluation or call the poison control for further guidance (1-800-222-1222). Do not skip the next dose if your child is not showing any concerning symptoms.