

Welcome to the Rockwood Clinic Department of Neurology

Our entire staff is motivated to provide a high level of evaluation and treatment for our patients in hopes that your care with us is exceptional. We are a subspecialty department; therefore the doctor with whom you have been scheduled is likely a regional expert in your problem area or complaint. Below are some issues that all patients need to know as they utilize care with us. The following information will also help new patients know what is required at the first visit. Please give us at least 24 hours notice for cancellations or rescheduling. It is Rockwood Clinic policy to see patients who are not more than fifteen minutes late for their appointment. After that, your appointment may need to be rescheduled. Some of our providers also care for critically ill hospitalized patients and rarely may need to urgently leave the clinic for emergencies. We will always attempt to provide same day care in these situations if at all possible.

New Patients:

- Please arrive 30 minutes before your first appointment with the doctor. This will allow you time to check in with the receptionist and process new patient forms.
- Prior records and imaging studies (MRI/CT/X-RAY) can be very important. Please have other physicians forward records to our department prior to your visit. If you have records that may be of interest, be sure to bring them along.
- Bring this completed packet with you (do not mail) as well as a list of your medications and doses.
- Family members are particularly important to have available for assistance in the history, especially with patients experiencing dementia and seizures/spells.
- Please bring all insurance cards, coupons, co-pays, insurance claim forms and/or motor vehicle accident information so that we can bill correctly.

Continuing Patients:

- Please assure your refill requests are filled before the weekend. Our doctors are on call only for emergencies on weekends.
- All refill requests should be made through your pharmacy. Please allow at least 48 hours for processing.
- **NARCOTICS WILL NOT BE REFILLED AT NIGHT OR ON THE WEEKEND.**
- Please arrive at least fifteen minutes before your scheduled appointment with the doctor.
- Lab results and results of imaging studies (CT & MRI) will be reviewed at the time of your follow-up. We do not routinely call normal results to patients. However, you will be notified over the phone or by letter of any concerning lab values or results that require treatment changes before your follow up visit.
- Please bring all insurance card, coupons, insurance claims information or MVA information so that we can bill correctly.

Procedures:

EEG Testing:

- Go to bed at midnight. Wake up at 4:00am and stay awake until your appointment.
- Please have clean, dry hair.
- Eat a good, low sugar meal two hours prior to your scheduled test.

EMG/Nerve Conduction Studies:

- Do not wear lotion on the day of your examination.
- Keep your hands and feet as warm as possible.

Evoked Potentials:

- Sedation is often needed prior to the examination.
- Remember, no driving in this situation (so please arrange for transportation to and from the appointment).

Thank you,
Rockwood Clinic Neurology Department

Questions or concerns? Contact our office at Rockwood Clinic Neurology.
(509)838-2531 ext. 3200 or 1-800-776-4048.

The Rockwood Clinic Neurology Department is located on **2N**
in the Main Rockwood Clinic at **400 East 5th Avenue.**