

### Welcome to the Division of Neurology

In order to serve you better, please review the important information below:

#### Important Phone Numbers:

- ❖ Neurology Clinic Main Line: 323-361-2471
- ❖ Appointment Center (for appointments, rescheduling/cancellation, EEG): 323-361-2471, option 1
- ❖ Radiology Department (for scheduling MRI, CT): 323-361-2411
- ❖ To update contact/insurance information (change in address, phone number, insurance): 1-800-877-2452
- ❖ Nurse line: 323-361-2207 (voicemail)
  - Monday - Friday, 8:00am - 4:30pm
  - Please leave a message with your child's name, date of birth, and the reason for the call

*\*If you have an URGENT need to speak with a Neurologist after hours, weekends, or holidays, please call 323-660-2450, dial 0 for the operator, and request the Neurologist on-call.*

- ❖ Medical Record Request: 323-361-2387
- ❖ Main Hospital Line: 323-660-2450

#### Fax Requests:

- ❖ All forms (school, DMV, court and MD letters, etc.): 323-361-1109
  - Please allow 7-14 business days
- ❖ Prescriptions: 323-361-1109
  - Please allow 24-72 hours for doctor's approval
  - IMPORTANT - before requesting a prescription, please double check with the pharmacy if they have any refills remaining or another prescription on hold

#### **\*\*Important information to keep in mind\*\***

- Please notify us with any insurance changes. New authorizations will be needed before next appointment. New authorization can take 7 - 10 business days.
- Please allow referrals to be processed within 10 business days.
- If you have been referred for genetic testing, you will be contacted if approval has been received. If service is not approved, your doctor will be notified.
- If you are planning to have your child's blood drawn on a different date from the order date, please contact the Neurology clinic for a new lab encounter.

**\*NO WALK-INS for physician or nurse visits - Please call to schedule an appointment.\***