



Welcome to UF Pediatric Neurology!

Thank you for entrusting the care of your child to us. We hope that you will find this sheet helpful as we work together to provide the best possible care for your child.

When to call the CLINIC :	<ul style="list-style-type: none"> - Schedule (or confirm) clinic appointment - Get directions to the clinic - Cancel/Reschedule clinic appointments
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When to call the OFFICE :	<ul style="list-style-type: none"> - Questions/Concerns about patient medication(s) or condition(s) - Results of tests and/or labs - Request medical records (allow 2-3 weeks)
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For prescription REFILLS :	<ul style="list-style-type: none"> - Call your pharmacy to verify that you do <u>NOT</u> have refills left on the medication - Ask your pharmacy to request a refill at least 2 weeks before the medication will run out - Please follow up with <u>your pharmacy</u> regarding the status of the refill - Please do not call the clinic/office to request prescription refills (call your pharmacy) - No medication refills will be processed during the weekend
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Test/Referrals SCHEDULING
<ul style="list-style-type: none"> - Allow 1-2 weeks for test scheduling - Allow 2-4 weeks for referral/consult scheduling - To reschedule an EEG, call (352) 265-0334 - To reschedule an MRI, call (352) 265-0106

Test RESULTS
<ul style="list-style-type: none"> - You will receive a call for abnormal results only - Normal results will be mailed - If no call or letter is received in 2-3 weeks, please call the office

Lab RESULTS
<ul style="list-style-type: none"> - Complete Blood Count (CBC): 5-7 days - Drug levels: 3-5 days - Chromosomal studies: 2 months or more - Serum amino and urine organic acids: 3-4 weeks - Lactate and/or pyruvate: 2-3 weeks

What to Expect when you call the OFFICE :
<ul style="list-style-type: none"> - A clerk will answer your phone call (or retrieve your voicemail if you leave a voice message) - You will be asked to provide the following: patient name and date of birth (or medical record number), your first and last name, your relationship to the patient, a call back number and details regarding the nature of your call - Your message will be reviewed by our Care Team (nurse, nurse practitioners and/or physician) - You will receive a return phone call as soon as possible (may range from same day up to a week)

CLINIC: (352) 265-8250

OFFICE: (352) 273-8920

FAX: (352) 392-9802