



Dear Parents:

Welcome to Neuro Network Partners! If you have been part of our practice, thank you for your support. We are honored to be your child's neurology specialists and are committed to providing your child with the best care possible. In order to facilitate this, the following office policies have been implemented:

1. Please arrive at least 15 minutes prior to your appointment time. This will give you enough time to navigate the parking situation, complete necessary forms once you have arrived at our office, and have vital signs completed so that your child is ready to be seen at his/her appointment time.
2. We have a strict 15 minute tardy policy. The physician or PA/NP may not be able to see you if you are more than 15 minutes late since this will delay all appointments after you. If you have an unexpected emergency and are running late, please call the office.
3. It is our policy to confirm all appointments. Please let us know if you prefer to receive a confirmation via email or voice call. Please keep track of your appointment date and time. If you do not call to cancel your appointment within 24 hours ("no-show") and have 2 or more no-shows, we will be unable to continue caring for your child.
4. To protect the health and safety of all of our patients, we now require that patients be up to date on all vaccinations. Please contact your pediatrician to make sure that your child has all necessary immunizations.
5. **HMO PATIENTS** HMO insurance companies have strict policies regarding patients having a referral to see specialists. It is **your** responsibility to obtain a referral from your primary doctor. You must have a referral at the time of your appointment. We are unable to accept faxed referrals. A valid referral includes: the name of the doctor, date issued, expiration date, number of visits, and referring physician's signature. Your appointment will be rescheduled if there is no valid referral at the time of the appointment.
6. Please notify us immediately of any changes to your child's information, i.e. phone number, address, insurance carrier, etc.
7. We will try our best to return phone calls/messages on the same day. However, if it is a non-urgent call, we may take up to 24hours to get back to you.
8. Please ask your physician's secretary to register you for our IQ Health Portal where you will have partial access to your child's chart online through the internet and may request appointments, medication refills, and send messages. We will be using this for all patient contact as we are moving away from email.
9. For your child's health and safety, we must see him/her at least every 6 months to continue to write prescriptions.

10. Prescription refills should be requested one week before you run out. ADHD/Stimulant medications are federally controlled. These prescriptions cannot be called in to a pharmacy and cannot be written for more than one month at a time. ADHD medications will not be refilled on the weekends or after office hours.
11. Please allow one week for your requests for letters/forms or medical records. We charge \$25 per letter or form if not requested during your office visit. There is also a charge for medical records to be mailed.
12. Our practice has a neurologist on-call at all times. If you have an urgent medical question, please call the office phone number and a neurologist will assist you. Please do not call after office hours for refills of medications. Keep in mind that pharmacies must dispense an emergency 3 day supply of seizure medications in the event your child runs out of medication.

Please let us know if you have any questions.

Sincerely,

The Physicians, Providers and Staff of Neuro Network Partners

I have read and agree to these office policies.

Please confirm my appt via EMAIL or PHONE CALL (circle one).

Email Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

\_\_\_\_\_  
Patient's Name

\_\_\_\_\_  
Date of Birth

\_\_\_\_\_  
Patient/Patient Legal Representative Signature

\_\_\_\_\_  
Date