

Dear Patients,

On behalf of the physicians and staff at Beth Israel Deaconess Hospital Needham Neurology, welcome to our practice! Enclosed are directions to our office and a release form to have your medical records forwarded to our office before your visit.

Hours of Operation and Contact Information

Our regular office hours are Monday through Friday 8:00am-5:00pm. Please contact us at the following number or through PatientSite. PatientSite is a secure system for contacting your provider directly for non-urgent communications, and allows you to view visit reports, request prescriptions refills, and request referrals. You may register at www.patientsite.org.

Phone 781-453-7730; fax 781-453-7745

Please bring the following to all of your appointments:

- ***Your health insurance cards***
- ***A list of current medications: including over the counter, vitamins, minerals***
- ***Primary care physician's name***
- ***Specific questions or concerns to discuss with the physician***

We ask that you arrive 15 minutes early to complete all paperwork. Please avoid perfumes and other fragrances as many neurology patients are sensitive to these.

Insurance

Our practice accepts most insurance plans. We ask that you familiarize yourself with your health insurance policy especially regarding referrals as we are a specialist practice and often require referrals.

Prescription refills

Please allow 2 business days for refill requests to allow our practice and the pharmacy time to process the prescription. You can request refills by phone or through Patient Site. Most refills are electronically sent to your pharmacy unless they are controlled substances that cannot be sent electronically. Our practice requires a clinic visit every 6 months to monitor changes and to comply with regulations. Controlled substance

prescriptions may require closer monitoring and often do not allow automatic refills. For these prescriptions, please notify the office a week in advance to allow time for them to reach you by mail or to arrange pick up.

Lab testing and imaging results

Our lab, located on the Ground Floor, is open Monday through Friday from 7am-7:30pm, and Saturday from 8am-3:30pm. Your physician will inform you of your results either through the office staff or personally; please call in a week if you do not hear from us about your results, unless a follow up appointment has been scheduled to discuss results in person.

Appointment changes

We understand that issues arise that require a change in plans. Please notify us more than 24 hours in advance if you need to reschedule or cancel an appointment.

We look forward to meeting you! Please do not hesitate to call our office with any questions (781-453-7730).

Sincerely,

Beth Israel Deaconess Hospital Needham Neurology