



Division of Neurology

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Dear Parent:

The Division of Child Neurology cares deeply about your child's welfare and unique health care needs. With this in mind, we would like you to be aware of a new policy that will be implemented in November, 2015. We will no longer refill medications after office hours, either during the week, or on weekends and holidays. The physicians in our Division will not be permitted to provide refills when they are contacted during these times. All requests for medication refills must be received during regular business office hours, Monday through Friday between 8 AM and 3:30 PM.

The Division of Child Neurology strives to provide the best care possible for your child and we believe that this new policy will benefit your child's health and well-being. Planning ahead to get refills at least a week before you run out of medication is best for your child. This is especially true as we approach the coming winter months and the possibility of illnesses and holiday travel. As we are partners in your child's care, we will do our part by asking about the need for refills at every clinic visit. This will avoid you having to call for last minute refills for medications.

In addition, please understand that the office may need up to 48 hours to complete a request for a refill, recognizing that our physicians and nurse practitioners (advanced practice registered nurses or APRN's) have many other duties in addition to answering refill requests. Every effort will be made to complete requests for medication refills within a 24 hour period, but please be aware this may not be possible every time. Please have your pharmacy contact the clinic about any and all refills needed for medications that we prescribe.

We appreciate your understanding of, and agreement with, this new policy. We will be happy to answer any questions you may have about this new policy or any other questions about your child and the medications prescribed to treat your child's condition.

Sincerely,

The Division of Child Neurology

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