

March 25, 2020

Dear Patients,

During this uncertain time with the COVID-19 situation, we want you to know that we are taking every possible measure to continue to provide you with the exceptional medical care you expect from us. This message is to provide you with information and resources for a few important topics.

### **Appointments**

To maintain your safety during the current COVID-19 pandemic and consistent with the recommendations of the Brigham and Women's Hospital/Brigham Health, we are now converting all presently scheduled visits to either telephone or computer with video until we are given clearance to return to normal operations. If you presently have a scheduled appointment, you will be contacted to arrange for a virtual or telephone visit at the time of your current appointment. ***If you need to cancel your appointment, we ask that you provide at least 24-48 hours-notice so that we can offer the appointment to another patient who may need us. Please be aware that if you cancel your appointment, there may be a delay in getting an appointment in the upcoming months.***

### **Refills**

Please take an inventory of your medication supply to ensure that you have at least 3 refills of a 30-day supply or 1 refill of a 90-day supply at this time. If you have fewer refills, please request more refills via Patient Gateway. ***Please be aware that many medications require a prior authorization from your insurance company and this process can now take up to 5 business days, or longer under the present circumstances, so please don't wait until you're almost out of medication.***

### **Resources**

For the most up-to-date recommendations from the Epilepsy Foundation for how to stay informed and prepared, please visit:

<https://www.epilepsy.com/article/2020/3/concerns-about-covid-19-coronavirus-and-epilepsy>

For local information and resources, please also visit the Epilepsy Foundation of New England web page:

<https://epilepsynewengland.org/>

In collaboration with the Epilepsy Foundation, Dr. Tracey Milligan has created many informational videos that can help address your concerns on YouTube at:

<https://www.youtube.com/playlist?list=PL1bjrK5awhdFwa2PLWzittBJRySDTzKIM>

There are additional resources for women with epilepsy at: [myepilepsystory.org](http://myepilepsystory.org)

**The Edward B. Bromfield Epilepsy Team**