



45 Francis Street
Suite BB-204
Boston, MA 02115
Tel: 617-732-7432
Fax: 617-732-6083
www.brighamandwomens.org/neurology

Department of Neurology

Welcome to the Department of Neurology

Division of Epilepsy/EEG/Sleep

We hope this information will be helpful in meeting your health care needs.

Medical Emergency

- If you are experiencing a life-threatening problem, you should call 911 immediately or go to the nearest emergency room.
- If you wish to reach your doctor in a neurological emergency, call (617-732-6660) to have your doctor paged.

Contact Information

- Brigham and Women's Hospital
Department of Neurology
45 Francis Street, Suite BB-204
Boston, MA 02215
Tel: (617) 732-7432
Fax: (617) 732-6083
- The Department of Neurology at Brigham and Women's Hospital is open from 8:30 a.m. – 4:30 p.m., Monday through Friday. Consultations with physicians and nurses are by appointment only.
- Please expect telephone calls to be returned by your doctor's office within 2 business days.

Patient Registration

- Please call our Patient Service Center (PSC) at 1-866-489-4056 to obtain a medical record number, blue hospital card, and/or update patient information.

Primary Care Physician (PCP) Referral

- The Department of Neurology at Brigham and Women's Hospital accepts most insurance plans. Please contact your medical insurance company to determine your coverage and if a primary care physician (PCP) referral is needed for your neurology visit.
- Our office must receive your referral number prior to your appointment from the office of your primary care provider. Our phone number is 617-732-7432 and our fax number is 617-732-6083.
- Please keep a copy of the referral number for your own record.

Appointment

- If you will be more than 20 minutes late to your appointment, please call 617-732-7432 to make alternate visit arrangements. Please call us at 617-732-7432 if you are running late.



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- Please call us 24 hours prior to your appointment time if you are unable to attend your scheduled consultation. Due to our high volume of patients, we will not be able to accommodate you after 3 missed appointments if you have not called to cancel the visit.

Medication Renewal Process

Prior Authorization for Medication

- If prior authorization is needed for a medication to be covered by your insurance, you must ask your pharmacist to contact our office with the phone number needed to request the prior authorization.
- Please allow at least two business days to get a response from your insurance company
- Regular follow-up appointments must be scheduled in order for your doctor to continue prescribing medication for you.

Medication Refill

- Please allow two full business days for completion of medication refill requests.
- When you have 10 tablets left in your bottle, call your pharmacy.
- If you have no refills remaining, you will need to call our office to request more refills. Have your medication bottle available and call 617-732-7432, to request a refill.

Test Results

- You will be notified by phone of a critically abnormal lab result on the same day it is received. For non-urgent or normal lab results, you will receive a letter from your physician within 2 weeks after the results are received.

Medical Records

- To obtain copies of your medical records, please contact the BWH Medical Records Department at 617-732-4939. You will need to sign a release for them.

Medical Forms (Disability, work-related forms)

- Please be aware that we will not release any medical information until you have signed the "Authorization for Release/Receipt of Protected or Privileged Health Information" form (Authorization forms are available at the Neurology Practice front desk).
- Please bring the forms with you to your visit or fax to 617-732-2885. Please expect 10 business days for all forms to be filled out or letter requests to be written. You should request in writing and sign a release for the specific information needed in the letter.

Patient Education Websites

<http://www.epilepsyfoundation.org/>

<http://www.epilepsy.com>

<http://www.brighamandwomens.org/neurology/epilepsy/epilepsyhome.aspx>