



Welcome to the Texas Children's Hospital Neurology Clinic at The Woodlands! Please remember to sign up for our patient portal, MyChart. Contact 1-877-361-0111 to help set up your MyChart account. This is an excellent way to communicate with your care team, request refills, read office progress notes, view test results, schedule follow up appointments, ask questions, and even pay bills online. Below is information regarding our office's policies and procedures that may be of use as future needs arise.

OFFICE VISITS

Be sure to bring a current insurance card and valid ID to every appointment. Also, if applicable, bring a list of all current medications and any medical information that is pertinent to your child's healthcare. Neurology schedules open up to 6 months in advance so please schedule follow up appointments as soon as you are able.

LATE POLICY

We strive to provide timely and high-quality healthcare to all our patients. Please arrive at least 15 minutes prior to your scheduled appointment time. Patients who arrive after 15 minutes of their scheduled time may not be seen. Patients may be given the option to reschedule the appointment or wait for a same day cancellation. If running late, please let our front desk staff know by calling 936-267-7711, option 2.

TELEPHONE CALLS

We ask that if and when you call our clinic at (936) 267-7711, please be ready to leave the following information:

- Your child's full name,
- Date of birth,
- Treating neurologist
- Any medication/dose that your child is taking on our voicemail.

In addition to answering voicemails, our nurses are often tending to patients in the clinic so leaving this information helps our team quickly identify your child our medical records. Calls received before 3:30 pm will be returned on the same day, while those received after 3:30 pm will be returned the next business day.

MYCHART

Please note that communication sent through MyChart will be part of your child's medical record. While we strive to answer messages in a timely manner, please allow 2-3 business days for a response and be mindful of this as MyChart messaging is not appropriate for true clinical emergencies.

MEDICATION REFILLS

Please contact your pharmacy to refill all medications prescribed by your child's neurologist. Our physicians will be sure to provide enough refills in between appointments. *Please note that our neurologists are unable to refill medications prescribed by outside providers.* If your child's current prescription has expired or there are no further refills available, your pharmacy will contact our office for authorization. Please allow us time to process all refill requests (up to 10 business days) and be mindful of your child's medication supply when planning to request a refill. Note that per Texas state law, pharmacists can dispense up to a 72- hour emergency supply for a medication that may not have refills readily available. Please make sure that your preferred pharmacy is listed in MyChart.

RESULTS

Results will be automatically released by MyChart as they become available. Chances are you may see your child's test results before your physician. If results require immediate action, you will be contacted by our office. Otherwise, please allow 2-3 business days for your physician to review studies and make recommendations.

MEDICAL RECORD REQUESTS

As of December 2020, all office notes and test results are visible through the MyChart portal. Our office can provide a faxed version of the last progress note to another physician per your request. Any additional information being requested from our office to another entity (school, personal, or other provider) will need to go through Health Information Management office. Please call 936-267-5885 or visit the TCH website for further information.

HEALTH PRIVACY AND PERMISSION

If you would like us to communicate medical information about your child's care to a person other than his legal guardian, a consent form will need to be signed and on file with our office. This includes communications to school nurses and other family members.

PATIENTS 18 YEARS OLD AND UP

Once your child turns 18 years of age, he will need to sign a consent form to allow our office to communicate medical information with his parent. All other consent forms must be signed by the patient if we are to communicate any health-related information to other providers.

QUESTIONS: MESSAGING/COMMUNICATING WITH YOUR NEUROLOGIST

We realize that there may be concerns or new issues that arise after our appointment that will necessitate medical advice/guidance. You may reach out either via MyChart message or telephone call at (936) 267-7711.

THANK YOU!!

TCH NEUROLOGY TEAM at The Woodlands