

Family Education Sheet

Neurology Outpatient Services



Boston Children's Hospital
Until every child is well™

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www.bostonchildrens.org/familyeducation

How do I schedule an appointment?

The Neurology Outpatient Service has clinics in 8 locations. All are within 50 miles of the Boston area.

To make an appointment at any of our locations, please call our main scheduling desk at **617-355-6388** or call the clinic directly at the number listed below. You may want to write down your questions first.

Location	Phone number	Fax number
Boston	617-355-6388	617-730-0284
Lexington	781-216-2999	781-216-2900
Milford	617-355-6388	781-216-2517
North Dartmouth	617-355-6388	781-216-2517
Norwood	617-355-6388	781-216-3793
Peabody	781-216-3582	781-216-3574
Waltham	617-355-6388	781-216-2517
Weymouth	781-216-3763	781-216-3793

Note: Please plan to arrive 30 minutes before your appointment to allow enough time for you to park, check in and fill out pre-visit paperwork.

How do I schedule neurology testing?

You need to schedule neurology tests through your neurologist's office. **If your child has an appointment and you need to cancel, reschedule or have questions**, contact the department directly at the number listed below.

Who should I call for test results?

Department	Phone number
EEG	617-355-7970
EKG/ECHO	617-355-2079, option #1
MRI, ultrasound, CT	617-919-7226, option #1

Please call your neurologist's office directly. Information about your child's outpatient neurology visit will be sent directly to your referring pediatrician. This includes test results.

You may have medical records of visits and testing sent to your other healthcare providers, school or agencies by sending a request in writing to your neurologist or to the Medical Records Department.

This Family Education Sheet is available in Arabic and [Spanish](#).

Who should I call for prescription refills?

Please call the Neurology Department Prescription Refill Line at **617-355-6388**. Choose #2 from the menu.

Remember to call before you need a refill. Refills may take up to 24-48 hours because of the high number of requests.

When you call for a refill, please say and spell your child's full name. Be ready to give the following information:

- Your child's date of birth
- Name of the medication
- Whether the medication is a generic or brand name
- Strength of tablet or liquid (examples: 10mg or 100mg/1 ml)
- Current dose (example: 2 tablets twice daily)
- The amount you need (example: 30-day supply or 90-day mail order supply)
- Pharmacy name, address and phone number
- Number where you can be reached if we have any questions

Who should I call with insurance or billing questions?

- **For questions about any bills you get from Boston Children's Hospital** please call 617-355-3397.
- **For questions about any bills you get from Boston Children's Neurology Foundation** please call 617-919-4330.
- **If you do not have insurance and need financial help** please call 617-355-7201.
- **Depending on your insurance plan, you may need to get a referral from your child's primary care doctor.** Fax insurance referrals to 617-730-0284.

Contact us

Weekdays, 7 a.m.–7 p.m.:

Call 617-355-6388 with any questions about upcoming appointments or your child's health.

After office hours, on weekends and holidays:

Call 617-355-6388 and our answering service will help you to contact the neurologist on call.

If your child has an emergency, do not leave a message on our voicemail. Please page the on-call neurologist or take your child to the nearest emergency room.