

Welcome to Clinical NeuroSciences of Tampa Bay. In order to receive the most benefit from each and every visit with your doctor, we have put together the following list to assist you.

Preparing for an appointment with your doctor:

- In order to know whether our physicians are providers in your insurance company's network, please contact your insurance company at the telephone number listed on the back of your member ID card prior to coming for your appointment.
- Be sure to have any tests completed at least 10 days before your appointment to ensure that your doctor has had time to receive and interpret the results. Please notify the office before your appointment if this is not possible.
- Bring any other medical test results with you that were done by other physicians or ask that physician's office to send them to the CNS office.
- If you have had any imaging studies done such as an MRI, CT scan, or X-ray, bring the actual films with you to your appointment. The report alone does not provide the same information as the actual films.
- Bring a current list of your medications including dosages. Include any vitamins, herbs, laxatives, ointments, and any other medications purchased over the counter. Be sure to include your allergies on this list.
- Bring any other notes or journals you may keep regarding your health (for example, a seizure journal, headache journal, etc.).
- Be prepared to give the doctor a verbal description of how you have been feeling.
- Bring a list of questions for the doctor.
- If you anticipate difficulty remembering the doctor's instructions, you may want to bring someone with you to your appointment who can remind you once you leave the office.

On the day of your office visit, upon check in:

- Inform the front desk of any changes to your insurance and have your insurance card with you. This is very important to ensure proper billing to your insurance company.
- Ask the front desk staff to make a copy of your medication list.
- If you made arrangements for test results or films to be forwarded to the CNS office, make sure to ask the front desk staff to check if they have arrived.

While you are in the exam room with your doctor:

- Tell the doctor how you've feeling since your last visit.
- Ask any questions you may have about your health or treatment plan.
- Ask for clarification regarding medication changes or if you don't understand your recommended treatment.
- Ask the doctor about future appointments or tests and what kinds of symptoms should be reported to the office.
- Ask the doctor or medical assistant if you are interested in additional or specific resources or educational tools regarding your condition.

If you have questions after your visit:

Occasionally, questions may come up after you have already left the office. Questions about your medical condition and therapy should be directed to your doctor's medical assistant. Call the CNS office at (727)443-3295 and ask to speak to the medical assistant for your doctor. Leave a detailed message if you get the assistant's voicemail. All voicemails will be returned within 24 hours at the most. The CNS office is open Monday through Friday from 8am to 5pm with an hour for lunch between 12pm and 1pm with the exception of major holidays.

If you have questions about your bill, insurance, or account balance:

Please contact the billing department at (727)443-3295.

Emergencies

Please do not call the CNS office for medical emergencies. **If you are experiencing a medical emergency, call 9-1-1.** Go to the Morton Plant Hospital ER if possible, as your neurologist will have more immediate access to your records. Tell the emergency department staff that your records are available from the CNS office.

If you have any other questions or concerns, please contact Clinical NeuroSciences of Tampa Bay at (727)443-3295.