

CHILD NEUROLOGY GROUP INFORMATION

CHILD NEUROLOGISTS: Erika Augustine, MD; Jennifer Kwon, MD; Jonathan W. Mink, MD, PhD; Gary J. Myers, MD; David Wang, MD; Inna Hughes, MD; Jennifer Mulbury, MD; Alex, Paciorkowski, MD, Laurie Seltzer, MD; Robert, Stone, MD; Laura Tomaselli, MD

NEUROPSYCHOLOGIST: Heather Adams, PhD

NURSE PRACTITIONERS: Lisa Augostini, MS, CPNP; Amy Vierhile, MS, APRN- BC; Cynthia tenHooopen, MS, PNP-BC; Elaine Philipson, MS, PNP-BC, Carolyn Dickenson, MS, PNP

TELEPHONE: Main Office: (585) 275-2971 or (585) 275-2808, 8:30 AM to 4:30 PM, Monday through Friday. Billing Office: (585) 275-8420

ANSWERING SERVICE: (585) 258-1905 – Call for urgent matters when the office is closed.
For EMERGENCIES call 911.

WELCOME TO CHILD NEUROLOGY: Your appointment will take place at the University of Rochester Medical Center Ambulatory Care Facility located at Strong Memorial Hospital. If you are scheduled with a Nurse Practitioner, your child will not necessarily be seen by a neurologist, but one will be available for consultation if there are any questions during the visit.

PHOTO ID REQUIRED: Due to new federal requirements to protect your identity, please provide photo identification upon check-in.

DIRECTIONS: The Ambulatory Care Facility is located next to the ramp garage of Strong Memorial Hospital. After you park, turn left as you exit the parking garage elevator, continue along the walkway and enter the main lobby of the hospital. As you walk forward, you will see a bank of elevators with silver doors on your left. Take one of these elevators to the 6th floor and follow the signs to Pediatrics Suite B. Our check-in desk is located at the end of the corridor.

PARKING: Parking is available in the ramp garage. Visitors and patients are responsible for parking fees. **Please note that we do not validate parking.**

ADVANCE NOTICE OF CANCELLATION REQUIRED: PLEASE ALLOW 24-48 HOURS NOTICE IF YOU HAVE TO CANCEL YOUR APPOINTMENT.

FIRST VISIT: Please arrive 15 minutes prior to your scheduled appointment time. We need to receive your child's medical records prior to the appointment date; your primary care physician can forward them to our office. If your child has been referred for school difficulties, be sure to bring school records including report cards, notes from teachers, and school evaluations. If we do not have this information, you may be asked to return for another appointment. We expect that a child will be accompanied by a parent or guardian who is familiar with the medical issues in question; therefore you may be asked additional questions regarding past medical history. The first appointment may take up to two hours, so please plan accordingly. We do our best to stay on schedule, but please be understanding of unexpected delays.

If you are being seen for a Worker's Comp. or a Motor Vehicle Accident case, you are required to provide us with that information prior to your visit. **If you do not, you will be financially responsible for all services provided.**

RETURN VISITS: Please arrive 15 minutes prior to your scheduled appointment time. In addition to medical issues, your child's academic progress is very important to us. Please have an up-to-date understanding of how he/she is progressing in school by speaking with teachers, if necessary, in preparation for your scheduled appointment.

CANCELLATIONS AND "NO SHOWS": When patients do not show for their appointments, and have not called far enough in advance so that we may schedule other patients, it creates longer wait times for the next available appointment and generates a substantial cost to our program. Please note that two consecutive "no shows" by a patient may result in the patient being referred back to their primary care physician.

PRESCRIPTIONS: Please allow 7 for prescription refills. We try to keep refills current at appointments. If you have not been seen in over a year, you may be required to schedule an appointment in order to receive a new prescription.

PAYMENT: Payment is expected at the time of service. MasterCard, Visa, and personal checks are accepted. It is your responsibility to contact your insurance company to verify the benefits that your insurance will cover for Pediatric Neurology services. **Co-payments are collected at visit check-in. If your insurance does not cover services provided, you will be responsible for payment.**

INSURANCE/REFERRALS: If your insurance company requires a referral from your primary care physician, it is your responsibility to see that the referral is in place before scheduling your appointment. Please contact your primary care physician to call in the referral to your insurance company, if required.

QUESTIONS: If you have questions between office visits, feel free to contact our office. Please note that when you call, the doctor or nurse may not be available to speak with you immediately and may have to call you back. It is helpful if you leave times when you will be available to take their call. Please know what medications your child is taking, the dosages, and when the last blood level was done.

URGENT MATTERS WHEN THE OFFICE IS CLOSED: If there is an urgent matter and the office is closed, you may call our Answering Service at (585) 258-1905. Ask for the “Pediatric Neurologist on call”. There is a Pediatric Neurologist on call 24 hours a day, every day. The doctor on call may not be the one your child routinely visits, but will advise you in an urgent situation and communicate back to your regular Pediatric Neurologist. If there is an EMERGENCY situation, call 911.

If you have any questions regarding this information, please feel free to contact our office.

