Thank you for visiting our Washington University Neuromuscular Disease Center. Here are a few details about our service to improve your patient experience.

**Contact information:** Mailing address: Neuromuscular Division; Box 8111-Neurology; 660 South Euclid Ave; Saint Louis, MO 63110; **FAX** 314-362-3752; **Web site:** http://neuromuscular.wustl.edu

Our **Phone Number** is **314-362-6981**. Special services are available on different extensions. Choose an option at any time during the message.

**Phone options include:**

**Prescriptions:** 1. **Refills:** The fastest and best way to have your prescription refilled is to **call your pharmacy**. Ask the pharmacy to call 314-362-6981. Then choose **Option 2**. The pharmacy can also fax an authorization to our office at 314-362-3752. 2. For **special comments to us or new prescriptions**, call 314-362-6981. Then choose **Option 2**. Please say that you want a prescription and provide information about you (name, phone number, including area code, and date of birth), the **drug** (with dosage and quantity), and your **pharmacy** (name and phone number).

**Returning patient appointment:** Letters providing **appointment dates** are normally mailed 8 weeks before your scheduled appointment. If you have specific needs, or have not received your letter, choose **Option 5**. We can discuss options with you. We have more flexibility in scheduling appointments 5 to 6 months in advance.

**Obtain results** from your clinic visit; **Leave a message or question** for a physician, therapist or other personnel: Choose: **Option 6** for Drs Pestronk, Connolly, Al-Lozi, Lopate, Baloh, Harms, Zaidman, Golumbek, Neuromuscular Fellow or Staff; **Option 7** for Dr Weihl; **Option 8** for Dr Miller. **NOTE:** Before calling for results, you should usually wait 3 weeks, or follow directions from your physician. Please leave messages with your name, birth date, contact information and questions. We will retrieve records and return your call within one business day. If you have medical problems that need urgent attention, please mention this in your message, or ask for one of our staff physicians to return your call.

**New patient appointment:** Choose **Option 1** and listen to the instructions.

**Drug study questions:** Choose **Option 4** and leave a message.

**To talk to a secretary or administrator:** Choose **Option 5**. This is the fastest way to talk to someone in our office during business hours. Use this for urgent problems that may need the help of one of our physicians, therapists, nurses or staff. If no one is in the office, please leave a message with your contact information.

In an **emergency and you are unable to reach us:** Adults, call 314-388-6138 - Ask for the neurologist on call. Children, call 314-454-6000 - Ask for the child neurologist on call.

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