



Neuromuscular Division Neurology

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 Wehl; **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.

October 2009