



Navigating CHOC Neurology: A Guide for Patients and Families

Welcome to CHOC Neurology!

The CHOC Neurology Clinic is looking forward to partnering with you in the care of your child. With the growing need for healthcare services in our community, it's important that all families understand our clinic policies, standards, and expectations. These guidelines help us serve you efficiently and minimize delays. Please review the important details below.

Clinic Visits

New Referral Process:

- New referrals to our clinic are reviewed in advance to ensure patients are scheduled in the most appropriate clinic.
- Our Neurology team carefully reviews medical records to determine urgency and neurologic subspecialty needs.
- Our team includes skilled neurologists and advanced practice providers (nurse practitioners/physician assistants) who specialize in neurologic disorders.
- Every referral receives careful attention to ensure your child is seen by the most appropriate provider.

Appointments:

- Please **arrive 15 minutes prior** (or log in early for telehealth) to complete the check-in process.
- If you arrive **15 minutes late**, you may need to reschedule.
- If you need to **cancel**, please provide a **MINIMUM of 48 hours' notice** to avoid extended wait times for rescheduling. Please avoid late cancellations or rescheduling whenever possible, as it may delay your appointment by several months.
- **It is in your best interest to keep your scheduled appointment.** If you are unable to attend in person, there may be an option to switch to a **telehealth visit**. Please call us as soon as possible to explore this option. **Even with a telehealth option, if you need to cancel late, you may not be able to reschedule for several months.**
- **Second opinion:** Families may request **ONE** internal transfer to another provider within our neurology division for a second opinion. If you are not satisfied after a second opinion we would be happy to provide a list of alternative neurologists outside of CHOC.



- An automated appointment notification will be sent prior to the visit and a response will be required from the patient, parent or legal guardian prior to the appointment. A lack of appointment confirmation may result in cancellation.

Check-In:

- Patients and families are expected to **arrive and check in (or log in for telehealth) 15 minutes before** the scheduled appointment time.
- This allows time for intake, obtaining vital signs, completing necessary forms, and preparing for the visit.
- Late arrivals within the 15-minute mark will result in a shortened visit out of respect for the other patients who arrive on time. Patients arriving **15 minutes late or more** may need to reschedule.

Telehealth Visits

- A **ZOOM video link** will be sent the day before or the morning of your appointment.
- A medical assistant will call you before the visit to gather information and provide instructions.
- Please have your child's **weight** and **pharmacy details** available.
- If you do not receive the link **60 minutes before** the appointment, call **714-509-7601**.
- For late-day appointments, the medical assistant may follow up the next day to schedule follow-ups and provide after-visit instructions.
- Compliance regulations mandate that the patient be present for the telehealth visit.

Same-Day In-Person to Telehealth Switch:

- If an emergency or illness prevents you from attending in person, we may be able to switch your appointment to telehealth instead of canceling it.
- Please call **as early as possible** to request a switch.

Satellite Clinics:

- We offer clinic visits at locations in **Mission Viejo, Corona, Irvine, and PIH**.
- All phone calls, messages, and refill requests are processed through the **Orange clinic location**.

Late Cancellation/No-Show Policy:

- We understand that emergencies happen, but to be fair to all patients who are waiting to be seen, we have the following policy:
 - **Patients will not be allowed to reschedule future appointments if:**



- **Two (2) neurology appointments are missed without notice.**
- **Three (3) neurology appointments are canceled with less than 48 hours' notice.**

Second Opinion/Transfer of Care from Outside Neurology Practices:

- If transferring care from an outside provider, **all medical records must be provided at least 2 weeks before the appointment.**
- If records are not received on time, the appointment may be rescheduled.

Care Teams (PODs)

- Your child will be assigned to a **clinical care team** that includes a neurology physician and an advanced practice practitioner (NP or PA), medical assistants, and a nurse.
- This team works together during and between visits to update the care plan.
- Messages, calls, and requests for refills or forms are reviewed by the care team.

MyCHOC Patient Portal

- We use MyCHOC Patient Portal, as our **primary method of communication** between patients and care teams. We strongly encourage every family to sign up.
- MyCHOC Patient Portal is a **secure way** to communicate with your child's care team, reducing phone wait times.
- Please be aware that state laws protect the confidentiality of patients **12 years and older**, which may limit parental access to certain records.

On the MyCHOC Patient Portal you can:

- Review test results
- Send messages to your doctor
- Request prescription refills
- Review and reschedule appointments
- Send secure files (504 plans, IEPs, ABA notes, seizure diaries, etc.)

Response Time:

- **Urgent messages:** Expect a response within **1 business day.**
- **Routine matters:** Expect a response within **3 business days.**
- If your concern is **emergent and cannot wait**, call **911** or go to the nearest emergency room.



After-Hours Urgent Calls:

- The After-Hours service line should only be used for urgent matters that cannot wait until the next business day.
- Calls after **5 PM on weekdays or weekends** will be triaged by our GET CHOC Team and directed to the **on-call neurology provider** if necessary
- If the issue is **emergent and cannot wait**, please go to the nearest **emergency room** or call **911**.

Medication Refills

- Prescription refill requests must be submitted **at least 7 business days in advance**.
- MyCHOC Patient Portal, is the **preferred method** for requesting refills.
- The **after-hours neurology service line** is reserved for **neurological emergencies only**.
- For emergency refills, contact your **pharmacy first**, as they may be able to provide a limited supply until a new order/request can be placed during business hours.

Forms and Letters

- Requests for forms (e.g., **seizure action plans**) require a **14-business day turnaround**.
- Some forms (IHSS, conservatorship, FMLA, DMV) may require an **appointment** to be completed.

Diagnostic Tests & Results

Authorization Process:

- When a diagnostic test is ordered, we submit a **request for authorization** to your insurance.
- Once approved, our **scheduling department** will reach out.
- If you have not heard back **within 2 weeks**, contact **authorizations at 714-509-7969**.

Outside Results:

- If labs or imaging are done **outside CHOC**, request they be **faxed to 855-246-2329**.
- If you have outside imaging, **bring a CD of results** to your appointment.

Viewing Results on the MyCHOC Patient Portal:

- Most CHOC test results will be available on **patient portal** within **14 days**.
- We encourage accessing results **on the patient portal rather than calling the office**.

Transitioning to Adult Neurology Care

- CHOC Neurology is a **pediatric-focused team**, and all patients requiring continued neurological care will **transition to adult care** at the appropriate time.
- Adult Care Transition discussions begin around **ages 12-14** to help patients and families prepare.
- For complex cases, we may involve our **Adolescent-to-Young Adult Bridge (A2B) Program** to support the transition.

Contact Information (List all the numbers and addresses here)

- **In an emergency, call 911 immediately**
- **Neurology Scheduling:** 714-509-7982
- **Neurology Clinic:** 714-509-7601
- **After-Hours Calls:** 714-509-7601
- **Authorizations:** 714-509-7969
- **Prescription Refills & Messages: Use the MyCHOC Patient Portal**

We are committed to providing high-quality and safe care for your child and look forward to working with you. Please contact us with any questions

Sincerely,

Your CHOC Neurology Team