

Welcome to the Epilepsy Center

Model of Care

The Epilepsy Center at Ann & Robert H. Lurie Children's Hospital of Chicago provides a multidisciplinary, collaborative, and comprehensive approach to the care of children with epilepsy. We are committed to excellent medical, surgical, dietary, and other management of Pediatric epilepsy, while also addressing quality of life and promoting advancement in research to benefit our patients and children worldwide.

Care Team Members

- Epileptologists and Neurology Fellows
- Advanced Practice Nurses
- Registered Nurses
- Neuropsychiatrist
- Neuropsychologist
- Registered Dietitians
- Educational Specialist
- Licensed Clinical Social Worker
- EEG Technologists
- Clinical Research Staff
- Administrative Assistants

Office Hours
Monday - Friday
8:00 am to 4:00 pm
Central Standard Time

Important Telephone Numbers

Epilepsy Center Clinic appointments:	312.227.3540
Video-EEG appointments:	312.227.4020
MRI, PET, SPECT appointments:	312.227.4277
Other specialty appointments	1.800.KIDSDOC

Medical Emergencies

If you have a medical emergency please call 911 or go to the nearest Emergency Department.

Contact your provider

- Urgent – by telephone
 - Please call during office hours only. We make every effort to return your call within 24 hours. Please call if you have not heard back from a nurse or provider by the 3rd day.
- Non-urgent – by MyChart

Medication Refills

Please call your pharmacy **FIRST** for refill requests. Pharmacy requests may take up to 72 hours to be processed so please plan ahead. **DO NOT** call the office or on-call service for refill requests. If there are any concerns about your medication refills, they will be addressed during office hours only. If you wish to transfer to another pharmacy, please notify the pharmacy directly.

Your child's Pediatrician vs. Epileptologist

We encourage you to contact your child's **PEDIATRICIAN FIRST** for:

- Signs of illness i.e., fevers, common colds, cough, rashes, etc.
- Questions about medications not prescribed by the epilepsy team

Call your Epileptologist for:

- Worsening seizures, change in frequency or type
- Concerns regarding medications prescribed by the epilepsy team
- Providing update on child's status when requested by physician

After-hours calls

For any **URGENT** concerns outside of normal business hours, you may call 312.227.4000 and ask the operator to page the Neurology Fellow on call. The on-call doctor should **NOT** be called for non-emergent calls, refill requests, or test result inquiries. Please note: if you run out of your child's medication, the on-call physician will only prescribe enough refills until the next business day.

Test Results

- Lab results
 - The fastest way to view lab results is via MyChart. Lurie Children's MyChart gives you direct online access to portions of your child's electronic health record (EHR). It shows you some of the same information your child's doctor sees. It also provides convenient methods of non-urgent communication with the doctor's office. Your medical team will only contact you if there are any concerns with your child's lab results. To sign up for Lurie Children's MyChart, please visit MyChart.luriechildrens.org.
- Video EEG results
 - Please expect a call from your medical team 7-10 business days after completing the study.
- MRI results
 - Please contact The Epilepsy Center for results on the 3rd business day after your procedure date; or, request follow-up appointment if indicated by your physician to discuss results.
- If you had labs or tests done outside of the Lurie Children's facility, please request results to be faxed to 312.227.9644

Forms

All forms should be brought to your child's office visit to be signed by the provider. If you need a letter or school form completed, please allow up to 2 weeks for completion. We ask that you complete all pertinent demographic information about your child before giving our staff the form to complete. We will complete the medically related questions. If a form is faxed to us by your child's school, we must have a current "Release of Information" signed by the parent for us to communicate with the school.

Appointments

It is your responsibility to schedule any and all follow-up appointments. Every child's needs are important to us and we do our best to maintain our clinics on schedule. We recommend that you arrive **30 minutes prior to your scheduled appointment time** for parking, check-in and registration. If you arrive more than **15 minutes** late to your appointment you will be asked to reschedule. Because we are committed to providing excellent care, we ask for your partnership in ensuring continuity in care. If you fail to attend more than 3 clinic appointments, medication refills will not be provided and continuation of care will be discussed with our team.