



Receiving care at the MS Clinic

Your care is our priority. We have created this document to help you understand what to expect of the Multiple Sclerosis (MS) Clinic and the different kinds of appointments you may have.

Hours of Operation

The MS Clinic is open Monday to Friday from 8:00 a.m. to 4:00 p.m. We are closed on statutory holidays, including observed days (e.g. since Christmas Day and Boxing Day fall on a weekend in 2010, the clinic will be closed on Monday, December 27 and Tuesday, December 28).

Patient Care and Education

We recommend that all patients who are newly diagnosed with MS schedule an education visit with one of our MS Clinic nurses. This meeting gives you an opportunity to discuss any questions and concerns you may have about your diagnosis.

Our nurse practitioners work in close consultation with an MS Clinic neurologist to provide routine follow-up care and assessments of relapses. Some follow-up visits will be with a nurse practitioner; other visits will be with both a doctor and nurse practitioner.

Follow-up Appointments

A typical follow-up appointment lasts about 30 minutes. Please allow about 15 minutes in advance to check in, and to meet with a nurse for assessment before your appointment.

Please also allow extra time to park. Limited parking is available in the D-Lot just outside the clinic at 707 McDermot Ave. Closest additional parking is available in the Emily and Tecumseh parkades between McDermot and Notre Dame.

Please bring the following items with you to your appointment:

- A list of concerns or questions about symptoms or medications.
- A list of current medications and dosages. (You can get this from the pharmacy that fills your prescriptions.)
- A list of all over-the-counter medications, including herbal and dietary supplements that you are taking.
- Someone to come with you if possible. It is helpful to have another person hear the information you are receiving.

Cancellations and Missed Appointments

We do our best to see as many patients as we can, as quickly as possible. Please make every effort to keep the appointment that is made for you. Cancel appointments as soon as you know you are unable to attend.

If you must cancel an appointment unexpectedly, please call 204-787-5111, extension #1 at least 48 hours before your appointment. This allows us to give the appointment time to someone else and to respond to urgent requests.

If you miss a follow-up appointment without informing us, we will send you a letter advising you that you missed your appointment and that we will not book another until we hear from you. If you wish to continue to be seen in the clinic, call 204-787-5111, extension #1. Please note that there may be a wait for another appointment.

If you miss two consecutive appointments, you may be discharged from the clinic and require a new referral from your family doctor.

Urgent Medical Needs

The MS Clinic is a non-urgent, outpatient neurologic clinic for MS. Your primary care physician or local emergency room can best address emergency medical needs. If, during the day, you feel you need to be seen urgently for an MS problem or symptom, please call the MS Clinic 204-787-5111 ext # 3 for further direction. We cannot provide walk-in appointments. Please speak with your family doctor about issues that are not related to MS.

In order for us all to have the best information available, please keep track of any changes in your symptoms. Information such as when the problem(s) started, how long it lasted, how frequently it occurs, anything that brings it on or makes it better, will be very useful for us to know when working with you on your care plan.

Prescription Refills

If you need a refill on a current prescription prescribed by your neurologist, please ask your pharmacist to **fax** a request to 204-787-3808 at least thirty (30) days before you run out of the medication.

**For safety reasons, we may not be able to approve refills if your blood tests are not up to date.*

Forms

Most requests for the completion of forms are for insurance or pension purposes. These should be completed by your family doctor since most of the questions are related to your overall health status.

Forms and medical letters that *specifically* require a *Neurologist's* opinion will be completed by the MS Clinic. Please note that the Disability Tax Credit form does not require a specialist's opinion.

Occasionally patients may be asked to schedule an appointment solely for the purpose of filling out a form, or to see a physical therapist or occupational therapist to help assess a specific issue. If you need us to fill out a form we would appreciate the following:

- Allow 30 days to complete the form.
- If your employer requires a shorter turn around time for a form, please inform your employer of our policy regarding forms.
- Fill in all of your sections of the form and sign the form (if indicated) before giving it to us.
- Include specific dates of onset of symptoms or ending/starting work that need to be included in the form.

We encourage all patients to have Advanced Directives and Health Care Power of Attorney. If you would like to discuss this in detail, please schedule a visit with a Social Worker at the Multiple Sclerosis Clinic.

Change of Address or Phone Number

If you have moved recently or changed your phone number, please let us know as soon as possible by calling 204-787-5111, extension #1.