

Appointment Keeping

Below are tips to help plan for and keep medical appointments.

How do I get ready for my doctor's visits?

- **Schedule your visits.** Call your doctor's office to schedule visits. Keep your doctor's phone number and address easily available, such as on your phone.
 - Cincinnati Children's Neurology Clinic: 513-636-4222
 - UC Neurology Clinic: 513-475-8730
- **Track your visits.** Put visits in your planner or phone calendar when you schedule them. Set reminders for the day before and for the day of your visits.
- Write down questions or concerns for your doctor.
- **Sign up for MyChart.** Tools like MyChart can help you track important information and stay organized. You can also use MyChart to schedule visits, send your doctor a message, request medicine refills, and more.

What should I do during my doctor's visits?

- Take notes on important information you do not want to forget.
- Ask your doctor for a seizure action plan, which explains how to keep you safe when you have a seizure.

What should I do between my doctor's visits?

- Check on referrals.
- Schedule your next doctor's visit.
- Schedule and complete tests and labs ordered by your doctor, such as a video EEG.
- Track your symptoms.
 - Track your seizures, including the date, a description of the seizure, how long the seizure lasted, and what may have led to the seizure, such as a missed medicine dose, poor sleep, or being sick.
 - Track side effects from your medicine.
 - Contact your doctor with questions or unusual changes in your health, such as an increase in seizures or an allergic reaction.



Appointment Keeping (continued)

If I cannot drive, how do I get to my doctor's visit?

- Plan in advance.
- Ask a family member or friend to drive you.
- Your health insurance company also may be able to help. Call your health insurance company at least 1 week before your visit. Ride services usually need to be scheduled at least 2 days before your visit.
- Contact the [Epilepsy Foundation](#) or [Epilepsy Alliance Ohio](#) for other options.

What should I know about my health insurance?

- Bring your health insurance card to every visit.
- Tell your doctor and your pharmacy if your insurance changes.
- Call the phone number on the back of your insurance card if you have questions about your health insurance. You may want to ask:
 - What is my co-pay (how much you must pay) for visits, tests, and medicines?
 - What is my deductible (how much you must pay each year **before** insurance starts to pay for visits, tests, or medicines)?
 - How do I renew my insurance each year?
- If you do not have health insurance or have other financial questions or concerns, ask for help:
 - Cincinnati Children's Financial Counselors: 513-636-4427 (email: PFC@cchmc.org)
 - UC Patient Financial Services: 513-585-6200

