

# UFHealth Neurology – Medical Plaza

*Excellence in Medical Education, Research, & Patient Care*

## PATIENT INFORMATION SHEET

**WELCOME!** Thank you for choosing **UF Health Neurology – Medical Plaza** for your health needs. Our focus is on you! We strive to make you and your visitors feel comfortable and to teach you about your health. This means giving you excellent care and all of the details you may need as our patient.

### Need to Know Details:

1. **First Appointment:** Your first visit is all about learning about your health needs. **Please arrive 15 minutes before your appointment** to finish important paperwork and bring the following:
  - All previous medical records, including any diagnostic films (x-rays, MRI, CT-scan, bone scan, films on CD). **Reports alone are not enough.**
  - All of your medications in their bottles and a written list of what you take, including over-the-counter, supplements, and vitamins**
  - List of your other physicians and addresses
  - List of allergies
  - Advance Directives
  - List of questions for your health care team
  - Current insurance cards (including Medicare or Medicaid cards)

**We ask that you give us notice if you will be more than 15 minutes late for your appointment: (352) 294-5000.**

2. **Fees:** Payment is due at the time of service.
  - We will gladly file your claim with your insurance carrier. We accept cash, checks, and most major credit cards for your co-payment.
  - For patients without insurance, refer to [www.ufhealth.org/billing-and-insurance](http://www.ufhealth.org/billing-and-insurance).
  - After your visit to UF Health Neurology, you may be charged additional fees if you had procedures (ex. EKGs, x-rays, or lab work) during your visit. If you have questions, call our office at: **(352) 294-5000** to speak with a financial representative.
3. **Your Care Team:** Our skilled doctors and their team work with other doctors throughout UF Health. **We can refer you to other experts as needed.**
  - Your care team may include Attending/Fellow/Resident Doctors (MD/DO), Nurse Practitioners (ARNP), Physician Assistants (PA), Nurses, Medical Assistants, and Medical Students.
  - Our attending doctors are board-certified by the American Board of Psychiatry and Neurology (ABPN).
4. **Contacting UF Health Neurology:** There are many ways to reach us.
  - You may call our office at: **(352) 294-5000**.
  - It is not always possible to immediately speak with your provider; they may be caring for another patient. Office staff will take a message and your call will be returned as soon as possible based on the urgency of the message. We appreciate your patience and understanding of this policy, which is in place to care for all of our patients.
  - Urgent calls will be returned within the day. Non-urgent calls will be returned within 48-72 hours. General questions or requests can be sent using MyUFHealth, our online patient portal.
  - After Hours: For an emergency, **call 911**. If your situation is urgent, but not an emergency, we have a doctor on call 24 hours a day. Call: **(352) 294-5000** and the physician will contact you as quickly as possible.

#### UF Health Neurology – Medical Plaza

2000 SW Archer Road, 3<sup>rd</sup> Floor  
Gainesville, FL 32605  
Phone: (352)294-5000 | Fax: (352)627-4295

#### UF Health Neurology: Neuromedicine Hospital

1505 SW Archer Road, 1<sup>st</sup> Floor  
Gainesville, FL 32608  
Phone: (352)294-5000 | Fax: (352)733-9234

#### Movement Disorders & Neurorestoration

3450 Hull Road, 4<sup>th</sup> Floor  
Gainesville, FL 32607  
Phone: (352) 294-5400 | Fax: (352)294-5399

**\*For all medical emergencies, please call 911.\***

5. **MyUFHealth (Patient Portal):** Visit [UFHealth.org/MyChart](https://UFHealth.org/MyChart) or ask for more information. We would be happy to help you sign up while you wait for your appointment! MyUFHealth allows you to send messages to your care team, request appointments, view lab results, view future appointments, pay your bills online and more!
6. **Parking:** Parking is available at the UF Health Medical Plaza parking garage. Parking for patients or visitors is **free** with a **voucher you will receive at your appointment**. Valet parking is also available for \$3 with the voucher and is complimentary for disabled. Free disabled parking is provided immediately outside of the entrance to the Medical Plaza. See attached map.
7. **Office Hours and Scheduling:** Our office is open Monday through Friday from **8:00 AM to 5:00 PM**. Patients are seen by appointment only. If your situation is urgent, please let the staff know when you call. We will try to see you as quickly as possible.
8. **Forms & Paperwork:** If you need forms completed by your Neurologist, please contact our office in advance, as you may need to see your Neurologist before the forms can be completed. Once your Neurologist has determined if he/she needs to see you, a staff member will call you to make an appointment or instruct you to forward the forms to our office.
9. **Appointment Cancellations:** We ask that you give us notice as soon as possible if you need to cancel or reschedule an appointment. This allows another patient to be cared for at that time.
10. **Medical Records & Confidential Information:**
  - For your protection, we will not discuss your private information with anyone other than you. If you would like us to share your medical information with certain people (spouse, parent, etc.) verbally or in writing, you will be asked to sign an authorization form.
  - When requesting copies of medical records, you will need to sign an Authorization for Release of Medical Records. To get a copy of your records, contact: **(352) 594-0909**. Please allow a minimum of 7 business days for your request to be processed.
11. **Need help finding your way around UF Health?**
  - There are lots of places to go. Let us help you. Please see the attached flier about our **Wayfinding Service**, a free service for patients and visitors that need help navigating UF Health.
  - Call/Text **(352) 327-8009**- state your name, location, and destination. Wayfinding is available **Monday-Friday 8:00 AM to 5:00 PM** and during limited evening and weekend hours.

Again, we thank you for choosing UF Health Neurology for your health care needs. Your health and well-being are very important to us. We welcome any suggestions you may have to improve the care we provide. Please contact us with any questions or concerns.

*UF Health is a collaboration of the University of Florida Health Science Center, Shands hospitals and other health care entities.*

**\*For all medical emergencies, please call 911.\***

#### **UF Health Neurology – Medical Plaza**

2000 SW Archer Road, 3<sup>rd</sup> Floor  
Gainesville, FL 32605  
Phone: (352)294-5000 | Fax: (352)627-4295

#### **UF Health Neurology: Neuromedicine Hospital**

1505 SW Archer Road, 1<sup>st</sup> Floor  
Gainesville, FL 32608  
Phone: (352)294-5000 | Fax: (352)733-9234

#### **Movement Disorders & Neurorestoration**

3450 Hull Road, 4<sup>th</sup> Floor  
Gainesville, FL 32607  
Phone: (352) 294-5400 | Fax: (352)294-5399

# Neurology Welcome Letter Survey

Script: "Hi, my name is \_\_\_\_\_. I am a Quality Improvement intern and I was wondering if I may ask you a few short questions about the welcome letter that is sent to all new Neurology patients. It should take less than five minutes."

If patient/caregiver says yes, you may begin & remind them to answer all questions solely based on the welcome letter and not on any other knowledge or experiences. If patient/caregiver says no, thank them and move on.

## 1. Patient Name:

\_\_\_\_\_

## 2. Gender:

*Mark only one oval.*

- Female
- Male
- Prefer not to say
- Other: \_\_\_\_\_

## 3. Date:

\_\_\_\_\_

*Example: December 15, 2012*

## 4. Race:

*Mark only one oval.*

- American Indian/Alaskan Native
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- White
- Prefer not to say
- Other: \_\_\_\_\_

## 5. Ethnicity:

*Mark only one oval.*

- Hispanic or Latinx
- Not Hispanic or Latinx
- Prefer not to say

## 6. Age:

\_\_\_\_\_

**7. Reason for visit:**


---

**8. I would feel comfortable coming for my first appointment.***Mark only one oval.*

1	2	3	4	5		
Strongly Disagree	<input type="radio"/>	Strongly Agree				

---

**9. I would know where to go for my appointment.***Mark only one oval.*

1	2	3	4	5		
Strongly Disagree	<input type="radio"/>	Strongly Agree				

---

**10. I would understand what I was being told.***Mark only one oval.*

1	2	3	4	5		
Strongly Disagree	<input type="radio"/>	Strongly Agree				

---

**11. I would know how to contact the office and/or my provider.***Mark only one oval.*

1	2	3	4	5		
Strongly Disagree	<input type="radio"/>	Strongly Agree				

---

**12. I would be satisfied with the welcome letter that I have received.***Mark only one oval.*

1	2	3	4	5		
Strongly Disagree	<input type="radio"/>	Strongly Agree				

---

**13. Rate the overall value of the welcome letter.***Mark only one oval.*

- Very Valuable
- Valuable
- Moderately Valuable
- Somewhat Valuable
- Not valuable

**14. Any questions, comments, or suggestions:**

---

---

---

---

---

