



At home between visits

AFTER YOUR VISIT

- Address non-neurological concerns with your PCP or relevant specialist.
- Keep a copy of the AVS in your 3-ring binder.
- If multiple family members/caregivers are involved in decisions about your care, designate a spokesperson to communicate with Cleveland Clinic on your behalf.

MEDICATIONS

- Allow 3 to 7 days for refills.
- Allow 7-10 days for medications that require prior authorization.
- Remember that appeals to insurance companies can take up to 4 weeks.

USING MyCHART
(toll-free help number: 1.866.915.3383)

- Choose to authorize access for a family member/caregiver.
- Message your provider for non-emergency concerns (functions similar to email).
- Allow 2 business days for a response.

CALLING CLEVELAND CLINIC LOU RUVO CENTER FOR BRAIN HEALTH (702.483.6000)

- Office hours are Monday through Friday, 8 a.m. to 5 p.m.
- If you do not receive a response within one business day (Mon.-Fri.), please call again.
- Common reasons for calling are medication refills, questions about referrals, changes in condition or appointment scheduling.



Cleveland Clinic



Tips for navigating your visit to Cleveland Clinic
Lou Ruvo Center for Brain Health

The day of your appointment: what to expect

You will receive a 3-ring binder at your first appointment for use in collecting and keeping information related to your condition and care at Cleveland Clinic. Please consider it your resource and bring it with you to all appointments.

While the information requested below is very helpful to us, *don't stress out if you don't have it or forget it.* We will work with you and figure it out together.

	EVERY VISIT	FIRST VISIT ONLY
PAYMENT INFORMATION		
Insurance card(s) for office visits and medication	✓	
Government-issued photo ID	✓	
Prescription card	✓	
CONTACT INFORMATION		
Copy of any medical-legal paperwork (e.g., power of attorney, guardianship, advance directive)		✓
Name, phone number/address/fax number if applicable for anyone (family member, primary care provider (PCP), specialist) with whom you plan to share medical information discussed during your appointment		✓
MEDICAL HISTORY		
List of questions you want to ask your provider	✓	
Written timeline of observations (driving, bill-paying, etc.); estimated dates when changes were first observed	✓	
Copies of your most recent lab work	✓	✓
List (or original bottles) of all medications, vitamins and supplements you are taking (including item name, dosage and number of times a day). Verify accuracy in advance with your pharmacy.		✓
Product cards for any implants (ask a patient service representative to copy and scan)		✓
List of surgeries (including dates and medical facilities)		✓
CDs of all previous brain and spinal cord imaging, which are preferred to written reports; please, no hard copy plastic X-ray films		✓
Copies of medical records related to your neurological condition		✓
Documentation of relevant family history		✓

Please note: While it may seem that the above information would be relevant only on an initial visit, patients' conditions change, so we may ask for any or all of this information again at subsequent visits.

CHECKING IN FOR AN APPOINTMENT
(first floor)

- Our lobby volunteers will welcome you and direct you to the check-in desk.
- Come at least ½ hour before your appointment time. Allow extra time if you:
 - Move slowly
 - Take public transportation
- Ask for a passcode for MyChart, our electronic medical record system. Note it here:

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- Allow at least 2 hours for your visit (including check-in and check-out).

ROOMING (second floor)

- Our volunteers will escort you to the second floor.
- Please be seated; you will be called by first name.
- There is a bathroom immediately inside the door to the clinic area; you’re welcome to enter unaccompanied or ask for assistance.
- Alert the medical assistant or check-in staff if a caregiver wants private time with the provider. Consider slipping a short note to the provider explaining the circumstances.

YOUR VISIT WITH YOUR
NEUROLOGY PROVIDER

- If on a previous visit you were referred for other appointments or procedures relating to your neurological condition, be sure to complete these appointments before returning to Cleveland Clinic for your follow-up visit.
- If you require assistance, please bring a family caregiver/person who assists you regularly and knows you well.
- Ask about participation in clinical trials or research studies. Some trials involve treatment; some are for observation only. Some are for the patient; others, such as prevention trials, might be more appropriate for a friend or family caregiver.
- You will receive an After Visit Summary (AVS) that explains your plan of care.

CHECKING OUT

- Review the AVS to be sure the next steps are clear.
- Sign up to use MyChart (if not done at check-in).
- Feel free to take the materials in the information racks about upcoming events, classes and other resources.



Clark County Government Center (top left), Premium Outlet Mall North (top right), World Market Center (right), and Cleveland Clinic Lou Ruvo Center for Brain Health (center)

On our campus and in the neighborhood

PARKING

- Complimentary, with disabled parking spaces near our front door
- Drive-up and drop-off sidewalk with ramp immediately in front of our main clinic entrance
- From 8 a.m. to 3 p.m., Rachel’s Kitchen, on our campus adjacent to the medical building, sells breakfast and lunch items and smoothies.
- Water, mints and crackers are available at clinic counters.
- There are no vending machines on campus.

REFRESHMENT

RELAXATION AND EXPLORATION

Available at the Lou Ruvo Center for Brain Health:

- Wheelchair-accessible walking path around the Frank Gehry-designed campus
- Betty Fulton Reflections Garden
- Donor Honor Wall
- Seating with interesting and stimulating views of the center’s architecture
- Art and sculptures inside and outside our buildings
- Group tours; call 702.331.7046 at least one week in advance to schedule

Interesting places and spaces within walking distance:

- Smith Center for the Performing Arts: art deco-inspired design, outdoor park and seating
- World Market Center: home furnishings on display in modernist building
- Premium Outlet Mall North: outdoor mall with retail and dining options
- Clark County Government Center: architectural gem with food court and outdoor amphitheater
- Children’s Discovery Museum: learning center for children (fun for adults, too)



Welcoming Lobby and Main Entrance



Betty Fulton Reflections Garden