



Trinity Health Grand Rapids Epilepsy Center: A guide for the young adult with epilepsy



Welcome to the Trinity Health Grand Rapids Epilepsy Center! We are thrilled you have chosen our epilepsy center as you transition to adult care. This guide is intended to help you navigate our services as a new young patient with epilepsy at your own pace using this guide.

This guide is **not** intended to be a comprehensive list of all services, but a quick reference for the most common needs and questions that you may have. We want you to have this information at your fingertips and be able to share it with others if you decide.

Your care team:

Your Epileptologist is Dr. _____. Your Physician Assistant (PA) is _____.

The Epileptologist and PA can be reached through the nursing staff (instructions below), or via MyChart (instructions on back). *Please remember, we try to respond the same day, but your specific need may take up to 24-48 business hours.*

Nursing Assistance:

<p>Nurse triage number: To put you in line to speak to a nurse during business hours, please dial 616-685-5050 option 4, followed by option 6.</p>	<p>Epilepsy nurse navigator: To assist with surgical workup and extended EEG monitoring (both ambulatory and hospital stays) please dial, 616-685-5104.</p>
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Administrative Assistance:

<p>Main epilepsy clinic number: To leave a message for the clinic staff, please dial 616-685-5391 and follow the prompts for your provider's nurse.</p>	<p>Business office coordinators: To make, cancel, or reschedule an appointment, or to ask a question about insurance, please dial 616-685-5391 option 1, followed by option 2.</p>
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Important reminder about your privacy:
Because you are now an adult, we cannot discuss your medical information with anyone without your written permission or consent.

If you wish for us to share your information with your parents or guardians, please remember to add their names to the Health Insurance Portability and Accountability Act (HIPAA) form and sign it. This is important if you want your parents or guardians to continue to help with appointments or prescriptions or if you want them to access your health information from the electronic medical record. It is your choice whether to give permission and you can always change your mind about this.

MyChart:

You can enroll in MyChart, which is a secure and private tool that connects you to your team. With MyChart you can review appointments, manage your prescription renewals, view your health summary and notes, current list of medications and test results, and receive important health reminders. You can also send and receive messages from your care team. However, do not use MyChart for emergencies!

How to enroll? You will receive an activation code at the end of your first visit to enter online at [MyChart - signup page \(trinity-health.org\)](https://trinity-health.org). If you don't receive a code, you can still enroll online and will need to provide your date of birth, address, and email.

Quick reference guide for our services:

- **If you have an emergency**, please call 911.
 - If you call our office for an emergency, there is a very good chance that we will tell you to go to the emergency room or call 911.
- **If you have a non-urgent question for your doctor or PA**, you may call the nurse triage number listed on the front page. You can also send a message using MyChart.
 - Please remember, although they try to respond within 48-72 business hours, your specific need may take longer.
- **If you need any forms completed**
 - Family and Medical Leave Act (FMLA). Disability, driving, transportation, etc. Please leave them at the front desk of our office or mail them to us at 245 Cherry St. SE, Suite 104, Grand Rapids, MI 49503.
 - Keep in mind forms take up to two weeks to process and there is a charge of \$25.
- **If you need a refill for any of your prescriptions**, you may call our refill line to leave a message at 616-685-5391 option 1, followed by option 1. You can also request a refill for an existing prescription using MyChart.
 - *Please* remember to call us when you are down to one refill or at least 20-30 days' worth of medication. Please don't wait until you are down to one pill.
 - It may take several days for your request to be reviewed and approved by insurance (if needed), and many pharmacies need to order medications, which can add two or three days to the process. *Plan ahead so you don't run out of meds!*
- **If tests are ordered during your visit**, our referral coordinator will request approval from your insurance. They will then call you to inform you of the approval time frame and you may schedule or reschedule these tests by calling centralized scheduling (Grand Rapids 616-685-4000 or Muskegon 231-672-4800).
 - If your test needs to be done at an outside facility, please speak with our referral coordinator regarding next steps.
 - You can view the results of your tests using MyChart.

Do not hesitate to call us with any questions. We are here to help!