

Care at the Mellen Center: After Visit Summary

Welcome to the Mellen Center. We are a team of dedicated clinicians committed to caring for you—first, as a person, and second, for your medical condition. The Mellen Center was founded on the belief that people benefit from a group of health care providers with different areas of expertise. This may be your first visit, or you may have been coming here for years. Either way, we want you to know how honored we are to care for you and your loved ones.

1. Your health care team is made up of a multiple sclerosis (MS) neurologist and an advanced practice clinician (APC) who work together to care for you. The APC is either a nurse practitioner or a physician assistant. The APC will return most phone calls to you and will work closely with your neurologist or the healthcare provider who might be covering for your physician.

2. Follow-up visits will be with the APC alone or with the APC and the doctor together. A typical appointment lasts 25 to 45 minutes. Please allow time to check in and complete the computer-based questionnaire about your health.

3. If you need to be seen by a physician, and your doctor is not available, another member of our team may be asked to meet with you and the APC to help you to make health care decisions. While we try to make sure you see one set of providers on a consistent basis, there may be times when we have to ask other members of our close-knit group to help out in your care.

4. Please bring the following to each visit:

- A list of questions or concerns for this visit
- A list of current medicines and dosages, including which ones need refills
- A list of over-the-counter medicines and supplements that you take
- Copies of laboratory and radiology and other testing you may have received outside of Cleveland Clinic facilities (or ones we can reach with CareEverywhere)
- CDs or actual imaging films from other facilities which have been obtained since your last visit with us. If these have been done outside of Cleveland Clinic facilities, we will not have access to them in our system.

5. All patients at the Mellen Center should have a primary care doctor to care for basic medical needs, including general health monitoring. We work with local doctors to make sure that you get the best care possible. We can refer you to the family practice program or internal medicine program at Cleveland Clinic. We share information with other healthcare providers and ask that they share

information with us, including lab test results. Electronic connections such as CareEverywhere and MyChart can make this process easier.

6. Appointments and calls:

MyChart

You will be asked to sign up for MyChart. We strongly urge you to set up this account. When you do, you will be given information on how to use the system. You can use MyChart to make appointments, to check on appointments, or to request medication refills. You can also see a list of your medicines and allergies, get messages and test results, and complete the health assessment before your visit. MyChart is a better way for us to connect with you outside of the office visit.

Message My Doctor

At the Mellen Center, you can now use MyChart to message your healthcare team. This is a new service which will hope will reduce the number of phone calls you (and your team) must make. The *Message My Doctor* system is good for NON-URGENT messages. This not an instant messaging system. You can expect a response within 72 hours. If you have an URGENT matter, continue to use the phone call system.

Phone calls

If your needs are better met by a phone call:

- To make an appointment at the Mellen Center, call 216.444.8600, or 800.223.2273 (CCF Care) toll free, Monday through Friday, between 8 am and 5 pm.
- The secretary for your team will help with phone calls. Please be prepared to give information to the secretary for more efficient message handling. A team member will return a routine phone call within 48 hours. We are usually not able to call back immediately. Please let us know the best number and best time frame for returning the call. Also let us know whether or not we can leave a message.

- If you feel you must talk to someone after hours or on weekends, call Nurse on Call at 216.444.2200. The nurse can handle many problems and can contact the neurology resident if necessary. These providers have access to your electronic medical record. They will usually not make major decisions but can give you guidance.

7. Medication refills:

- If you need to refill a current prescription, please use MyChart in most cases to reorder medications electronically.
- If you need a refill to be called in, please contact us at least 3 to 5 days before you run out of medicine. Please have the following information available when you call:
 - a. the name and phone number of local pharmacy, or the address if mailing a prescription
 - b. the name and dosage of the medicine and how often you take it
 - c. whether you need a 30- or a 90-day prescription

8. Forms

- If you need forms filled out, please give us 30 days to complete the forms. Please let your employer know about our policy.
- Please fill out your sections of the form and sign it before giving the form to us.
- Fill in specific dates of when symptoms started and when you were off work (if this occurred).
- Include other lab results or visits related to your neurological care on the form since last time you were seen at the Mellen Center.

9. Letters

- Please allow us 3 weeks to complete letters.
- Please provide complete information when calling with your request, including the

reason or purpose of the letter, to whom it is addressed, specific medical information needed, and any pertinent dates.

Research at the Mellen Center

Research is an important part of what we do at the Mellen Center. You can check with your health care team to see if you are a candidate for one of our many studies. You also may look for research studies at the Mellen Center website. This will list active treatment and non-treatment trials we are conducting.

Healthy behaviors for our patients

We support healthy behaviors for all of our patients.

1. Diet and weight: We recommend a “heart-healthy diet” to all our patients unless they require a specific diet. A variety of highly rated “heart-healthy diets” can be found at the following link:

<http://health.usnews.com/best-diet/best-heart-healthy-diets>.

2. Exercise: We encourage our patients to exercise on a regular basis. For those with MS, exercise helps relieve a number of common symptoms and problems. These include: fatigue, spasticity, bladder control, stronger bones, weight management, and heart health. Check with your doctor before beginning any exercise program or physical activity. We often suggest an initial or follow-up visit with a physical or occupational therapist who is familiar with neurological problems. He or she will help you find and maintain an appropriate and enjoyable exercise program. Various types of exercise include yoga, tai chi, water exercise, stretches, resistance (light weights), and aerobics.

3. Vitamin D: We encourage our patients to start on a vitamin D supplement unless there is a specific reason not to do so. There is no known best dose, so we suggest 2,000 units of vitamin D3 daily.

4. General health: We encourage our patients to make sure they follow the guide-

lines for their age and sex for to keep track of your health. This means getting appropriate screening studies such as colonoscopy, pap smears, and bone density testing in particular. Check with your primary care doctor to see which tests you need.

5. We STRONGLY encourage everyone to quit smoking. The Cleveland Clinic Tobacco Treatment Center is successful for about 40% of patients who take part in their programs. Information can be found at: Cleveland Clinic Tobacco Treatment Center at 866.320.4573 or at:

<http://my.clevelandclinic.org/tobacco/default.aspx>.

CareEverywhere

If you receive care outside of Cleveland Clinic, we may be able to access some of your health records using the CareEverywhere system. You can find a list of participating centers at:

<http://www.epic.com/CareEverywhere/>.

This information is not intended to replace the medical advice of your doctor or health care provider. Please consult your health care provider for advice about a specific medical condition.

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