

1825 4th Street
5th Floor, Suite 5A
San Francisco, CA, 94143
Phone: (415) 502-1914
Fax: (415) 353-2400

Dear prospective patient and family;

We are pleased to be able to offer services to **out-of-state patients** and look forward to meeting you and your family.

We are a dedicated child and adolescent headache program based out of the department of pediatric neurology at the University of California, San Francisco (UCSF). We specialize in both inpatient and outpatient management of headache. We have a multidisciplinary team of pediatric neurologists, psychologists, nurse practitioners and nurses who will be involved in your child's care.

Please review this package and let us know if you have further questions or would like to proceed with scheduling a consultation.

Contents of Package:

- 1) Visit Information
- 2) Visit Requirements
- 3) Insurance Details
- 4) Frequently Asked Questions

Sincerely,

The Child & Adolescent Headache Program
Pediatric Brain Center
Department of Neurology

Revised July 6th, 2021

Visit Information:

All new patient visits for out-of-state patients will consist of **multiple appointments** with our multi-disciplinary team, including a neurologist and psychologist.

Both of these appointments will be approximately **60-90 minutes** in length to allow us to meet you and develop a comprehensive treatment strategy. Typically, these two visits will be **spaced over 3-5 days**.

We **do not admit patients** to our inpatient service (i.e. to the hospital) from the first out-of-state outpatient clinic appointment. If admission is deemed necessary by our team, it will be arranged afterwards and will occur on a separate visit to UCSF.

We expect that patients seen at our center will return for at least one follow-up visit after the initial consultation, at a time determined by your local treating neurologist.

Housing accommodation for out-of-state patients must be independently arranged.

** NOTE: Procedures for in-person visits for out-of-state patients may be different during the COVID-19 era. We will confirm with you prior to your visit.

Visit Requirements:

All patients visiting UCSF for consultation from out-of-state for headache management require a referral from a **local neurologist** who is involved in your care.

You can have your current neurologist **fax a headache referral** to us at: 415-353-2400

All management decisions will be relayed to you and your local neurologist. Prescriptions will be provided locally by your neurologist. Day-to-day monitoring of medications and side effects will be done by your local neurologist.

We require that you or your neurologist send all relevant records ahead of your visit for review, including labs, imaging and medications used/tried.

In addition, if your child has previously been evaluated by a psychologist, we request that that provider obtain a release of information (**ROI**) for “*UCSF Pediatric Brain Center Headache Clinic, Gateway Medical Building 1825 Fourth Street, 5th Floor, 5A, San Francisco, CA 94143*” and fax any relevant documents to (415-353-2400)

Insurance Details:

We accept referrals from all private insurance companies. Sometime there are limitations or requirements for seeing a doctor outside of your network, so please check with your insurance company representative and verify your coverage and obtain any authorization that is needed prior to making any travel plans to San Francisco. Unfortunately, due to state and hospital restrictions, at this time, we cannot accept out-of-state patients with Medicare/Medicaid insurance.

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Frequently Asked Questions:

How soon can I be seen?

Appointments at the UCSF Child & Adolescent Headache Program will be prioritized based on clinical and medical need, as determined by your referring neurologist and our triage team of physicians.

Do I need a doctor's referral to be seen?

A referral is required from your local neurologist prior to being seen at our clinic. This neurologist must be involved in your ongoing care and be available for us to communicate with as they will be the one who will prescribe and monitor medications.

Will I be admitted from clinic, because I have travelled so far?

We do not offer admissions directly from the initial clinic appointment.

What will happen during and after my visit?

A thorough history and examination will occur during your initial visit. **Please arrange to have all medical records sent to us prior to the consultation.**

After the consultation, we will make recommendations regarding further testing (if required) and treatment. These recommendations will be communicated to you and your neurologist.

Our comprehensive initial evaluation will span multiple appointments, approximately 60-90 minutes in length, spaced over 3-5 days. We expect that patients seen at our center return for at least one follow-up. The UCSF Clinic is not open on weekends or holidays.

What medical documents should I bring?

Please send us copies of your medical records, including imaging reports and CD's, prior to your visit. This can be done by sending records yourself, or having your neurologist send your documents securely.

Please bring a complete list of all the medications (including dosages and start dates) that you are currently taking. Please also bring a list of the medications (including dosages, start and stop dates) of all the medications you have tried in the past for headache.

Why am I being scheduled to see a Psychologist also?

We are a multi-disciplinary headache team. Our psychologist will work with your family to develop a plan to support your child in learning cognitive and behavioral skills to manage their headaches and improve their quality of life.

Travel information:

As visits are multi-day, please make your travel arrangements as flexible as possible. The hospital is located approximately 40 mins from the San Francisco Airport.