

## INFORMATION FOR PARENTS / CARERS

### The Neurology Nurse Specialists

#### NEUROLOGY SERVICE



The Neurology Nurse Specialists are part of the Neurology Team. We support parents and children with epilepsy and other chronic neurological conditions at diagnosis and throughout their ongoing care.

#### Our Aim

Our aim is to empower parents and children by providing education and advice to allow them manage their condition with confidence.

#### Our Services

The services we provide include:

- Telephone advice line
- Individualised education and support sessions with parents and children
- Support and education at your outpatient visits
- Education sessions for crèche & school staff
- Advice and support for your local GP, Paediatrician, or Pharmacist
- Education for all healthcare professionals

#### Telephone Advice Line:

The purpose of the telephone advice line is to provide advice, support and education for parents/carers

#### How does the advice line work?

The advice line is a direct response service. It operates: **Monday to Friday from 10am - 12 midday.**

To access the advice line, phone the main hospital switch on **01 4096100** and ask for **bleep 581** or the neurology nurse.

Only one call can be taken at a time. If your call is not answered the nurse is likely to be on another call. We ask that you hang up and try to phone again later. It is a busy service so please have patience. We take as many calls as possible.

**The advice line is a support service and is not intended to deal with emergencies or urgent queries.**

If you require urgent medical advice, you must contact your child's GP, Paediatrician or attend your local Accident & Emergency Department.

## When should you call the advice line?

You should call the advice line:

- If your child is experiencing side effects which you feel may be caused by the medication prescribed for your child's epilepsy or neurological condition.
- If your child is experiencing an increase in seizures or other symptoms associated with their condition.
- If you have concerns about your child's symptoms or management that need to be addressed before your next appointment

## Who may use the advice line?

This service is available to parents/carers of children who attend the Neurology service at Our Lady's Children's Hospital. Other relatives or carers may also phone, if parents have given their permission. Confidential issues will only be discussed with parents/guardians. Your child's doctor and other health care professionals can also access the advice line

## If you need to change an appointment or request letters or reports - please ring the appropriate number:

- Dr. Webb's Secretary - 01 409 6411
- Dr. Manning's/Dr. Balfe's Secretary - 01 409 6413
- EEG Secretary - 01 409 6904
- X-Ray Dept. (MRI & CT) - 01 409 6151

## Please Remember:

- To get a repeat prescription - please contact your GP.
- For test results – Please contact your GP or the doctor who ordered the test.

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