



UPDATED 1/1/2026

### PLEASE NOTE OFFICE ETIQUETTE EXPECTATION

Our #1 goal is to provide the highest level pediatric neurological care in a SAFE setting for our patients and staff. In turn we need families to acknowledge the following:

- WE HAVE A ZERO TOLERANCE POLICY FOR VIOLENCE, ABUSE TO STAFF AND USE OF PROFANITY.
- PLEASE DO NOT COME TO THE OFFICE WITHOUT AN APPT- we do not accept walk requests. You can call 561-753-8888 x 0 and ask for assistance.
- Please note it is parental responsibility to obtain REFERRALS and UPDATE INSURANCE prior to the appt and update any contact info. Failure to do so results in appt being cancelled and we will notify parents via text to # on file. Parents will need to call back to reschedule once resolved.
- If you are asked to leave the office for any above reasons or other issue- please do so immediately. We cannot treat patients in a timely manner when there are ongoing disruptions in office.
- All requests for medical records can be done so on [www.pedsneuro.net](http://www.pedsneuro.net) under FORMS and choose email, fax or mail. We can email records to parents only, not a facility. Requests can take 5-7 business days and cannot be picked up in office. ABA facilities need to fax a HIPAA release to 561-795-5004
- FEDERAL DEA- DRUG ENFORCEMENT ADMINISTRATION- requires that all patients on stimulants/ controlled substances are seen minimum every 90 days and within 30 days if a new stimulant is started. Failure to keep appt in that timeframe will result in missed refill and we cannot send until the next appt. These medications are elective.
- For all MEDICATION REFILLS CALL 561-753-8888 x refill extension- option #5
- All other extensions
  - #1 SPANISH
  - #3 LOCATION/ FAX/ WEBSITE
  - #4 SCHEDULING
  - #5 MEDICATION REFILLS
  - #6 MEDICAL ASSISTANT
  - #7 MANAGER/BILLING
  - #8 MEDICAL RECORDS
  - #0 URGENT MEDICAL ISSUES