

Disability Forms and Other Paperwork

If you need your Headache Center provider to fill out disability forms or other paperwork, please bring these to your scheduled clinic visit. Sending them by mail or fax may delay when your provider can fill them out.

If you have a lot of paperwork that needs to be filled out by your provider, you can make a special appointment for this. You will be charged the regular appointment rate for this visit.

When to Call the Doctor

Call your primary care provider or go to the emergency room if you have:

- New symptoms
- Acute illness
- New injury
- Other emergencies

Thank you for helping us provide you with the best service! We look forward to working with you at UWMC Headache Center.

Questions?

Your questions are important. Call your doctor or health care provider if you have questions or concerns. UWMC clinic staff are also available to help.

Headache Center: 206-598-6950



Welcome to the Headache Center

Thank you for coming to the Headache Center at University of Washington Medical Center (UWMC). We look forward to working with you and your doctor to help reduce your pain and improve your function.

This handout gives guidelines for how to best use the Headache Center resources during and between your clinic visits.

UNIVERSITY OF WASHINGTON
MEDICAL CENTER
UW Medicine

Headache Center

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Phone Calls to the Headache Center

Taking care of our patients is our most important job. Our goal is to provide you with the best possible service.

Phone calls to and from patients can take time away from providing patient care in clinic. But, we also know that phone calls are needed sometimes.

Please follow these guidelines for calling the Headache Center:

- **Prepare for your call.** Write down your questions and have a pen and paper handy to write down the information you receive.
- **Call 206-598-6950.** Staff will answer your call during business hours, weekdays from 8 a.m. to 5 p.m. If they are on the phone or if you call after hours, you will get our message system.

Leaving a Message

Leaving a message on our voice mail system is the best way to get your message to the right people. Please include your:

- Full name (please spell it slowly)
- Date of birth
- Phone number so we can call you back

On days that we get a lot of phone calls, we may not be able to call you back until the end of the day or the next day. Please leave only one message for each issue you call about. We will call you back.

If your concern is urgent, please tell us during your call. **If you have a life-threatening emergency, call 9-1-1 right away.**

Medicine Refills

If you need to get a prescription refilled, you may be able to refill it by phone through the Refill Authorization Center (RAC). To use this system:

- Call 5 to 7 business days before your prescription runs out to make sure you get the refill in time.
- Call 206-744-8513.
- Follow the recorded instructions.
- Call just one time unless there is a problem with your refill order.

For faster service, ask your pharmacy to fax your refill request to 206-744-8538.

Medicine Changes

Your health care provider will explain your medicine plan when it is prescribed for you, and if your dose is changed. Your provider will also tell you what to do if you have any problems with your medicines.

- Do not change your medicine dose unless your provider or other Headache Center staff have advised you to.

- Do not call for dose increases or extra pain medicine between clinic visits, unless your provider has told you to.
- We will not refill prescriptions early if you use more medicine than was prescribed.

Please call the Headache Center at 206-598-6950 when:

- You have unexpected or severe problems with your medicine.
- Your health care provider told you to call.
- You are having other problems with your medicine that cannot wait until your next clinic visit.

We will schedule an urgent visit, if needed, so that we can address the problems you are having.

Pain Flares

Chronic pain can get better or worse from day to day. For most people with chronic pain, a flare-up is not an emergency. Pain flares can happen no matter what kind of pain you have or what kind of treatment you are getting.

During your clinic visits, we will help you create a plan to manage pain flares, both with and without medicine.

If you have a flare of your usual pain between visits, follow your pain flare management plan. You do not need to call the Headache Center for flares.