Dear _____,

This letter is being sent to welcome you to the Supportive and Palliative Care Clinic at the University of Colorado Hospital. Your appointment is confirmed for the following:

DATE: ____________
TIME: ____________

Please plan for your first visit to this clinic to LAST UP TO 2.5 HOURS. Depending on your needs, you may meet with anywhere from two to six members of our team. We purposefully set aside this amount of time to be able to address your most pressing concerns with the care and detail they deserve. Depending on your needs, we may also arrange for follow-up visits with one or more of our providers.

Your appointment will be in the Neurology Clinic on the fourth floor of the Anschutz Outpatient Pavilion located at 1635 Aurora Court in Aurora, Colorado 80045. Please locate the Anschutz Outpatient Pavilion and nearby patient parking lots on the enclosed map. The Anschutz Medical Campus also provides a free valet service, which is located in front of both the inpatient and outpatient entrances of the hospital. There are parking attendants available when you pull in front of the outpatient pavilion. Please let the parking attendant know if you require assistance, and they will provide a wheelchair for you along with someone from our transportation service to take you to your appointment.

Please arrive 30 minutes before your appointment to allow for parking, finding your way to the clinic and going through the check-in process. Patients checking in after their scheduled appointment will be seen, but may not have time to meet with our entire team.

Please contact Alan R. Hall at xxx-xxx-xxxx if you are running late or need to cancel your appointment to ensure that you can be seen or rescheduled. If you have not done so already, please create an account on MyHealthConnection. MyHealthConnection is an online service
provided by the University of Colorado Hospital that you can use to request an appointment, renew a prescription, check your lab results or communicate with your physician, or request medical records. You can create an account by going to http://www.uchealth.org/MyHealthConnection/. Please make sure that the person who schedules or checks you in for your appointment has your correct email, birth date, and social security number. You will be able to create a MyHealthConnection account once we verify these important items for you. Please note, however, that you will not see any new information on your account until after you have been seen at our facility.

Please bring all of these items to your appointment:

1. Completed health questionnaire that we have enclosed in your welcome packet.
2. A complete list of all medications (including over the counter medications and supplements) that you are currently taking, including dosages and time of day for each medication. Please bring the actual prescription bottles with you to your appointment as well if possible.
3. If you are not a current patient within the University of Colorado Hospital system, copies of any previous medical records, x-ray films, and/or prior brain or spine scans (CT or MRI) that may relate to your upcoming appointment.

A report about your clinic visit will be sent to your referring physician within one week of your appointment. Please let the doctor know if you wish your reports to go to anyone else.

You will receive two bills related to your clinic visit: one is the physician professional fee, and one is the hospital/clinic bill. Questions about the professional fee should be directed to University Physicians, Inc. (xxx-xxx-xxxx). Questions regarding the hospital/clinic component of your bill should be directed to the University Hospital billing office (xxx-xxx-xxxx). We do have a Patient Assistance Program and are dedicated to seeing all patients regardless of insurance or ability to pay. Please let us know if this is a concern of yours so that we can make appropriate arrangements.

You can reach your doctor’s nurse during our Monday through Friday regular office hours, between 8:00 am and 5:00 pm, by calling xxx-xxx-xxxx. Physician coverage for neurology patients is also available 24 hours a day, seven days a week. After 5:00 pm on Mondays through Fridays and on weekends, please call the University Hospital operator at xxx-xxx-xxxx and ask for the Neurology Resident on call.

We look forward to your visit.

Sincerely,

The Supportive & Palliative Care Team
What is supportive and palliative care?

Supportive and palliative care seeks to improve the quality of life of patients with an incurable or progressive illness. Our team works to find opportunities for joy in patients’ and families’ lives and to relieve their suffering. We also offer support to family members. Palliative care is often needed when a patient has a chronic neurologic illness or is struggling with end-of-life concerns; however, palliative services may be helpful at any stage of illness, including at the time of diagnosis of a neurologic disease. Palliative care addresses not only physical concerns of patients, but also psychological, spiritual, and social issues. Depending on the illness, the Neurology supportive and palliative care team may work with other clinicians to address specific concerns, or may become the medical home of patients and families who require ongoing and intensive support.

How can I support this clinic?

University of Colorado Hospital’s Neurology Supportive and Palliative Care Clinic provides full services to all patients regardless of insurance status or ability to pay. We are committed to improving care through community outreach, research, and education. Gifts to the Supportive and Palliative Care Clinic are greatly appreciated and will help support our mission of making high-quality patient and family-centered supportive care available to all persons affected by neurologic illness.

To make a donation you can:

1) Visit uch.thankyou4caring.org and specify that you would like your gift to go to the Neurology Supportive and Palliative Care Fund.

2) Send a check made out to the “University of Colorado Hospital Foundation” with “Neurology Supportive and Palliative Care Fund” on the memo line and mail to:

   University of Colorado Hospital Foundation
   12401 E. 17th Ave., Mail Stop F485
   Aurora, CO 80045

3) Contact the Development Officer at:

   University of Colorado Hospital Foundation
   12401 E. 17th Ave., Mail Stop F485
   Aurora, CO 80045
   720.848.7832

neuropolitical.org

How can I be seen in this clinic?

Provider outside of University of Colorado Hospital can fax a written referral specifying neurology supportive and palliative care as the indication along with the patient’s demographics, insurance information and pertinent medical records to 720.848.2108. Once the records are received, patients can call 720.848.2080 to schedule an appointment.

UCH providers can place an internal referral to the Neurology Supportive and Palliative Care Clinic via the Epic system (“Ambulatory Referral to Palliative Care”). Then select “AMC NEUROLOGY OP” in the department section. Please specify reasons for consult and whether the consult is for transfer of care, comanagement, or a single episode to address a specific issue.

Will this visit cost me anything?

Our services are typically covered by medical insurance. Routine insurance copay fees for office visits usually apply. We are committed to providing these services to patients in need, regardless of insurance status, and can waive our fees as needed to provide affordable care. Please call 720.848.2100 to discuss support for your financial concerns for your visit to the Neurology Supportive and Palliative Care Clinic.

Who is part of the Neurology Supportive and Palliative Care team?

Benzi Kluger, MD, MS: Neurologist and program director
Christina Vaughan, MD, MPH: Neurologist
Julie Berk, MS, PA-C: Physician assistant
Wendy Cernich, RN, BSN: Registered nurse
Carl Friedman, LCSW: Social worker
Ryan Khan, MD, BCC: Chaplain
Alan Hall: Intake and access coordinator

neuropolitical.org

University of Colorado Hospital
Neurology Supportive and Palliative Care Clinic
A guide for patients and clinicians

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