

# Parents/guardian information from Neurology Nurse Specialists

## Neurology Nurses Support

Neurology Nurse Specialists are part of the Neurology Team. We help support parents/carers and children with epilepsy and other neurological conditions from diagnosis and throughout their ongoing care.

If your child is having trouble with their epilepsy or neurological condition between hospital appointments, you are welcome to discuss with us.

We accept queries from parents of children attending Professor David Webb, Dr Mary O'Regan and Dr Susan Byrne. However, we cannot provide an emergency service.

**The Neurology nurse voicemail service is open on Tuesday, Wednesday and Thursday from 9am to 11am. Please phone number: 014096581 (subject to change). The Neurology nurses will respond to your call in 3-5 working days.**



**! In the case of an emergency, please attend your local emergency department.**

## Sending video clips

clips If you are asked to provide a video, please note the following:

- We only accept videos using 'WETRANSFER'. This is a free and user friendly platform
- For access, search 'WETRANSFER' and follow the prompts which will allow you to upload and send your video to [Neurology.videos@childrenshealthireland.ie](mailto:Neurology.videos@childrenshealthireland.ie)
- Once this is complete, phone the neurology nurses voicemail to let them know the video has been sent

**Please note: This email is only used to facilitate video clips and is not for medical queries.**



# Guidance for parent/guardian queries and contacts

## Letters, appointments and general enquiries

Your consultants secretary can be contacted for letters, appointments and general enquiries:

- Professor Webb - (01) 409 6411
- Dr O'Regan - (01) 409 6413
- Dr Byrne - (01) 409 6185

## EEG appointments and results

**EEG appointments** can be made by contacting the EEG secretary:

- EEG secretary - (01) 409 6904

**EEG results** will be discussed at your next appointment. The result will be sent to the requesting Doctor and you will be contacted if any treatment changes are required.

## MRI appointments and results

**MRI appointments** can be made by contacting the X-Ray Department.

- X-Ray Department - (01) 409 6151

MRI results will be discussed at your next appointment. The result will be sent to the requesting Doctor and you will be contacted if any treatment changes are required.

## Assistance, support and information contacts

<b>Medication Supply Issue</b>	Your local pharmacist can contact CHI at Crumlin Pharmacy Department
<b>Assistance with seizures and medication</b>	Contact the Neurology Nurses voicemail
<b>Assistance with your child's neurological condition</b>	Contact the Neurology Nurses voicemail
<b>Epilepsy and seizure information</b>	Epilepsy Ireland Website: <a href="http://www.epilepsy.ie">www.epilepsy.ie</a>
<b>Parental support</b>	Consider attending your GP or seek referral to your Primary Care Psychology Service
<b>General health advise</b>	Attend your GP or contact your child's paediatrician

## Urgent situations/concerns or emergency situations

Do not wait for a response from The Neurology Nursing Service.

- In an **urgent situation/concern** - contact your GP or go to your local ED
- In an **emergency situation** - dial 999 or 112 or go to your local ED

\*\* This service is subject to change