



**The MS Clinic is open Monday to Friday from 9h00 to 16h00**

**Tel.: (514) 398-1931**

Please note that phone calls are taken between **9h00 and 12h00 and 13h00 and 15h00**.

You may leave a message on the answering machine. We pick up messages regularly during the clinic hours, but after 15h00 they will be picked up the next day.

**If you feel your situation requires evaluation and you have difficulty reaching us, call Info Santé at your CLSC.**

**If it is an absolute emergency go to the emergency room of the nearest hospital.**



### **How to get forms completed?**

Forms can be brought to a clinic visit or they can be sent by mail.

As there are a large number of forms to be completed, we are unable to give information about the status of your form by phone.



### **Other resources to get information**

✓ ***Side effects or concerns about immunomodulators injections :***

Avonex: Biogen Canada 1-888-456-2263  
Betaseron: Berlex Canada 1-800-977-2770(6000)  
Copaxone: Teva Marion 1-800-283-0034  
Rebif: Serono Canada 1-888-677-3243

✓ ***If you have a general question about MS:***

#### **Neuro-Patient Resource Centre**

Room 355  
Montreal Neurological Hospital  
3801 University, Montreal  
(514) 398-5358  
[www.mcgill.ca/mni/neuropatient/index.html](http://www.mcgill.ca/mni/neuropatient/index.html)

#### **Québec MS Society**

666 Sherbrooke west, Local 1500, Montreal H3A 1E7  
(514) 849-7591  
[www.mssociety.ca/qc/defaultEn.html](http://www.mssociety.ca/qc/defaultEn.html)  
(Support Groups also available)

**For information about Hospital departments and services, please call (514) 398-6644**



**McGILL UNIVERSITY HEALTH CENTRE**

**MONTREAL NEUROLOGICAL HOSPITAL**

***MUHC MULTIPLE SCLEROSIS CLINIC***

## **TELEPHONE TIPS**

**One telephone number to remember**

**(514) 398-1931**

The MS program receives a high volume of phone calls every day. We need your help to offer an easy and rapid telephone access to you and your families.

**We encourage you to read and follow these telephone tips.**



### **How to make an appointment?**

- ✓ For regular follow-up appointments call several months in advance as appointments fill up quickly.
- ✓ To make an appointment with a neurologist or a nurse, please call between **9h00 and 12h00** and **13h00 and 15h00**.
- ✓ When you call have your **hospital card** and a **pad and pencil** to write down instructions.
- ✓ If you have to **cancel** your appointment, please advise us in advance.
- ✓ **For a first visit, please plan 2 hours** since you will meet with the neurologist and the clinical nurse specialist.



### **Calls about a relapse, symptom or other health concern**

- ✓ **Your family doctor is the person to see if you have an acute problem** (such as an infection) **or have other medical illnesses** (such as diabetes, high blood pressure, etc.)
- ✓ Some conditions, such as an infection or the flu, may make your MS symptoms temporarily worse. In such situations, **you should still see your family doctor first** to have your medical condition treated. For these reasons, it is very **important to have a family doctor**.

You may want **to call the MS Clinic** about your **symptoms** or to discuss some **concerns**.

Please note that the receptionist will take a short message and will transmit it to the appropriate person.

Please leave a phone number where you can be reached at specific times of the day.

\*As much as possible please call early in the workday and before Friday.

Before calling the MS Clinic, take a moment to organise your thoughts, just in case you are asked the following questions:

- ✓ What is the problem? Is it a relapse, medication problem, other symptom.
- ✓ When did it begin?

- ✓ If you have pain, what kind of pain it is? Does anything relieve it or provoke it?
- ✓ Do you suspect an infection? (like a bladder infection or a cold). **If you suspect you have fever, please take your temperature before calling.**
- ✓ Have a **list of your medications** with you.



### **How to get a prescription refilled?**

**Prescription should be renewed at your regular clinic visit.**

- ✓ The physician will review your chart to see whether the medication is still needed, whether the dosage should be changed and so on. Such a review with your doctor makes medical care safer.

**For emergency renewals only:**

- ✓ When calling for a prescription refill, know **the phone number of your drugstore**.
- ✓ The request should be made during clinic hours and before you are down to the last pill (**expect a delay of a few days to get your prescription**).
- ✓ For prescription renewals for special therapies (Avonex, Betaseron, Copaxone, Rebif) please call one month in advance to make sure you will be on time to renew your medication.