

Frequently Asked Questions

What are your hours?

DCND is open Monday-Friday from 8AM-4:30PM. Our phones turn off at 4pm.

How do I get an appointment?

DCND is accepting new patients by referral only. Please have your general practice provider send a referral to our office. Once we have that, we will call you to schedule your appointment.

What if I need to cancel my appointment?

Please contact our office a minimum of 24 hours prior to your scheduled appointment time. If you are more than 10 minutes late for your scheduled appointment time, we will attempt to accommodate but it's up to your provider and their schedule that day. You may be asked to be rescheduled. Please note: arriving late impacts other patient's appointments.

First missed appointment: this is defined as a failure to notify us by phone call or secure message through your patient portal within the 24 hour cancellation/reschedule window. Missing your first appointment will result in being placed on the end of the "cancellation list." Please note this may result in a three month wait for an appointment date. You may also be charged \$50 as reimbursement to the practice for time and resources lost.

Second missed appointment: failure to notify our office for a second time may result in the cancellation of future appointments. You may also be charged a fee for reimbursement to the practice for time and resources lost.

What should I bring with to my appointment?

- Current insurance card
- Drivers license or state ID
- Current list of medication, including dosage and frequency.
- Any recent imagining discs or x-rays
- Your insurance co-payment

What are your COVID-19 procedures?

We currently require all patients and caregivers to wear a face covering for the entire duration of their appointment. Only one caregiver is allowed in the exam room with the patient. Please let us know ahead of your appointment if you have cold or flu-like symptoms and we will work with you to reschedule your appointment.

Why is my follow-up appointment scheduled with a nurse practitioner or physician's assistant?

An advanced practice provider is an important part of your care team at Dayton Center for Neurological Disorders. These providers work closely with your neurologist to ensure you get consistent and timely care. Patients will always initially see one of our neurologists. Once you have your diagnosis, your neurologist will recommend your follow up appointment be with either their physician assistant (PA) or nurse practitioner (NP). They will help manage your care, symptoms, and work with you to achieve that better quality of life.

These providers are all nationally certified, state licensed and specifically trained to care for and manage neurologic conditions.