

# Need Help With an Epilepsy Patient?

Get fast support from the right Seattle Children's team member

## 1. Care coordination:

Call **206-987-7474** to reach our Epilepsy Care Coordinators, Brittany Pacheco and Lori Giesbert, RN. Calls are returned within 1-2 business days. This line is for non-urgent and non-clinical concerns. Use this line for care coordination or troubleshooting questions including if you need help navigating an epilepsy patient through our system.

**Epilepsy Care Coordinators: 206-987-7474**



Brittany Pacheco



Lori Giesbert, RN

## 2. URGENT clinical questions:

**206-987-7777** (Provider-to-Provider Line). An MD or APP epilepsy specialist will return your call within 24 hours.

## 3. Scheduling, rescheduling or appointment cancellations:

**206-987-2078** option 1.



## Update on scheduling first seizure patients

**(March 2022):** Our goal is to schedule first seizure patients within 2 weeks of receiving a referral. Recent high volumes of referrals have presented a challenge to this goal, but new providers are coming on board and we expect a return to normal very soon. If your new seizure patient is waiting to be seen but care coordination needs arise (i.e., they visited the ED and subsequently need an earlier appointment), contact our Epilepsy Care Coordinators at **206-987-7474**.

## A reminder about cancellations and no-shows:

We fax providers to let them know when their patient is scheduled. If your patient no-shows/cancels multiple scheduled visits or we are unable to reach them, you will receive a fax notification. If you receive this notification and have questions or concerns, please reach out to the Epilepsy Care Coordinators.

