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Support Staff
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Ask About Our Patient Clinical Research Trials

Georgetown University
Multiple Sclerosis & Neuroimmunology Center

Locations
MedStar Georgetown University Hospital
Pasquerilla Health Center, 7th Floor, 3800 Reservoir Rd, Washington, DC

MedStar Health at Chevy Chase
Barlow Building, 5454 Wisconsin Ave #1100, Chevy Chase, MD 20815

MedStar Montgomery Medical Center
18101 Prince Philip Dr, Olney, MD 20832

Office Hours
Monday-Friday 8:00am-4:00pm

Contact
General Information 202-444-8525
Appointment Line 202-295-0540
Nurse Practitioners* 202-444-6483
After Hours Pager* 202-444-2000
Main Fax 202-444-0767
Clinical Trials 202-444-2658

*For care and clinical advice
Welcome
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Welcome to the Georgetown Multiple Sclerosis (MS) and Neuroimmunology Center. We are privileged that you have chosen our patient-centered specialty practice for your medical care.

To better meet your personal medical needs, we would like to invite you to review both the Provider and Patient Responsibilities sections of this brochure. This will serve as a “roadmap” to help you better navigate and access the resources and support offered by our providers and staff.

Mission
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As your MS care team, we strive to provide whole-person, compassionate, professional and timely care.

Provider Responsibilities
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We will be responsible to manage all of your neurological issues. Your primary care provider will manage your other acute and chronic health issues, as well as routine preventive care.

What You Can Expect
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- A team of professionals who treat you as a whole person, not just an illness.
- 24/7 access to care and clinical advice
- Partnering with you to make a personal MS care plan that is based on the latest medical evidence and re-evaluated at routine clinical visits.
- Contact by phone or letter to let you know about test results or needed services as necessary.
- Communication between you, your MS care team, Primary Care, and other specialists, keeping everyone up to date on your care; sharing a copy of your personal care plan after every visit.
- Equal access to quality care regardless of your payment source.
- A free patient portal to allow you to contact your MS care team, get lab results, request refills, and more.
- Assistance with disability paperwork by making an appointment with one of our nurse practitioners.

Primary Care Connection
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We advise and encourage you to follow up with your Primary Care Physician as an important part of your MS treatment plan. If you do not have one, you may call 202-342-2400 to begin care with a MedStar physician. You may also contact your insurance company for a list of preferred providers in Primary Care who are in your network.

Patient Responsibilities
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- For life-threatening medical emergencies call 911 or go to the closest emergency room.
- Please arrive on time for your office visits.
- If unable to keep your appointment, please contact your provider’s administrative assistant at least 48 hours in advance to cancel and reschedule.
- Please allow up to 48 hours for us to complete prescription refill and test order requests.
- When getting treatment out of the MedStar system, please ask for a copy of your medical records be sent to our office.
- Uninsured patients can get information about how to obtain insurance at www.healthcare.gov or www.medicare.gov or at your state Medicaid office.

Website
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www.Neurology.Georgetown.edu/MSCenter

Patient Portal
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www.myMedStar.org