

## NEUROLOGY

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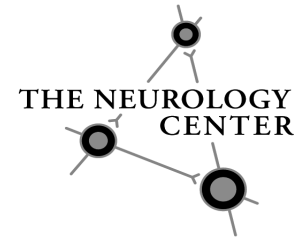
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## How Do I Get My Test Results?

1. Use the portal. This is the **PREFERRED** and most effective method. The portal is a secure email system that enables you to not only get your test results, but also enables you to access your actual reports and to email Dr. Herzfeld directly with any questions or issues. All it takes is you providing an email address, and we can set you up.
2. Make a follow-up appointment once you know when all your tests are scheduled. You may arrange a face-to-face follow-up appointment with either Dr. Herzfeld or her Physician's Assistant to discuss your results in detail. In this appointment, you will go over all your results and the treatment plan.
3. You may call the office to get your results from one of our team members. This option, although available, is less ideal, as it is a delayed, indirect communication with your doctor, and can be cumbersome if you have follow-up questions or multiple test results to cover. Use this option *only* if you do not have email access or you cannot come in for an appointment.

Please note that Dr. Herzfeld discourages direct doctor to patient phone calls for the purpose of discussing test results. This method is inefficient, prone to communication errors, and due to schedule constraints, becomes a pressured and limited situation. As such, she insists that you use any of the above 3 methods instead.

Needless to say, should Dr. Herzfeld become aware of a serious test result, she will call you directly to discuss the next steps.

Please do not assume that all your results have been received and addressed. If you do not personally receive your results in a timely fashion, please use the above methods. Unfortunately, try as we might to be thorough, there is sometimes a "black hole" situation when some results simply do not get transmitted unless extra effort is placed. Your self-advocacy will ensure this does not happen.

Let us know if you run into any problems! We strongly believe you are entitled to your results as soon as *we* know them.

Wishing you good health,

Rhanni N. Herzfeld, M.D.