

Visiting LCNC

Important Information for all visitors / patients coming to LCNC.

We are pleased that you have chosen LCNC for your child's Neurological issues; and congratulate you for selecting the Gujarat's best Neuro clinic. LCNC aims to provide World Best Care to your loved one. Here are some suggestions to have maximum benefit from the services of LCNC.

A- Before Coming to LCNC

I Book an appointment

- Please call between 10 am to 7pm (Monday to Saturday) and book an appointment
- When you call – you will be asked about 1) basic details of your child – name, age, sex, mobile number, address etc. 2) Your concerns about his health – seizures, developmental delay, muscle weakness, behavioural difficulties, speech delay or if you now specific diagnosis about your child. 3) Any Specific investigations have been planned – EEG, MRI, NCV, EMG, VEP, BERA etc 4) – Neurodevelopmental assessment or Assessment for Autism – if this has been planned or it may be needed for your child depending on the problems he / she has.

2. Routine to continue on day of Appointment

- Food – Continue your child to have diet and food as routine. There is no need of fasting before coming to LCNC. It is advised you carry some food for your child and for you if your child needs more time at LCNC.
- Medications – Please give your child all regular medications on schedule as normal. Do not hold / withdraw any medications. We suggest you also to bring child's regular medications while coming, so doctors can see them and make sure they are given correctly.
- Dressing – Routine dressing as per weather and child's comfort. You may wish to carry extra pair of clothes and diapers.
- Toys / book – LCNC is child friendly place and kids will have quite a few activities to do. Still is advised to bring one or two small favourite toys / books of your child.
- Old files, records and MRI films – please bring all relevant medical information and files. Please also bring black films of CT / MRI scans.
- Coming for EEG – please wash your child's hair with shampoo and keep it dry. No oil, cream or gel in hairs please. Once child is awake in morning after comfortable night sleep, do NOT allow the child to sleep till you reach LCNC as your child may need sleep EEG (do ask this on phone if you are not sure).
- Sleep and rest – let your child have sufficient sleep during the night and let him / her to be fresh and comfortable for consultation and assessment. For EEG your child may need to sleep at LCNC, do consider this in planning.
- Reaching and parking at LCNC – At our building there is plenty of visitors parking. Throughout there is access to disabled. Take lift to 7th floor. Lift is at side of the building.
- Keeping to time – We appreciate value of everyone's time and efforts. We request you to consider traffic issues and plan your trip accordingly. Try to report at / before your

appointment time. This helps to deliver better care to you and other patients. If there is emergency / priority case that child may be given priority before your child.

- Who should accompany – We request both parents to be there at appointment with child. Also if there is someone else who is closely involved with child's health problem and care giving please do bring that person. We restrict entry to maximum three people with child to smooth line the process and to maintain comfortable, peaceful environment for all.

B. At LCNC

- Please report at reception with all your documents.
- Receptionist will take basic details and consent for treatment.
- You will be also be seen by Medical Officer to have basic Medical details.
- You will be seen by expert consultants and appropriate investigations / assessment will be guided.
- At the end, you will again meet expert consultants for counselling and any other questions you may have
- We request you to follow basic rules to keep LCNC ambiance peaceful and comfortable to all.
- Mobiles – please transfer your mobile to silent mode. You are free to use mobile in waiting area but be considerate to others and children who may need rest or sedation.
- Do supervise your child at all the time and look after your personal belongings.
- You will have plenty of very informative reading material as well as interactive video /slideshow.
- Out staff will try their best to help you, please ask them if you need any help.

C. Before you leave LCNC

- Please make sure you understand all the medications and how to give to your child.
- Please book and understand your next follow up.
- Take all your belongings and valuable with you.
- We strive to provide you Best Care and appreciate your feedback. Feedback is helpful for us to know what we are doing is alright and where there is a scope of improvement. Please do leave your feed back at reception.

THANKS

LCNC Team