

## Welcome Letter

On behalf of our entire staff, I would like to welcome you to Diamond Headache Clinic & Purath Headache & Neurology. Our goal is to exceed your expectations - knowledgeable of the trust you are placing in us. Your care is our #1 priority. In order to get the most out of your care plan you will need to be an active participant. We encourage patients to ask questions if something is unclear and voice concerns when you may disagree with a recommendation. In return we ask that you follow our recommendations and be mindful of the following:

- Our office hours are Monday through Friday 8:00am - 4:30pm
- Clinic telephone: (414) 837-5656
- Clinic fax: (414) 837-5688
- We do not have "on-call" availability
- Please complete the enclosed materials prior to your appointment and bring them with you.
- Bring all currently prescribed and over the counter medications you are taking, a list of previous medications you have tried and any MRI reports/films taken.
- **IMPORTANT: Prescription refill requests can only be accommodated between the weekday hours of 8:00am - 4:00pm. Contact your pharmacy to fax us a refill request. Please be mindful of your refill needs in advance and contact us promptly as the need arises. All requests will be responded to within 48 hours or two business days. We cannot respond to refill requests on the evening or on weekends/holidays.**
- Monday – Friday during non-clinic hours of 4:30PM - 8:00AM and on weekends, please leave a message and your call will be returned on the next clinic day. If it is an emergency and you feel that you cannot wait to speak with someone until the next business day, we suggest that you go to either urgent care or the emergency room.
- We understand that unforeseen circumstances occur. If you are unable to make your appointment, please contact the clinic at least 48 hours prior to your scheduled time. We reserve the right to refuse to reschedule appointments for patients who fail to show up for their first appointment or fail to show up for TWO follow up appointments.
- Please be sure to bring your insurance card and photo id to each appointment.

If you have questions, please ask. We cannot address an issue if we are unaware of its existence. We look forward to serving you.

Sincerely,



Traci A. Purath, M.D.  
Board Certified Neurologist