



Orange County Migraine & Headache Center

Susan Hutchinson, M.D.
Board Certified in Headache Medicine

Molly Rossknecht, D.O., M.P.H.
Neurologist, Headache Specialist

Newsletter: Update on Office Policies

Same day appointments: Our office will make every effort to accommodate same day appointments upon request. However, you need to call first to allow us to see where we can fit you in. Please do not show up without an appointment. Also, keep in mind, that what we can provide for a severe headache is limited to non-narcotic injections such as Toradol or Imitrex, trigger point injections, occipital nerve blocks, and SPG blocks. We are not equipped to administer IV fluids, IV meds, or narcotics.

Prescription Refills: Please allow up to 3 business days for refills to be handled. Do not call our office to request a refill. Have your pharmacy fax us the request. In the case of an ADHD medication like Adderall, then email your request to info@ocmigraine.org Keep in mind that in most cases, if you need a refill you probably are due for an appointment.

Appointments: All patients must be seen a minimum of every 6 months even if you are doing well: NO EXCEPTIONS. This is Good Medicine! If you are doing well and do not feel you need to be seen this often, then consider having your primary care provider take over future prescription refills.

Completion of Forms/Letters: Keep in mind that there will be a fee to complete forms or to compose letters you request. The fee varies depending on the request and how long it will take the provider to complete. Please allow up to 2 weeks for completion. There could be an additional fee if a faster turn-around is requested. The cost will be determined and payment collected prior to the doctor fulfilling the request.

Email: We provide limited access to email. Emails take up to 5 business days to respond to so DO NOT email us with any urgent requests. Also, keep your emails short and to the point. Long emails will not be answered in full and are best handled by scheduling an office visit. For those living out of the area, phone visits are an option. Our office email is info@ocmigraine.org. If your email response requires specific personal medical information, our office will initiate a secure email protocol using Neo-Certified. Your email will be responded to with a request to sign up with a password for Neo-certified to keep email correspondence HIPPA compliant and confidential.

Address:
PO Box 54726
Irvine, CA 92619

Phone: 949-861-8717
Fax: 949-861-8719
Email: info@ocmigraine.org
WWW.OCMIGRAINE.ORG

Dedicated to the relief of pain caused by headaches and mood disorders

After Hours Urgent Needs: Dr. Molly and Dr. Hutchinson rotate after hours coverage. If you have an urgent issue, you may call (**not text**) the after-hours line (949-514-4429) and the doctor covering will do their best to return your call within 1 hour. If you are experiencing a severe problem it will be better to call “911” or go to the Emergency Room. Do NOT call the after hours line during regular business hours as it will go unanswered. During business hours it is better to call our regular office number (949-861-8717) for urgent issues.

Office Hours: Current office hours are as follows:

Mondays: 8:30 am-5 pm

Tuesdays: 8:30 am-5 pm

Wednesdays: 8:30 am-5 pm

Thursdays: 9:30 am-5 pm

Fridays: CLOSED

Saturdays: 9 am-12: 30 pm Two Saturdays per Month (on average)

CLOSED FOR LUNCH FROM 12:30 – 1:45 PM MONDAY thru THURSDAY

Holiday Schedule:

Closed Wednesday Afternoon 11/22 to Monday 11/27 Morning

Closed Friday 12/22 to Tuesday 1/02/18

Feel free to call us if you have questions about our office policies. We look forward to continuing to provide quality care for our patients. Suggestions, comments, and criticisms will be taken seriously.

Sincerely,

Susan Hutchinson, MD

Molly Rosknecht, DO, MPH

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