

## Multiple Sclerosis (MS) Clinic

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**The hospital's phone number is a blocked number.  
If your home phone does not allow blocked callers,  
please call us to provide an alternative phone number.**



**MS Clinic Nursing Response Line  
Monday to Thursday, 9 am to 1 pm  
905-521-2100, ext. 79200**

- All appointments in the MS Clinic are booked ahead of time. We are not able to see you if you do not have an appointment. Please call the Nursing Response Line listed above if you need to speak to a nurse.
- Your MS doctor will determine how often you need to visit the MS Clinic. We will mail you a letter with the appointment information well ahead of time. You may need to come back for a number of visits depending on your condition.
- Ask your family doctor to complete any health insurance benefits and disability forms.
- To book or change an appointment, please call the MS Clinic booking line at 905-521-2100, ext. 44667.
- For copies of your tests or doctor's notes, contact the Health Records Department Release of Information line at 905-521-2100, ext. 46769.
- Ask your pharmacy to fax us at 905-577-1455 if you need to renew any prescriptions given to you by the MS Clinic. Contact your pharmacy at least 5 days before you are out of medication.
- If you need to reschedule a test such as an MRI or Evoked Potential, contact the hospital or lab that is doing the test to reschedule.

You will also need to call the MS Clinic booking line at ext. 44667 to tell us of the change. We may have to reschedule your visit to the MS Clinic.

## Average wait times

Service, test or treatment	Average wait times
MRI (Magnetic Resonance Imaging)	2 to 4 months
Completed forms and letters	2 to 3 months
Follow-up visit or telephone call with the nurse to discuss your treatment options.	1 to 2 months
Approvals for funding of medications (such as Exceptional Access Program, private health insurance determinations)	2 to 3 months
Start of your treatment	2 to 3 months
Evoked Potential	2 to 6 months
EMG (Electromyograph)	3 months

Fax your completed insurance forms to the MS Clinic at 905-577-1455, or mail to:

MS Clinic  
Hamilton General Hospital  
Neurosciences Ambulatory Clinic (NAC)  
1 East  
237 Barton Street East  
Hamilton ON L8L 2X2

## Questions about your care?

Call the MS Clinic Nursing Response Line to speak with a Registered Nurse if you have questions about your care. We will return your call within 24 to 72 hours.