

Oxford University Hospitals **NHS**

NHS Foundation Trust

Department of Neurology

# Neuromyelitis Optica (NMO) Advice Line Service

Information for patients



Tel: 01865 231 905

Email: [nmo.advice@ouh.nhs.uk](mailto:nmo.advice@ouh.nhs.uk)



# What is the NMO Advice Line Service?

This is a telephone or email support service for Neuromyelitis Optica (NMO) patients in the South of England. It allows you to contact a member of the NMO clinical team with any concerns or questions you have.

## When to use the NMO Advice Line Service

Please contact us if you:

- have concerns or questions about your symptoms
- are experiencing side effects or reactions which you feel may be caused by the medication prescribed for your NMO
- suspect you may be experiencing an NMO relapse
- have questions about the management of your NMO.

Your NMO nurse may ask you to leave messages with specific information to help with your ongoing care and support.

**This is not an emergency service.**

**If you need urgent medical advice please contact your GP or go to the nearest Emergency Department (A&E).**

# How does the NMO Advice Line Service work?

You can access the NMO Advice Line Service via telephone or email.

If you telephone please leave a message on the answerphone.

Telephone messages and emails will be checked Monday to Friday 9.00am - 4.00pm.

We will try to contact you the same day.

If this is not possible, we will try to contact you the next working day.

# What should you include in your message?

**If you telephone us**, please include:

- your full name
- your date of birth or hospital number (this will be printed on the top of any letter you have received from the hospital)
- a telephone number where we can contact you; if this is a work number we will not leave a message other than our name
- a brief reason for your call.

**If you email us**, please include:

- your full name
- your date of birth or hospital number (this will be printed on the top of any letter you have received from the hospital)
- details of your question or concern.

We may need to speak to you to discuss your concern, so please leave a contact number if possible.

# Who may use the NMO Advice Line Service?

This service is for people with Neuromyelitis Optica.

Your relatives may also call or email, but will only be given general guidance about NMO unless we have your specific permission to speak to them.

Your GP and other healthcare professionals, such as District Nurses, can also use this service.

You may telephone or email us.

Tel: **01865 231 905**

Email: **nmo.advice@ouh.nhs.uk**

Website: **www.nmouk.nhs.uk**

If you telephone via the hospital switchboard you may not be connected to the right number.

If you have not heard from us within 48 hours (excluding weekends) please call again:

Tel: **01865 231 905**



If you have a specific requirement,  
need an interpreter, a document in Easy Read,  
another language, large print, Braille or  
audio version, please call **01865 221 473**  
or email **PALSJR@ouh.nhs.uk**

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