

## Clinical & Administrative Support Contact List

### UK Clinical Care Support

CLINIC LEADERSHIP	CONTACT	EMAIL	PHONE
KNI Practice Manager	Rebekkah Cohelia	<a href="mailto:Rebekkah.Cohelia@uky.edu">Rebekkah.Cohelia@uky.edu</a>	562-2469
KNI Nursing Manager	Stefanie Stephens	<a href="mailto:stefanie.cohen@uky.edu">stefanie.cohen@uky.edu</a>	562-2841
KNI Senior Patient Serv Coor	Brandi Clem	<a href="mailto:Brandi.Clem@uky.edu">Brandi.Clem@uky.edu</a>	218-3011
Max & Frankfort Practice Manager	Holly Dye	<a href="mailto:Holly.Dye@uky.edu">Holly.Dye@uky.edu</a>	323-2891
Neuro-Ophth Practice Manager	Philip Moss	<a href="mailto:Philip.moss@uky.edu">Philip.moss@uky.edu</a>	
Access Center Manager	Ginger Robinson	<a href="mailto:ginger.robinson@uky.edu">ginger.robinson@uky.edu</a>	218-3035
Access Center Team Lead	Andrew Channer	<a href="mailto:ajchan1@email.uky.edu">ajchan1@email.uky.edu</a>	323-2021

KNI SCHEDULING SUPPORT	CONTACT	EMAIL	PHONE
Urgent Patient Scheduling – Child	Michelle Cheek or Kaitlyn Casey	<a href="mailto:mgchee2@uky.edu">mgchee2@uky.edu</a> or <a href="mailto:Kaitlyn.casey94@uky.edu">Kaitlyn.casey94@uky.edu</a>	218-1874 562-1891
Urgent Patient Scheduling – Adult	Mickey Jo Harris	<a href="mailto:mifult2@uky.edu">mifult2@uky.edu</a>	218-5012
Urgent Patient Scheduling – Psych	Clara Southwood	<a href="mailto:clara.southwood@uky.edu">clara.southwood@uky.edu</a>	218-5024
Scheduling Errors	Kenneth Russell	<a href="mailto:kenneth.russell@uky.edu">kenneth.russell@uky.edu</a>	
OTHER KNI SUPPORT NEEDS	CONTACT	EMAIL	PHONE
New Patient records, Referrals, Images	Cathy Carpenter	<a href="mailto:CatherineCarpenter@uky.edu">CatherineCarpenter@uky.edu</a>	218-0026
Scanning patient records	Allison Smith	<a href="mailto:allison.smith@uky.edu">allison.smith@uky.edu</a>	218-5015
Telehealth Registration	Sylvia Lyvers	<a href="mailto:Sylvia.Lyvers@uky.edu">Sylvia.Lyvers@uky.edu</a>	218-5444
EEG/EMU scheduling	Micah Philpot	<a href="mailto:micah@uky.edu">micah@uky.edu</a>	218-3008

OTHER UK CLINIC SUPPORT	CONTACT	EMAIL	PHONE
Maxwell & Frankfort	Monica Perez	<a href="mailto:mhpe229@uky.edu">mhpe229@uky.edu</a>	323-0835
Neuro-Ophthalmology	Madison Enzweiler	<a href="mailto:Maen22c@uky.edu">Maen22c@uky.edu</a>	218-5077

### Neurology Department Support

DEPARTMENT LEADERSHIP	CONTACT	EMAIL	PHONE
Service Line Administration	Matthew Stowe	<a href="mailto:Matthew.stowe@uky.edu">Matthew.stowe@uky.edu</a>	323-2375
Department Administration	Rikki Maher	<a href="mailto:Rikki.maher@uky.edu">Rikki.maher@uky.edu</a>	218-5044
Clinical Administration	Emily Rogers	<a href="mailto:Easc225@uky.edu">Easc225@uky.edu</a>	562-2716

DEPARTMENT CLINICAL SUPPORT	CONTACT	EMAIL	PHONE
Child Neurology - commission clinics	Kim Osborne	<a href="mailto:KimOsborne@uky.edu">KimOsborne@uky.edu</a>	218-5011
Adult Neurology - contract clinics	Danielle Gilchrist	<a href="mailto:danielle.gilchrist@uky.edu">danielle.gilchrist@uky.edu</a>	218-2697
KNI Patient Forms & Letters	Gregory Larmour	<a href="mailto:Gregory.larmour@uky.edu">Gregory.larmour@uky.edu</a>	562-3022
Credentialing & Provider schedules	Paige Sawyer	<a href="mailto:paigesawyer@uky.edu">paigesawyer@uky.edu</a>	859-797-5578
Other Administrative Support	TBD		
BUSINESS & ADMINISTRATIVE	CONTACT	EMAIL	PHONE
Travel, Meetings, & Memberships	Connie Chilton	<a href="mailto:Connie.chilton@uky.edu">Connie.chilton@uky.edu</a>	323-4485
Business Process & Transactions	James Younce	<a href="mailto:James.younce@uky.edu">James.younce@uky.edu</a>	562-3375

# Clinical Support FAQ

## Whom should I contact if I need to schedule a patient urgently?

- Child Neurology – Michelle Cheek [[mgchee2@uky.edu](mailto:mgchee2@uky.edu); 8-1874]
- Adult Neurology – Mickey Jo Harris [[mjful2@uky.edu](mailto:mjful2@uky.edu); 8-5012]
- Neuropsych – Clara Southwood [[clara.southwood@uky.edu](mailto:clara.southwood@uky.edu); 8-5024]
- Maxwell/Frankfort – Monica Perez [[Mhpe229@uky.edu](mailto:Mhpe229@uky.edu); 3-0835]

## Whom do I contact about scheduling mistakes?

- With KNI patient(s), contact Kenneth Russell [[kenneth.russell@uky.edu](mailto:kenneth.russell@uky.edu)]
- With provider (lightning bolt) schedule, contact Paige Sawyer [[paigesawyer@uky.edu](mailto:paigesawyer@uky.edu)]
- Large or urgent problem, contact Rebekkah Cohelia and/or Emily Rogers.

## How do submit leave - vacation, holidays, sick leave, or travel?

- All faculty and providers should submit their leave using the [Neurology Schedule Change Request](#) form. We cannot process email or verbal requests.
- Faculty and providers should arrange for and list coverage plans for any resident or outreach clinic or service effected by their planned leave.

## How do I submit a trade of scheduled service weeks or other change to my clinical schedule due to other work obligations?

- All schedule changes that impact clinic schedules or patients should be submitted using the [Neurology Schedule Change Request](#) form. We cannot process email or verbal requests.
- Faculty and providers should arrange for and list coverage plans for any resident or outreach clinic or service effected by the trade or other schedule change.

## How will the clinic ensure needed records will be obtained in advance of the scheduled clinic visit?

- The clinic employs dedicated staff to contact referring providers/patients and facilitate acquisition of their records before their scheduled visit. Providers may contact Cathy Carpenter [[CatherineCarpenter@uky.edu](mailto:CatherineCarpenter@uky.edu); 8-0026] if they have any questions or concerns about obtaining records prior to patient visits.

## How do we confirm patient appointments or remind them of their appointments to avoid no shows?

- KNI employs televox to provide reminder calls and texts, as well as messages in MyChart, to ensure patients know the time and location of their appointments and, to the extent possible, confirm their intention to keep their appointment. Please contact Rebekkah Cohelia [[Rebekkah.Cohelia@uky.edu](mailto:Rebekkah.Cohelia@uky.edu); 2-2469] if you have concerns about the reminder process.

## Who will assist in preparation of forms or letters for patients?

- All forms are being handled by the clinic. Reach out to Gregory Larmour.

## Who will sort mail and send to patients?

- Connie Chilton and/or Pam Perry will sort mail each day and put any critical email at the physical office of each provider. Faculty and providers are expected to check their mailbox regularly.
- Connie Chilton will provide primary support for mail to patients from faculty and providers

**Who will assist with scheduling meetings (using Outlook)?**

- Kim Osborne will assist with scheduling meetings in Child Neurology.
- Connie Chilton will assist with scheduling meetings in Adult Neurology.

**How do I renew my professional memberships or start a new professional membership?**

- Email [Connie.Chilton@uky.edu](mailto:Connie.Chilton@uky.edu)

**How do I arrange for travel to conferences, seminars, and other official travel?**

- Email [Connie.Chilton@uky.edu](mailto:Connie.Chilton@uky.edu)

**How do I request reimbursement for travel expenses?**

- Email [James.Younce@uky.edu](mailto:James.Younce@uky.edu)

**How do I request the purchase of items for programs or my own work use?**

- Clinic-based items: Email [Rebekkah.Cohelia@uky.edu](mailto:Rebekkah.Cohelia@uky.edu)
  - All Patient Care items including brochures/pamphlets
  - Clinical staff purchases such as office supplies, business cards, envelopes, lab coats.
- Departmental-based items: Email [James.Younce@uky.edu](mailto:James.Younce@uky.edu)
  - Departmental staff purchases such as office supplies, business cards, envelopes, lab coats.