What is the National Parkinson Foundation's 1-800-4PD-INFO Helpline?

1-800-4PD-INFO (473-4636) is an extension of the National Parkinson Foundation's well established education and outreach initiatives, which already include: Allied Team Training for Parkinson, a premier web site for Parkinson's-related information, NPF publications, conferences, webinars, and the National Parkinson Care Network.

People with Parkinson's disease, their families, friends and health care providers are invited to call to receive current and up-to-date information about Parkinson's disease generally, emotional support, and referrals to health professionals and community resources. A wide variety of helpful publications are also available for order.

When is the Helpline open?
The Helpline is open Monday through Friday from 9:00 a.m. to 5 p.m. eastern time. You can also email us at helpline@parkinson.org at any time.

Who will I be talking to if I call 1-800-4PD-INFO?
Compassionate, trained Parkinson's disease information specialists from varied allied health professional backgrounds staff the Helpline.

What makes the NPF Helpline unique?
The NPF Helpline is unique because it is staffed by highly-trained specialists who are bilingual in English and Spanish.

What are my options when I dial 1-800-4PD-INFO?

- Press 1 or stay on the line to speak to a Parkinson's information specialist in English.
- Press 2 to speak with Donor Services.
- Press 3 to speak with a Parkinson's information specialist in Spanish.

What kind of general information is provided?
General information about diagnosis, treatment, activities of daily living, caregiver concerns, research, clinical trials, advanced Parkinson's disease, fitness, speech and swallowing, coping, medications, and many other topics.

What kind of referrals can Parkinson's disease information specialists provide?
Parkinson's disease information specialists can search the National Parkinson Foundation database for NPF Centers of Excellence, health professionals with training in Parkinson's disease, National Parkinson Foundation chapters, and support groups in your area.

Does the National Parkinson Foundation provide financial assistance?
While NPF does not provide financial assistance, Parkinson's disease information specialists can provide referrals to organizations that may be able to help you with financial assistance for medication, transportation, basic needs, and respite care/nursing home. Parkinson's disease information specialists can also provide information about various government social service programs that you may qualify for.

How long will I have to wait to speak with a Parkinson's disease information specialist?
Most of the time, our information specialists are waiting for your calls and will pick up right away. Occasionally, all the lines will be busy and there may be a brief wait to speak with someone. If there may be a delay, you will be prompted with information about how to leave a message so that we can call you back. Leave a message with your name, phone number, the best time to reach you, and your time zone. You can also email us at: helpline@parkinson.org. We will return your message as soon as possible.

You may also be able to find the answer to your question at the following links:

• Our free **publications** are available to download or order at: www.parkinson.org/books or in our broader Parkinson's disease library at: www.parkinson.org/library.

• Post questions on our online **forum** where doctors and other health care professionals as well as other caregivers or persons with Parkinson's disease can respond.

• Find **local resources**, such as support groups or health professionals, in your area at: www.parkinson.org/search.

Disclaimer:
Please be aware that while we are happy to discuss with you any issue, calling our helpline is not a substitute for going to doctor. When making a medical decision, always consult a physician. We stand ready to discuss issues related to PD generally and possible places to go to get care or support, but we can't diagnose or treat PD over the phone. When we offer names of people in your area, that does not specifically constitute an endorsement of them or the services they offer. NPF does certify certain centers, has affiliated chapters, and offers training to providers, and the Helpline Specialist can help you find one of these if you request it.

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