

APPOINTMENTS FOR ILLNESS

Appointments for sick children are scheduled in the morning and throughout the day to fit into an already existing schedule of well-child exams. If your child is extremely ill, or in severe pain, please indicate this to the office when you call so that appropriate care can be immediately arranged. Because these visits are scheduled as “sick visits” the schedules do not allow for lengthy discussions. If you feel that a “non-emergency” discussion is needed, please allow us to schedule another appointment for you or speak with you on the phone at a mutually convenient time. This allows us the opportunity to give adequate time to these important issues. Illnesses such as an ear infection, sinusitis and strep throat ***cannot*** be diagnosed over the telephone, therefore, we can not prescribe antibiotics without first seeing your child. For a sick call appointment, call 371-8000, ext. 2225

TELEPHONE ADVICE

Many problems do not require an office visit and can be handled via the telephone. Our nurses are highly skilled, knowledgeable professionals and have been thoroughly instructed in our protocol for patient care. They can answer many of your telephone questions. For a special problem they will consult with the doctor and return your call or have the doctor call you if needed. You should receive a call back within a reasonable length of time, generally one hour.

If you feel your child needs to be seen, call the office number, 371-8000 ext. 2225.

EMERGENCY AND AFTER HOUR CALLS

A physician is always available after hours to take your call. We ask that you limit after-hour calls to **urgent** concerns. Your call will be received by our answering service. The staff of the answering service are not medical personnel, therefore they cannot give medical advice or make medical judgment. They can only receive your call and transmit it to us. If your call is an urgent one, please indicate this to the answering service at the time of your call so that they may contact us immediately. If your call is not an emergency call but cannot wait until routine office hours, the service will contact the physician on-call who will call you back within one hour. Please be sure that your caller-ID and/or private number block is turned off. **To deactivate this, press *87, and to reactivate press *77.** If you do not receive a call back within one hour, please call the office again.

Colds, earaches, sore throats, constipation, vomiting and diarrhea without signs of dehydration are causes of discomfort to your child and distress to you as parents. They are not, however, emergencies and are best handled with symptomatic treatment until morning. ***Medications are NEVER prescribed over the telephone.***

In the event that you feel that a problem is life threatening we ask that you proceed to the nearest Emergency Room. The physician on duty in the Emergency Room will notify our office.