

CONTACTING THE DOCTOR AFTER HOURS

Hanover Pediatric Associates physicians are “on call” for emergencies for multiple locations. We are on call for the emergency room , C-sections, sick newborns, pediatric in-patients and for parent calls that cannot wait until normal business hours. Depending on the circumstance, we may not be able to return your call right away. **If your child cannot wait 30 minutes to one hour for a call back from our on-call physician, then you NEED to call 911 or go directly to the Emergency Room.**

If we do not return your page in 30 minutes, page us again. If we do not return your page for another 30 minutes (one hour total) then go directly to the Emergency Room. Follow all of the instructions on our message when you call our office number after hours. When you page our office, you have to punch in your telephone number from your telephone keypad. Our system does not accept spoken messages, so do not speak into the phone.

Most things can wait until office hours. Conditions such as constipation and diaper rash, although bothersome, can usually wait until the office reopens. Ear pain or a sore throat can also wait a day until the office reopens, however if there is a fever you should call us. You can also give Tylenol or Motrin.

Fever in itself is not an emergency except in infants under the age of two months. **A temperature of 100.4 or more may be an emergency if your child is under two months of age, therefore, page us or go directly to the Emergency Room.** For older infants and children, you can give Tylenol or Motrin if they are irritable. If they are still irritable after medication, then page us. If they are not fussy with the fever you do not have to give any medications. If your child’s temperature is over 104 rectally, then page us or go to the

Emergency Room. The fever will not harm your child but we may need to try and figure out what is causing the fever, sooner vs. later.

We are available for you and your child. If you need a medication dosage, please page. If you are uncomfortable with your child's symptoms and you need reassurance, then please page us.

Revised 3-1-2010