

# HANOVER PEDIATRIC ASSOCIATES, P.C.

## INFORMATION ABOUT OUR OFFICE TELEPHONE POLICY

### EMERGENCY CALLS

- Call 911 for life threatening emergencies. This includes child's inability to breathe, severe choking, unconsciousness or seizures.
- Call the office for minor emergencies such as dehydration, wounds that require sutures or fractures. When you call in, state clearly, "This is an emergency."
- For poisonings, call the poison control center at 1-800-222-1222.

### CALLS ABOUT SICK CHILDREN DURING OFFICE HOURS

- We see sick children **by appointment only. This includes siblings.**
- If your child is sick, call ahead for an appointment. Keep in mind that 8:00 to 10:00 AM is the busiest time for phone calls. If waiting is an option, call after 10:00 AM.
- All medical calls are screened by specially trained staff members who have been trained to make decisions about which patients need to be seen by the doctor and how to provide home care for those children who do not need to be seen.
- The telephone staff will take a message for the physician in the event that they can not help you. The physicians make every effort to answer messages in a timely manner and to have a staff member return your call as soon as possible. Physicians answer messages between appointments, so if the office is very busy the call back time may be delayed. Patients requesting to speak directly to the physician will be called back during a break in the physician's schedule or at the end of the day. **Remember that mornings are always the busiest.**
- **Have the following information available: symptoms, chronic diseases, temperature, child's weight, medications, and your questions.**

### WORKING PARENTS WITH SICK CHILDREN

- Make sure your child care provider alerts you as early as possible to the fact that your child has become ill. We will not allow a child care provider, grandparent, etc. to make an appointment unless an emergency authorization is on file in your child's chart. We can not discuss any patient in any manner with someone other than the parent or guardian unless a signed authorization is on file.
- If you think your child may need to be seen that same day, call the office as soon as possible.

### WELL-CHILD QUESTIONS AND PRESCRIPTION REFILLS

- We are happy to provide you with health information on a wide variety of topics.
- Most prescriptions will be electronically communicated to the pharmacy. Some prescriptions, such as those for ADHD, will need to be picked up in person. Do not wait until the prescription runs out before calling for the re-fill. Some medications will only be re-filled after an appointment with a physician. Be aware if your child is taking one of those.
- The best time to call is early afternoon. For your convenience you may leave prescription re-fill information on our prescription re-fill line, by pressing option 4. We ask for 48 hours notice for all refill and prescription requests.

## **AFTER HOURS CALLS**

- After hour calls are for urgent problems that can not wait until the morning.
- **911 should be called for true emergencies.**
- Calls about mild illness can usually wait until the office reopens in the morning.
- Calls about routine appointments and billing questions must wait until normal business hours.
- The after hours telephone message will provide instructions on how to reach the physician on call. Call the number provided on the recording and then enter you phone number-**all 7 digits**- when prompted by the beep, then hang up. The physician on call will answer your page within 15-30 minutes. If you do not get a response within 15-30 minutes, try again. If your page doesn't get answered, call Hanover Hospital at 637-3711 for assistance.
- For urgent problems on a weekend or holiday follow the same procedure as noted above.
- Do not leave a message, as our telephone system does not allow this and your call will not be returned.

Revised 9-21-10