

HANOVER PEDIATRIC ASSOCIATES, P.C.

INFORMATION ABOUT OUR TELEPHONE POLICY

EMERGENCY CALLS:

- Call 911 for life threatening emergencies. This includes a 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, 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 am to 10:00 am is the busiest time for phone calls. If waiting is an option, call after 10:00 am. The Patient Portal can be used to request an appointment, however if the medical need is urgent, it is better to call the office directly.
- 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 cannot help you. The physicians will 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 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 cannot 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. Do not wait until the prescription runs out before calling for a re-fill. Some medications will only be re-filled after an appointment with a physician. Be aware if your child is taking one of these.
- 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 prescription and re-fill requests. Prescription requests can also be made via the Patient Portal. The turnaround time is generally less than three business days.

AFTER HOURS CALLS

- 911 should be called for life threatening emergencies
- After hours calls are for urgent problems that cannot wait until morning.
- Calls about mild illness can usually wait until the office reopens.
- Calls about routine care and billing questions must wait until normal business hours or you can choose to use the Patient Portal.
- Weekday after- hours calls will go directly to our nurse triage center. Please see "Contacting the Physician After -Hours" for more information about the nurse triaging center and when to page.