



Phone Calls

If you have a question or need advice, call during office hours and a nurse or physician will assist you. Occasionally we may ask to call you back, this means the nurse wishes to confer with a physician regarding your question. For illness, it is best to call the office in the morning. This way, if the nurse (as per the doctor's instruction) recommends that we see the child, there will be adequate time to do so during office hours. With better facilities for examination and possible need for laboratory tests and/or X-ray we feel it is much better to see the child during office hours whenever possible. Please, also remember, it is very difficult to make a diagnosis over the phone, and if there is any doubt as to whether or not the child needs to be seen, it is wiser to avoid guessing what is wrong over the phone.

For non-emergent problems, please do not expect us to interrupt a patient who is in the office. If the nurse cannot help you, we will call you back. If everyone adheres to this principle, you too can, and will get our undivided attention when you are in the office. Kindly do not expect us to see two children in the time allotted for one. This backs up our appointments and is unfair to the patients who follow. If an additional child needs to be seen, call us ahead so that we can change our schedule. This avoids undue waiting for other patients as well as your children. Additionally, if an appointment cannot be kept, please notify the office in advance.

In order to make phone calls more satisfactory and valuable, please:

1. Write out your questions - be brief and to the point.
2. Please have a pencil and paper ready to write down any instructions.
3. Please have your drug store's phone number available in case a prescription is needed. Please look up the number before calling us.
4. Prescription refills should be requested during regular office Monday through Friday, 8:00 a.m. – 5:00 p.m.
5. When calling in reference to your bill or an insurance question, please state that this is the nature of your call so that you can be directed to the proper person without having to hold for several minutes.

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