



## Telephone Tips



### •Emergency Calls (Day or Night)

Call **911** (emergency medical services) for life threatening emergencies in which your child may require resuscitation (for example not breathing, choking severely, unconscious or having seizures). For poisonings call the poison control center **1-800-222-1222** (Nationwide number)

### •Minor Emergency Calls:

Call our office number **847 382-PEDS (7337)** for minor emergencies such as difficulty breathing, wounds that need suturing or fractures. We can assess where you need to go to be treated.

### •Sick Children Calls:

We see sick children by appointment. Our office hours are:

**Monday-Friday: 9:00 AM - 5:00 PM Tuesday: 9:00 AM - 7:00 PM (please call before 5:30 PM for an appointment)**

**Saturday: 9:00 AM - 12:00 PM \*some additional hours for sick visits may be available during the winter**

Call us about sick children during **early morning office hours** if you think your child needs to be seen that day. All calls are screened by our staff who have been trained to help you make decisions about whether you need to be seen and help you with providing home care for children who don't need to be seen. If the nurse can't help you she may ask the doctor or nurse practitioner to decide whether your child needs to be seen. If the nurses are busy, we will take a message and call you back as soon as we are able. Try to keep your line open. Keep in mind that our phones are busiest first thing in the morning.

We try to accommodate children who need to be seen after school or day care. Make sure your baby-sitter or day care center understand that they should call you as soon as possible if your child becomes ill. If you think your child needs to be seen please call us as soon as possible so that we can see you that day.

### •Well Child Questions:

We can provide you with information or answer questions you may have about well children. Please call about behavior questions or other well child issues during weekday office hours after 10:00 AM.

### •Prescription refills:

We will refill prescriptions to pharmacies only during office hours. We need to have your child's chart to check on dosages and status. Please have the phone number of your pharmacy ready and know what times the pharmacy is open. Also have a 24 hour pharmacy number available.

### After Hours Calls:

We are here to answer your questions. It is best if you can call us when we are in the office since we have access your child's chart. However, if you have an emergency or an urgent problem that can't wait or if your child becomes ill or injured after hours we do have a 24 hour answering service. You can call our office number at: **847 382-PEDS (7337)**

Your calls will be answered by voice mail first. If your call is urgent press **0** at anytime during the message and the answering service operator will take your call and page the doctor. Page the doctor only when you have an emergency or other urgent illness that needs an **immediate** response. The doctor will return your call within 15-20 minutes. If you have had a doctor paged and you do not receive a call back within 30 minutes please call again. The doctor may not have received your page.

If your call is not urgent but it is something that cannot wait until the office is open, press **1** and leave your name, number and a brief message. **Please speak slowly** when giving your name and number. The doctor checks regularly for these messages until 9:00 PM and will usually return your call within 1-2 hours. Please give only the number where you can be reached and try to keep the line open. If you leave a number that is not your home telephone number please indicate that in your message. If you do not get a response in 3-4 hours it may be because you did not leave a number or the doctor was not able to hear the number clearly.

### Please have the following information available when you call:

- Your child's main symptoms
- Your child's temperature and how you measured it.
- Your child's approximate weight
- chronic diseases, illnesses or health problems
- Try to have your child nearby in case you need to check on his/her condition.
- The names and dosages of any medications your child is taking.
- Your questions and concerns
- Pen and paper to write down instructions.
- Your pharmacy's phone number and their hours and a 24 hour pharmacy number.

**\*If you are going out of town, please check with your insurance about procedures for out of area emergencies\***