



## 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)

### •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 - 6:00 PM (please call before 3 PM for an appointment)**

**Saturday: 9:00 AM - 12:00 PM - We take a lunch break from 1:00-2:00 PM**

Call us about sick children during **the 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 an 24 hour answering service. You can call our office number at: **847 382-PEDS (7337)** Your call will be answered by the answering service operator who 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 an emergency page 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 emergency page.

Please speak slowly when giving your name and number.

Please give only the number where you can be reached and keep the line open.

### 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 hours and a 24 hour pharmacy number.

Pharmacy Phone # \_\_\_\_\_

24 Hour Pharmacy # \_\_\_\_\_

Address of Pharmacy \_\_\_\_\_

Address of Pharmacy \_\_\_\_\_

Pharmacy Hours \_\_\_\_\_

**POISON CONTROL : 1-800-222-1222**

**\*\*If you are going out of town, please check with your insurance for emergency care and coverage \*\***

**\*\*Know where you can go to get treatment should your child get sick \*\***



## Some Common Illnesses

### COVID:

If your child has been exposed to COVID, you suspect COVID, or have a child with symptoms

- Call earlier in the day so that we schedule an appointment to see your child and test (quick test and/or sent to a lab) for COVID.

Seek immediately medical care if your child is having trouble breathing, or chest pain.

### URI:

Upper respiratory infection is known more commonly as a cold. A cold runs its course in 7-10 days.

- Call during office hours if your child is extremely fussy, not sleeping well or if symptoms persist.

### Fever:

If your child is under 3 months and has a temperature over 100.4 call our office

847-382-7337 (24 hour answering service).

If over 3 months: Give acetaminophen (Tylenol) for fever relief if your child is uncomfortable.

If the fever is over 102.5 and your child is over 6 months old you may use ibuprofen for better relief. You may also use a tepid bath or wrap your child in wet body temperature towels. As the water evaporates it will cool your child off. Make sure the water is not too cold to avoid making your child shiver. Dress your child lightly so that they don't get over heated.

- Call during office hours if the fever persists with no other symptoms.

### Ear Infections:

If your child complains of ear pain you may try Tylenol, add some decongestant to unstuff them and try a warm compress near the ear. Many ear infections are viral and will usually resolve without antibiotics.

- Call during office hours if the pain persists for more than a day or so. We need to see these children to make a definitive diagnosis.

### Swimmer's Ear

This is an infection of the ear canal. It hurts when the ear is touched and is usually seen without fever.

- Call during hours for an appointment.

### Pink Eye (Conjunctivitis):

There is a discharge, and the eyes are crusty and shut in the morning or after a nap. He/she has pinkish eyes that are irritated and swollen.

- Call during office hours (some visits can be done as a telemed)

### Vomiting and/or diarrhea:

If you have an infant or observe signs of dehydration such as dry mouth, greatly decreased activity and no urine within a 12 hour period call our office (24 hour answering service).

Otherwise, for vomiting, small sips of clear liquids (Pedialyte is best). If tolerating clear liquids may progress to bland solids.

For diarrhea - encourage plenty of fluids, and more of the binding foods (Bananas, rice, applesauce and toast) as well as bland solids.

### Sore Throat:

If your child has cold symptoms along with a sore throat, you can monitor as with a cold.

- Call during office hours for an appointment if the sore throat is accompanied by swollen glands, headache or stomachache and fever, has a rash along with the sore throat, especially if there was a known exposure to strep within the previous week.

### Diaper Rash:

This is usually due to irritation from urine and stool. Keep the area clean, change the diaper frequently and expose the area to air. Avoid wipes and rinse gently with some warm water instead. Use diaper rash cream with every diaper change.

- Call during office hours for an appointment if symptoms persist.

### Constipation:

Is usually associated with hard, infrequent bowel movements or has a difficult time, or pain or blood when passing a stool. For infants, offering 1-2 ounces of additional water between feedings can help. For older babies and children increasing fruits and vegetables along with more fluids should help.

- Call our office during hours for more suggestions if the constipation continues.

### Pediatric Care, P.C.

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