



ABOUT OUR OFFICE

EMERGENCY CALLS (DAY OR NIGHT)

Call 911 (emergency medical services) for life threatening emergencies in which your child may require resuscitation (your child is not breathing, is choking severely, is unconscious, has uncontrolled bleeding, or is having seizures, for example.)

*Call our office for non-threatening emergencies such as trauma, difficulty breathing, (wheezing), wounds that might need suturing, possible fractures, rectal temperatures of 100.4 or higher in an infant under 2 months of age (except after an immunization.) The phone number is (847)296-8127.

*For poisoning or medication overdoses, call The Poison Control Center at (800)222-1222.

CALLS ABOUT SICK CHILDREN DURING OFFICE HOURS

We see sick children by appointment only. The phone number is (847)296-8127.

Our office hours are:

Mondays & Tuesday s – 8:30 am to 7:15 pm
Wednesday s –Friday s – 8:30 am to 4:30 pm
Saturday – 9:30 am to 12:30 pm
Sunday - Closed

*If your child is sick and you want the doctors to see him/her, call ahead for an appointment. Try to call about sick children during the early morning office hours. Telephone triage nurses make appointments for patients who need to be seen by the doctor. They also advise on home care for children who don't need to be seen. If necessary the clinician will consult a physician and call you back.

**If the office staff is busy, you can leave a message. While waiting for a callback, try to keep your line open. If your call isn't returned within 60 minutes, call again. In general we try to return calls within 15 minutes. Keep in mind that Monday mornings and afternoons after 3pm are our busiest times.*

NIGHTTIME (AFTER-HOURS) CALLS

After office hours, call us for emergencies or urgent problems that can't wait until morning. Calls about mild illnesses can usually wait. We need to keep the line open at night for urgent calls. After office hours your calls will be received by our answering service and transferred to the physician on call. The doctor will usually return your call within 60-90 minutes. If you do not receive a callback within 1 ½ hours in a non-emergency situation please call back.

*Please keep in mind that the doctors may not have access to the patients' medical records when the office is closed.

Non-emergency early morning phone calls (6:00am -8:30am) disrupt hospital rounds. Please place those calls when the office reopens at 8:30am.

WEEKEND AND HOLIDAY CALLS

If your child becomes ill or is injured during a weekend or holiday, call our answering service. If possible, call before noon so we can plan the day. Please limit the call to emergencies or other urgent problems that can't wait until the office reopens.

WORKING PARENTS WITH SICK CHILDREN

We keep appointments open during the day for sick children who need to be seen. Make sure your baby-sitter or day-care center understands that they should call you ASAP if your child becomes ill.

WELL-CHILD QUESTIONS

We are happy to provide you with the health information you need to be an informed parent. Please place calls about behavior questions, well-child nutrition, toilet training, or constipation issues during the weekday office hours. The best time to call is usually early afternoon, when our phones are least busy.

PRESCRIPTION REFILLS

We phone in prescription refills only during office hours because we need to have your child's chart handy to check on dosages, allergies, and disease status. Plan ahead so you don't run out of important medicines. Always have the phone number of your pharmacy handy when you call the office.

PLEASE HAVE THE FOLLOWING INFORMATION AVAILABLE WHEN YOU CALL (EXCEPT IN EMERGENCIES)

- Your child's main symptoms
- Any chronic disease, health problems, or allergies your child has
- Your child's temperature (if he/she is sick)
- Your child's approximate weight (for calculating drug doses)
- The names and dosages of any medicines your child is taking
- Your pharmacy's telephone number
(for late evening calls, make sure that the pharmacy is open 24 hours)
- Your questions (it is a good idea to write them down)

Always have a pencil and paper handy to take down instructions. Also, have your child nearby in case you need to check something about his/her condition.