

## **Triage Department**

For life threatening emergencies, call 911.

For poisonings, call 1-800-POISON-1.

### **Regular Business Hours**

During regular office hours, routine medical questions are handled by our experienced nursing staff. Stephanie Dusek is our main phone triage L.V.N with the backup of Kristi Vega LVN.

Please call during regular office hours to make appointments and ask routine questions (e.g. feeding questions, diaper rash creams). If the staff is on another line, you may be directed to leave a message.

When calling or leaving a message, please provide the following information:

- Child's name and date of birth
- Pharmacy number
- Child's temperature. If your child is under 6 months, please check the temperature rectally.

Our staff typically returns calls within 30 minutes. On a busy day, morning calls should be returned by lunch and afternoon calls by 5pm. Please call us back if you have not received a call back by either of these times. If you think your child may need to be seen, please call by noon so we are able to work them in.

### **After Hours Calls**

If you feel uncomfortable managing your child's illness through the night, we expect to hear from you. Things that are considered an emergency include:

- a serious accident or injury
- poisoning (call poison control, a free hotline staffed by pharmacy and poison experts 1-800-POISON-1 or 1-800-764-7661)
- bleeding that cannot be stopped
- large cut or gaping wound (must be closed within a limited time)
- significant head injury (go directly to ER if any vomiting or loss of consciousness)
- severe breathing difficulties (including rapid or labored breathing)
- convulsions or seizure activity
- sharp abdominal pain lasting more than 2 hours
- black or bloody bowel movements
- severe diarrhea in an infant
- no urine in over 8 hours in an infant
- fever of 100.4°F taken rectally in an infant under three months of age
- sharp or intense testicular pain
- One of the doctors in our group is available and on call 365 days a year.

Please deactivate anonymous call blocking if you are awaiting a doctor call after hours.