

SGPC After Hours Policy

Kids often are sick after hours. Even if our office is closed, we still offer resources to assist you. The [online KidsDoc Symptom Checker](#), as well as Tylenol (acetaminophen), Motrin (ibuprofen), and Benadryl (diphenhydramine) dosing charts are in the Parent Center on our website for your reference. If you feel your question cannot wait until the office opens, you can call our office number to connect with our answering service.

The answering service will arrange for you to speak with a pediatric phone advice nurse. The pediatric nurses are very well trained to handle after hours calls. It is important to present your reason for calling clearly and succinctly. The nurse will ask you questions. Your child should be with you at the time of the call. You should inform the nurse if your child has any chronic medical problems (i.e. diabetes, congenital heart disease, asthma, autism). The on call nurse cannot make a medical diagnosis over the phone. He/she can only provide limited advice. The nurse may advise that your child be seen at an emergency room if a full evaluation is necessary.

If the nurse has any concerns that require further advice, he/she will arrange to have the SGPC on call provider paged. It may take up to 20 minutes for the provider to call you back. If you feel unable wait, then you should take your child to the emergency room. If you have caller ID block on your phone, it **MUST** be disabled in order to get a return call from the on call provider. Your call will likely be returned from a blocked or toll-free number. If the return call is missed a second attempt will not be made.

If your concern is not an urgent matter and could have waited until the office reopened, a \$20.00 charge for after hour advice may be placed on your child's account. Examples of calls that may result in charges include over the counter medication dosing that is available on our website, attempts to make appointments, requests for forms or school excuses, calls to repeat information given at an earlier time to a different caregiver, second calls to the after hours line after a previous missed return call, requests to send medications to a different pharmacy, or repeat calls after advice has already been given by the nurse or provider.

Please note, we do NOT call in refills of any medications after hours. There are NO exceptions. You must call the office during normal business hours for medication refills. We also do not schedule appointments through the after hours service or provide information to you or other caregivers about your child (i.e. insurance information).