

## APPOINTMENTS

All patients are seen by appointment only. We are open every day of the week except for the major holidays. Our regular office hours are Monday – Thursday from 8:00 AM to 7:30 PM and Friday from 8 AM to 4:30 PM. We are also open on the weekends for emergencies and illnesses only. Our hours on Saturday are from 8:00 AM to 2:00 PM and on Sunday from 1:00 PM to 4:30 PM. Please arrive about 15 minutes early for your appointment to allow time to fill out the necessary paperwork.

There may be times you have to wait in our office. We have no way of knowing for certain in advance how long it will take to see someone. Patients arriving late, bringing a second ill child without telling us or emergencies can throw us off schedule. We make it a priority to try to stay on time. Please be patient with us. We ask that you provide us with at least 24 hours notice if you will be unable to keep your appointment so that we can offer it to someone else.

Routine physicals or well child checks are an important part of your child's health. At each visit, the physician will assess your child's health status and risks, nutrition, sleep issues, behavior, development, social adjustment, and safety and injury prevention. Routine appointment times fill up quickly, so please schedule these visits well in advance. March through August is our busiest time for routine appointments because of school, sports and camp physicals.

We have same-day appointments available for when your child is ill. Please call as early as possible in the day so that we can fit your child in the schedule. Please inform the receptionist if your child has a rash or is a newborn. **PLEASE NOTIFY THE RECEPTIONIST IMMEDIATELY IF THE CALL IS REGARDING AN URGENT CONDITION. IF YOUR CHILD IS IN A LIFE THREATENING SITUATION, PLEASE CALL 911.**

We have phone triage nurses available during regular office hours to answer any questions you may have regarding your child. They are specially trained to answer your questions and work closely with our pediatricians to give you the best advice. They return calls in the order in which they are received unless the call is urgent. After regular office hours, if you have questions or concerns you may contact the specially trained nurses at Telephone Line to Care at 402-219-7777. They can provide you with the information you need or contact our pediatrician on-call if necessary.