

## **TOWN AND COUNTRY PEDIATRICS**

Dr's Bernstein, Wright, Tessler, Ullom, Makar, Kaplan, Vande Guchte  
3838 California Street Suite 111, San Francisco, CA 94118 415-666-1860  
61 Camino Alto, Suite 103 Mill Valley, Ca 94941 415-383-0918  
Fax 415-666-0121

### **OFFICE TELEPHONE POLICY**

The telephone is both a blessing and a curse to the pediatric office. It is a blessing in that it allows quick communication between the physician, patient, staff, and hospital. It is a curse when it overwhelms the pediatric office in sheer numbers of calls preventing the physicians and staff from providing care to the patients in a timely manner. Things are easier when patients understand both the limits of the situation and the appropriate use of the telephone. Please consider the following guidelines for telephone communication with our office:

1. PLEASE CALL EARLY IN THE DAY IF YOU THINK YOUR CHILD MAY NEED TO SEE THE DOCTOR. Calls late in the day sometimes mean you will not be able to be seen in the office the day you call.
2. There are times when the lines will be especially busy, such as Monday morning and the day after a holiday. If your call is about a routine matter, please try calling later in the day.
3. If you are calling about a sick child, please identify your child's full name, date of birth, and physician. Take the temperature before calling the office, (we prefer using a universal digital thermometer). So that when you are connected with the triage, triage will already have some information. After a description of symptoms, triage will either make an appointment for your child or give you instruction on supportive care at home.
4. If the triage cannot answer your questions and you need a return call from the physician, please be sure to give your full name and a number where you will be answering the phone. Our doctors usually return call during lunchtime or at the end of the office day. If physician calls were returned during patient care hours we would fall further behind in seeing patients who are waiting in the office.
5. Some things are not appropriate for the telephone and require setting up conference appointments with your physician. These would include chronic behavioral problems, recurrent illness evaluation, and other such complicated issues. Please call and speak to our triage to see if a consultation is appropriate.
6. Please do not ask the doctor on night or weekend call to prescribe/refill antibiotics or codeine-containing cough preparations.

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7. If you need medical advice during the week in the evening (after 5 pm) or weekend, please call the Pediatric After-hours advice line at (415) 387-9293.

To the Patients and Families of Town & Country Pediatrics

We are pleased to inform you that our office participates in the Pediatric After-Hours Advice line of San Francisco. This group is an after-hours service dedicated to providing quality pediatric care to our patients and their families.

The PAHC urgent care is open from 6:00 PM to 9:30 PM Monday through Friday, and 8:30 AM to 9:30 PM Saturday, Sunday and Holidays for **urgent and ill visits only**.

A pediatric advice nurse will answer call from 5:00 PM to 7:00 AM the following morning, seven day a week.

The after-hours office is located at **3490 Suite California Street Suite #200**. (Enter on Locust) PAHC will provide the following services:

1. Prompt telephone assessment and advice regarding your child's illness.
2. If necessary, your child will be seen by appointment only, in PAHC office by a pediatrician.
3. If your child has severe illness or injury that needs medical or surgical attention in an emergency room, you will be directed to the appropriate facility (**Reminder: If your child is having an emergent, life-threatening problem, dial 911**).
4. A detailed record of the care provided will be faxed to our office the following morning.

Members of our pediatric group and other highly qualified pediatricians on a rotating basis will staff PAHC. When we are not on duty, PAHC will have the ability to contact us if necessary.

If you need medical assistance after our regular office hours, simply call our San Francisco office number (415) 666-1860 or our exchange at (415) 753-4810 and you will be directed to the PAHC nurse or you can call them directly at (415) 387-9293. Calls regarding regular office appointments and prescriptions refills should be made only during our business hours, which are 9 am to 5 pm. Monday thru Friday.

PAHC has been designed with considerable care and attention. It is part of our continuing effort to provide you and your family with timely and high-quality pediatric care.

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