

PPC1 B3
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Providing Clinical Advice Outside Office Hours

If a patient calls for clinical advice when the office is closed, the answering machine will provide the patient/parent a phone number for the answering service. The patient/parent can call the answering service and speak with an operator. The patient/parent can leave a non-urgent message for the doctor's office to be addressed the following business day. Alternatively, they can leave a message for the on-call doctor. The on-call doctor will return non-urgent messages that day at his/her earliest convenience (usually within two hours). Urgent messages will be returned within twenty minutes of receiving the message. For emergency calls, the operator can patch phone calls directly to the doctor on call.