

### After Hours Telephone Calls

If you feel your child is having a life-threatening emergency, promptly call 911 for emergency assistance.

If you feel your child needs urgent medical attention, please call our office phone number, (714) 565-7960 and our answering service will transfer you to one of our Triage Nurses who will gladly assist you.

If it is necessary for you to be seen in an Urgent Care Center or a hospital Emergency Room, our Triage Nurse will assist you in directing you to the appropriate facility.

Please have the name of your insurance company or IPA (St. Joseph Hospital Affiliate Physicians, Monarch or CHOC Health Alliance) available when you call. This will assist us in referring you to a facility that will accept your insurance.

We do not routinely prescribe antibiotics or pain medications over the phone as these medications may mask a more serious problem. It is often difficult to diagnose and treat a child's medical condition over the telephone and we may need to direct you to an Urgent Care Center or Emergency Room for further evaluation and treatment.

We ask that you call during regular office hours for non-urgent problems.

For more information on common illnesses you may wish to consult the following websites.

CHOC Children's Hospital: [www.choc.com](http://www.choc.com)  
Click on "My Child Has A-Z"

Children's Hospital of Philadelphia: [www.chop.edu](http://www.chop.edu)

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