

Acknowledgment of After-hours Paging Policy

Dr. Anne is committed to providing her patients and families **quality medical care everyday and every hour of every day**. Telephone care is just one way that we meet that commitment. By having our physicians on call twenty-four hours a day, seven days a week, you avoid unnecessary emergency room and urgent care visits. **You save time and money.**

Dr. Anne shares pager call with other physicians. The pager number you call changes, depending on who is on call. **To page after-hours, follow this procedure:**

1. Call 972-304-0091.
 - a. Select option 5.
 - b. Note both pager numbers given in the recorded message.
2. Call the first pager number. After the beep:
 - a. Enter your call back number.
 - b. Press #
 - c. Hang up.
3. You should receive a return call within ten minutes. If not, page again and wait ten minutes.
4. If you still haven't received a call back, call the second pager number. You will receive a call back immediately.

Please remember: **paging is meant for urgent medical needs** that cannot wait until regular office hours.

Do not page for non-urgent issues. Examples of non urgent care: medication dosages, requests for appointments, refill requests, or routine medical questions.

For inappropriate calls to the pager, there will be a \$25 charge. This is not a covered benefit. The parent or guardian will be responsible for this charge.

This policy is not meant to discourage you from paging for urgent medical needs.

Signature _____ Date _____
Parent or Guardian