

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.

Dr. Anne is 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.**

To page after-hours, follow this procedure:

1. Call the after-hours number, **972-656-9362**.
2. **Wait ten minutes** for a call-back.
3. If you do not receive a call-back **in ten minutes, call again.**

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.