

## **TELEPHONE TRIAGE ADVICE**

**During office hours:** If calling for medical advice, you will be asked to leave a message for the triage (advice) nurse. If the problem is not urgent, our goal in triage is to return your call within 2–3 hours. Clinical staff are trained and available to discuss problems and concerns you have regarding your child. They follow standard pediatric protocols and will consult with a physician whenever necessary. Some problems cannot be evaluated over the phone, and you will be instructed to schedule an appointment.

**After office hours:** Whenever possible, we ask that calls for medical advice be made when the office is open. Our staff have direct access to your child’s medical record. If an urgent problem arises and you cannot wait for the office to open, please call our After Hours number. Your information will immediately be sent to the call center at WakeMed and a nurse will contact you to offer advice approved by our physicians. The call center can also contact our on–call physician whenever the need arises.

**Should you go?:** Unless your child is experiencing a medical emergency, always call for advice before going straight to the Emergency Department.

## **HOSPITAL AFFILIATION**

Our physicians have an affiliated status and access to records with both WakeMed and Rex Healthcare. Newborns are cared for by the newborn specialists and admitted children by the hospitalists at both facilities. If your child ever needs emergency services, we recommend the WakeMed Children's Emergency Department.