

## **OFFICE INFORMATION**

### **OFFICE HOURS**

**(Patients may be seen in either office)**

**Raleigh Office: 919-872-0250**

**Garner Office: 919-779-6423**

- Monday through Friday 8:00 am-5:00 pm (closed between 12:55 pm – 1:45 pm daily for lunch)
- Saturday and Sunday 8:00 am-11:00 am (for **urgent** sick visits by appointment only)
- For same day sick appointments, please call as early in the day as possible.
- Office hours may be subject to change as needed. Please call our main office numbers to verify office hours during holidays and inclement weather conditions.
- After hours: For concerns that cannot wait for the office to open please call our answering service at 919-831-5394 and your call will be relayed to the WakeMed Pediatric Nurse Advice Line.

### **NEWBORN WELL EXAM**

Our area hospitals are staffed by newborn specialists who provide excellent care to your baby while you are in the hospital. The newborn specialist will instruct you when to schedule an appointment in our office for the Initial Newborn Well Exam. This visit should usually occur 24-48 hours after discharge from the hospital. Please call our office to schedule this important first visit **prior** to leaving the hospital.

### **CALLING OUR OFFICE**

Raleigh Pediatrics utilizes an automated telephone answering system, and we have attempted to make it as user friendly as possible. We are open from 8:00 am until 5:00 pm Monday through Friday to see your child for well exams as well as sick visits. We keep a large number of appointments open for same day sick visits, but ask that you call as early in the day as possible if your child needs to be seen. You may also leave a message for the clinical staff if you need advice regarding your child. Our goal is return all non-urgent calls within a couple hours.