

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 12:45 pm – 1:45 pm daily for lunch)
- Saturday (Garner location) and Sunday (Raleigh location) 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 or check our Facebook page to verify office hours during holidays and inclement weather conditions.
- Urgent After Hours Advice: For concerns than cannot wait for the office to open, call 833-816-0310

NEWBORN WELL EXAM

Our area hospitals are staffed by newborn specialists who can offer 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.

CONTACTING OUR OFFICE

You can use the **Request Appt** link on our website for non-urgent appointments such as well exams. Always call the office if a same day appointment is needed. 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 can securely message the clinical staff during office hours for medical advice, prescription refills or forms requests by downloading the Klara app to your smart device or by using the **Message Us** button in the bottom right corner of our website. Most non-urgent messages for advice should receive a call back within a few hours. See the back of this booklet for more information regarding our 24-hour medical advice services.