

Quincy Pediatric Associates, Inc

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Welcome to Quincy Pediatrics!

Thank you for choosing us as your family's pediatrician. We take great pride in providing the best possible care for your child. Our goal is to work together with you to help your child grow into a healthy and happy adult. We look forward to helping you through the many challenges of childhood. Please do not hesitate to call us when questions or concerns arise.

Sincerely,
The Physicians and Staff of Quincy Pediatrics

Call Hour – A pediatrician is available by phone from 7am-8am every day to discuss illnesses and to schedule our ***first*** appointments of the morning for sick children. During the winter months and especially Monday mornings, the phone lines are often very busy, so please be patient. The doctor is not actually in the office at this time, so questions regarding booked appointments, billing or record information are best held until later in the day.

Office Hours – (Monday-Friday) Our Quincy location hours are 8:30am-12noon and 1:15pm-7:30pm. Our Marshfield location hours are 8:30 am-12noon and 1:30-5:30pm. The hours on Saturday are (**Quincy office only**) 9am-12noon and 1:30pm-5pm. During these times the nurse will discuss problems and or illnesses, and if needed will schedule a sick appointment. Please remember, we completely understand that most parents prefer that their children do not miss any more class time than is absolutely necessary. To avoid all absences from school and work, however, our offices would have to be open from 4:00p.m. to midnight daily. Without a doubt, you would agree this is impossible. It is not possible for all our school age children to have all their appointments scheduled after school. Your cooperation is greatly appreciated. Evening hours (**Quincy office only**) from 6:00 p.m. until 7:30 p.m. are for **acutely ill** patients only. No routine visits or rechecks will be booked during this time.

After Hours – One of the physicians is available by pager between the hours of 7:30pm and 7:00am. During the evening hours most of the physicians check in for messages at least hourly and prefer to return calls in batches. If your problem is truly urgent and cannot wait 45-60 minutes, please have the doctor paged immediately. The physician on call has worked all day and may be attending to emergencies at the hospital, so routine questions may be more warmly received during call hour.

Emergency calls will, of course, be returned as soon as possible when they are received. If you have not heard back from the physician in 15-20 minutes for an urgent call, please check with the answering service to be sure that you have given the correct phone number, and that the physician has been paged. If you have a block on your phone, you MUST de-activate this service by pressing *87.

Weekends – There is only one (1) pediatrician on call each weekend. For the convenience of working parents, we schedule a limited number of routine physicals on Saturday. The physician will also be seeing all of the acutely ill children that need to be seen that day. Please keep in mind that the wait may be longer on a Saturday than during the week, especially during the winter months. In addition, children who need routine visits to discuss complex medical problems or a number of different problems are generally better served by scheduling during the week. On Sunday, the physician is available to see children who are **acutely** ill. There are **no** routine visits schedule on this day, and please try to save non urgent problems (rash, cold or cough for one week) for weekdays when there are more physicians scheduled. With more staffing and laboratory services available during the week, chronic or complex problems can be more readily addressed at these times.

Late Arrival – Patients who arrive late for appointments will be seen at the discretion of the provider. Calling the office to inform us you will be late is appreciated, but may not guarantee that the practitioner will be able to see you. If you are scheduled for a same-day sick visit, and you are late, we may ask that you come back later in the day.

Disclaimer – None of us likes to see people wait. For that matter, we all like to go home on time and see our families. Winter time is especially busy and meeting the health care needs of your children is not something that can be allotted to a predetermined amount of time. We try to give every patient the time that they need, and this can cause glitches in the schedule. Remember, adding a sibling to an already scheduled sick appointment without calling first can cause such a glitch. We know that you would want your child to receive the extra time they require if the need arose.

Remember- Always bring a pencil and paper to the phone
Keep your pharmacy's phone number by phone
Please take your child's temperature prior to calling
Unless a night call is **urgent**, please call during the call hour
Lunch is from 12noon-1pm, please hold non urgent calls until 1pm

Our office is open for urgent situations 365 days a year. Routine visits, rechecks and non urgent visits are not seen on Sundays, evenings or the following holidays:

New Years Day
Memorial Day
Columbus Day
Christmas Day

Martin Luther King Day
Independence Day
Thanksgiving Day

President's Day
Labor Day
Day after Thanksgiving