

## **Office Policy**

### **Regular Hours of Operation**

We have customized our regular hours of operation to accommodate the changing needs of today's families. We offer scheduled appointments in Livermore, Pleasanton and San Ramon to better serve you. Any visit before or after these hours must be arranged by direct telephone contact.

#### **Livermore Hours** (925) 455-5050 – Fax (925) 455-5084

1133 East Stanley Boulevard, Suite 103 Livermore, CA 94550-4200

- **Open Monday & Friday mornings for Walk-in sick only – 7:30-8:45 a.m.**
- **Monday-Friday – 9:00 a.m. – 5:00pm**
- ***Monday through Friday the phones are open through lunch!***
- **Saturday-Sunday - Closed**

#### **Pleasanton Hours** (925) 847-9777 – Fax (925) 847-9754

5575 West Las Positas Boulevard, Suite 340, Pleasanton, CA 94588-5800

- **Open Monday mornings for Walk-in sick only – 7:30-8:45 a.m.**
- **Monday - Friday - 9:00 a.m. - 5:00 p.m. (Evening Physicals Available!)**
- **Monday through Friday phones are open through lunch!**

#### **Extended evening hours available by appointment in Pleasanton only**

- **Saturday – 9:00 a.m. – Noon (Sick/Injury Visits and Shot Clinic Visits Only)**
- **Sunday – 10:00 a.m. – Noon (Sick/Injury Visits Only)**

#### **San Ramon Hours** (925) 263-2600– Fax (925) 380-6264

11030 Bollinger Canyon Rd, Suite 220 A&B, San Ramon, CA 94582

- **Monday-Friday – 9:00 a.m. – 12:30 p.m. & 1:30 p.m.**
- ***Monday through Friday the phones are open through lunch!***
- **Saturday-Sunday - Closed**

### **When telephoning our offices, please keep in mind:**

- All Three telephone numbers go to the same central phone answering area. If you are placed on hold and you hang up to dial the other number, you will lose your place in line.
- When you telephone, please have the patient's name, date of birth, the numbers where you can be reached, main symptoms, length of time of illness, treatments and medications used and the patient's current temperature.

- Our operators can only give you limited medical advice, make or cancel appointments, or direct you to other numbers in our offices for billing and referral advice. Our telephone prompts offer those same options as well as a medicine refill line. Please listen to those prompts and use them when possible.
- Non-emergency call-backs are made when a medical provider has the time to speak with you. Non-urgent messages may not always be returned the same day.
- Urgent messages are returned as soon as possible.

**After hours Telephone information & Medical care:**

- After regular office hours, our answering service handles all calls. If medical advice is needed, you will be transferred to an advice line nurse who has pediatric knowledge. If necessary, the advice nurse can contact a physician for further medical care questions. (There is a charge for the advice nurse)
- Please have your name, the patient name, date of birth, insurance, and the telephone number where you can be reached for a call back if necessary.
- For non-critical emergencies **DO NOT go to an Emergency Room or Urgent Care Center. Contact our office first.** That applies both to times during and after hours if there is a medical problem you believe requires evaluation.
- Please do not hang up if you are placed on hold. It may take a few minutes to be connected to a health care specialist.
- The answering service can cancel appointments, but they cannot make appointments.

**Other very important Information for you from all of us:**

- ***PLEASE DO NOT COME IN WITHOUT AN APPOINTMENT UNLESS YOU HAVE AN EMERGENCY SITUATION*** or it is within the ***extended walk-in hours*** previously listed. If the problem is not an emergency you will be given an appointment at a later time that day or another day.
- All offices have “shot clinics” on various days. These are scheduled separately from regular office visits. You will not be able to see a doctor during those visits. The same policy applies to appointments for “rapid strep tests” and “urinalyses”.
- The office tries to stay on time as much as possible so you can be seen with the shortest wait period. One patient coming in late can cause delays in the entire schedule. Making appointments for one problem and having many other problems to discuss is not fair to you, your child or to us. If you have complicated problems you wish to discuss, let the telephone scheduler know about this. In that instance, a longer visit time can be scheduled depending on the complexity of the problem(s) or separate appointments may be necessary.

- When one child is scheduled for an appointment and another is also brought along to be assessed, this causes delays in the entire schedule. Although you may think only a small amount of extra time is needed for the other child, every exam needs to be documented
- in every child's chart. That all takes time. Remember, you could be the person in the waiting room wondering why you were not being seen when scheduled.
- We have emergencies every day which delay our schedules and we do see extremely ill patients out of sequence. We try to catch up, but sometimes it is not possible. If we are running really late, we will try to call you to reschedule your appointment, ideally later the same day. That very ill child could be yours someday.

**In Conclusion:**

- When choosing our practice, we understand you may want to see one provider exclusively. We encourage you and your child(ren) to see all of our doctors at least a few times when they are well so all providers may become familiar with your child and you with us. That makes it easier to care for your child at times of illness and stress.
- If you believe you need more information, please contact us.  
Practice information and updates are also available on the internet at

[www.lpsrpediatrics.com](http://www.lpsrpediatrics.com)