

PHONE CALLS AFTER HOURS AND ON WEEKENDS

Beginning in February 2009, our practice will be charged for each phone call processed by the Nurse Advice Line at Children's Healthcare of Atlanta. This service helps to triage phone calls after normal office hours. To help facilitate the appropriate use of the Advice Line, we have tried to develop some guidelines as FAQs:

1. What do I do if my child has a fever?

- If your baby is less than 2 months of age and has a fever over 100.3, he/she should be seen imminently, in the office or emergency room.
- Older than 2 months, remember that fever is a symptom of a problem. If the temperature is low grade (<102), and the child is not terribly ill, you may administer Tylenol and plan to be seen in the office the next day.

2. What dose of Tylenol or Ibuprofen (Motrin or Advil) do I use?

TYLENOL

WEIGHT	DROPPER	ELIXIR	CHEWABLES
10 #	0.6 cc/ml		
12-17 #	0.8 cc/ml		
18-23 #	1.2 cc/ml		
24-35 #	1.6 cc/ml	1 TSP	
36-47 #		1 1/2 TSP	1 1/2
48-59 #		2 TSP	2
60-71 #		2 1/2 TSP	2 1/2
72 OR ABOVE		3 TSP	3

MOTRIN (over age 6 months)

WEIGHT	DROPPER	LIQUID
10-17 #	1.25 cc/ml	
18-21 #	1.875 cc/ml	
22-33 #	2.5 cc/ml	1 TSP
34-43 #		1 1/2 TSP
44-54 #		2 TSP
55-66 #		2 1/2 TSP
67 OR ABOVE		3 TSP

3. When should I go directly to the Emergency Room?

- Any life threatening condition, including significant trauma, difficulty breathing, significant change in mental status, or severe pain qualifies for an ER visit.

4. When should I consider going to an Urgent Care facility?

- Urgent Care facilities are NOT emergency rooms. They function as a doctor's office when the office is closed. Many conditions can wait until the office is opened the following day since the outcome is unaffected by an earlier visit.

5. What is a Medical Home?

- A medical Home is a facility where your pediatric provider knows your medical history, and is familiar with you and your family. A Medical Home is essential for the continuity of care for your child. Emergency Rooms and Urgent Care facilities are not considered Medical Homes.

6. I have recently lost my health insurance. Can I continue to come to your office?

- Yes. We will do everything we can to accommodate you during a transitional period such as this. We can care for you in an emergency and make financial arrangements with which you are comfortable. We may be able to direct you to insurance provided by the State of Georgia. Many people are eligible for vaccines provided by the state when they are not covered by an insurance plan.

7. I am not sure whether I need to call the office after hours. Is my child sick enough to bother the Advice Line or the doctor on call?

- Ultimately, you are the best advocate for your child. If you feel you will be unable to rest due to your ongoing concerns, then by all means call to discuss your concerns with a nurse or doctor. If you are at all uncomfortable with the advice of the nurse, please insist on speaking to the doctor on call.