

Children's

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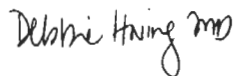
Dear Parents,

We are writing this letter to inform you of an exciting new service we are offering our patients. Due to the overwhelming number of after-hours phone calls, we realize it has been difficult returning these calls in a timely manner. Thus to assist parents calling after hours, we are now implementing a nurse triage system. You will be able to speak with a registered nurse or nurse practitioner to answer your questions. Only if it is an urgent situation will you be instructed to call back to the answering service to speak with the physician on call. All other questions or concerns should be able to be answered by these very qualified healthcare providers. Of course, we always recommend that you call us the following day during office hours to discuss your child's healthcare issues further, if there are any other concerns.

Please remember that we recommend you call for general questions and concerns (ex. feeding/formula questions, constipation, fever, matted eyes, insect bites, diaper rashes, medicine doses, etc.) during office hours so you may speak with a nurse that is familiar with your child. For your convenience, we have enclosed dosing schedules for some of the more commonly used over the counter medications. Please refer to these as needed. Also, for refills on medications or requests for prescription drugs, please call during office hours. For an emergency situation, please call 911 or take your child to the ER. For all other concerns, the nurse triage system should be able to handle your concerns. We hope that you find this service helpful, and we all want to provide the best care for your children.

Please feel free to call if you have any further questions.

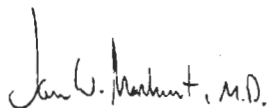
Sincerely,



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