

## **IMPORTANT INFORMATION ABOUT OUR PRACTICE**

**OFFICE HOURS:** Our office is open Monday- Friday 8:30 – 12:30, 1:30 – 5:30. Sunday closed. Saturday hours: one of our three offices will always be open on Saturday mornings for urgent appointment visits only. Call our main number for location and dates.

**OFFICES CLOSED ON THE FOLLOWING HOLIDAYS:** New Year's Day, President's Day, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving, the afternoon of Christmas Eve, Christmas Day, the afternoon of New Year's Eve, and New Year's Day.

**APPOINTMENTS:** Required for all patient visits. "Well Child Care" appointments (school physicals, etc) should be made 4-6 weeks in advance of need. We make every effort to see all sick children on the day parents call.

**AFTER-HOURS ASSISTANCE:** If you have an urgent issue and need to speak to a physician after hours, please call your regular office number; stay on the line through the entire recorded message, and choose the appropriate prompt. There may be a fee for this service. Some insurances reimburse for this service. We utilize the services of Pediatric Advice Nurses after hours and you may be referred to a hospital emergency department or an urgent care clinic.

For true life threatening emergencies call 911 or use the closest hospital emergency facility. Sutter Solano Medical Center (Address: 300 Hospital Dr. phone # 707-554-4444), John Muir Medical Center (Address: 1601 Ygnacio Valley Rd. Walnut Creek phone # 925-939-3000), Mount Diablo Medical Center (2540 East St. Concord phone # 925-682-8200), and Children's Hospital Oakland (747 52<sup>nd</sup> St, Oakland phone # 510-428-3522) are available.

**HOSPITALS:** Our preferred hospital is John Muir Medical Center in Walnut Creek or Oakland Children's Hospital. Many health plans will not authorize admissions to any other local hospitals. John Muir Medical Center has a full service pediatric unit staffed by qualified nurses and hospital based pediatricians (pediatric hospitalists). Pediatric Hospitalists are pediatricians who are present in the hospital 24 hours a day, 7 days a week. These physicians have specialized training in the areas of critically ill children, emergency care, trauma and all aspects of managing the hospitalized child. We may refer to U.C.S.F. or Stanford Medical Center if indicated.

Please note that our practice is NOT affiliated with Northbay Medical Center or Vacavally Medical Center. We DO NOT refer to these hospitals unless it's a life-threatening problem.

**LABORATORY & X-RAY SERVICES:** In order to avoid undue out-of-pocket expenses and problems with your health plan, please confirm with your insurance

representative the name and location of the contracted provider for laboratory and X-ray services.

**LABORATORY:** For all Hill HMO patients, the contracted laboratory is Quest Diagnostics: Vallejo 200 Hospital drive #200 (707) 556-8220; Benicia 2014 Columbus Parkway (707) 745-6360; Fairfield 1411 Oliver Road #130, 421-1827; and Vacaville 600 Nut Tree Rd #140 (707) 451-8989. Non-Hill HMO patients, please contact your insurance provider for the contracted laboratory.

**X-RAY SERVICES:** For all Hill HMO patients, the contracted providers are: Vacaville Imaging, 600 Nut Tree Road #110, Vacaville, 707-452-7226. In Vallejo and Benicia, we use Pacific Imaging Consultants 1515 Ygnacio Valley Road, Suite C & H in Walnut Creek (925) 937-6100. For all non-Hill patients, please contact your insurance provider for the contracted X-ray facility.

**PRESCRIPTIONS:** In order for us to help streamline the process of filling your child's prescriptions or for refills, please register with [www.relayhealth.com](http://www.relayhealth.com).

**Prior to using any of the service listed, you must always and first call our office to be directed by a physician or staff member in order to avoid problems with your health plan.**

If you have any questions regarding this information, please contact our business office at (707) 648-0711.