

Kid's Way Pediatrics  
3068 Innovation Way  
Hermitage, PA 16148  
PH: 724-981-1219  
Fax: 724-981-9288

Dear Patients & Families:

The purpose of this letter is to inform you of an important change we will be making in the way AFTER OFFICE HOURS phone calls will be handled in the near future. As of January 1<sup>st</sup>, 2011, experienced Pediatric Registered Nurses from Children's Hospital of Pittsburgh will assist us in answering these after-office hours calls for medical advice.

The procedure you have always used to seek medical advice during this time span will NOT change in any manner. You will dial our regular office number, and will be directed to our answering service where the operator will take your name, phone number and a brief description of your child's illness. A Pediatric Registered Nurse will return your phone call. In the event of an emergency, you will be connected directly to one of the Pediatric Registered Nurses. The nursing staff has access to us at all times, and they will be working under our direction and guidance. In the event the situation is so serious as to require the direct involvement of a physician, one of us will always be available. Please be aware that phone conversation with the nurses may be recorded for quality assurance and review purposes only. Patient confidentiality will, of course, always be maintained.

Please remember that those families who wish to schedule appointments or have questions of a non-medical nature should call the office during regular office hours. We greatly appreciate your loyalty to our practice and we thank you in advance for your cooperation with our new and improved after-hours answering system.

Sincerely,

Kid's Way Pediatrics Staff

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