

Dear Parents:

Please read the following change in our office policy carefully.

Beginning in March, our practice will charge for after hours calls as follows:

Nurse advice line calls \$5.00 per call

Physician calls \$10.00 per call

The cost of calls you make will be included on your monthly statement.

Our costs for handling after hours calls have increased during the last two years. We know how important it is for us to be available to you after hours in case of urgent or emergent medical concerns. We believe that a cost sharing policy will allow us to continue to provide this important service to our patients. The actual cost to our practice is in excess of the amount we are asking you to share.

The following suggestions will help you to manage your after hours needs:

1. Plan ahead and call during office hours for questions about illnesses and prescriptions.
2. Consult references to see if your questions can be answered without a phone call.
 - a. Our magnet board lists common medication dosages on the back (flip it over!).
 - b. There are several reputable websites that can help you determine if you need to make an after hours call or if you can wait until the office opens. Check out www.aap.org, www.choa.org, and our website, www.johnscreekpediatrics.net.
 - c. Make sure you understand instructions from your pediatrician before you leave the office. You can expect us to tell you what to look for and when to call if you notice changes in symptoms.
3. Use the nurse advice line listed on your insurance card. Many insurance companies have a separate contract with Children's Healthcare of Atlanta and your after hours calls are included in your premium, IF you call the number listed on your card.

If you have questions or concerns about our new policy or about charges from any after hours calls, please call us.

We consider it a great privilege to partner with you in the care of your child.

Sincerely,

Dr. Karen B. Dewling
Dr. Harriette S. Perlstein
Dr. Jennie Looby
Dr. Maren Bear
Ms. Michelle Goldklang