



TRESTLEWOOD PEDIATRICS

Guide to Home Treatment of Childhood Illnesses

At Trestlewood we strive to provide the best possible care for your child. We will always try to give you advice that is based upon solid medical research and upon our own years of experience as pediatricians. In times of illness we want your child to get better as quickly as possible and to make your child as comfortable as we can. We know that it can be stressful and frightening for parents to care for a sick child. Sometimes just reassurance that you are doing the right thing can be enough to restore your confidence. Sometimes a little advice will help you to get through the rough spots. We want you to know that we do not intend this guide to be a substitute for medical care or for the personal advice you can receive from us. We are only a phone call away if you need us.

Our phone system may be a little different from other doctors' offices. It will not usually be necessary to speak to the nurse before making an appointment. We will do our best to honor parents' requests for an office visit in a timely way. While the office is open, questions about ill children will be directed to our experienced nursing staff. Usually they will be able to help you by making suggestions for home treatment or recommendations for evaluation in the office. If necessary, they will consult us before giving advice. Our receptionist will take a message when parents want to speak directly to the pediatrician. The doctor will most likely return the call at the end of office hours. After hours the emergency number directly reaches the pediatrician who is on-call to handle urgent problems. If your call goes into our voice-mail system we intend to call you back within thirty minutes. If there is a delay we recommend calling the emergency number again. If it is a life-threatening emergency you should call 911 before calling us.

Sometimes parents wonder when to call the pediatrician. After all, they think, the pediatrician may be with their family or even asleep. We hope the following answers to frequently asked questions will assist you in helping your child and in deciding when to call us.

Trestlewood Pediatrics, P.C.

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