



(Practice Name)

How to Obtain Care and Advice

During Hours:

For urgent issues during working hours, simply call our main office at _____ to get a same-day or next-day appointment. We do offer extended hours Monday through Thursday and Saturday. Our Triage Nurses work with your primary care provider to answer and facilitate any questions you may have regarding urgent issues. Our Patient Service Representatives are available to take your messages should you need non-urgent advice from your primary care provider.

After Hours:

For urgent issues after working hours, simply call our main office number at _____ to reach the on-call physician. Our answering service is available 24/7 to facilitate your call, and our on-call physician will promptly return call. Calling the main number will also give you the opportunity to leave a message for referrals, billing, or medical records.