



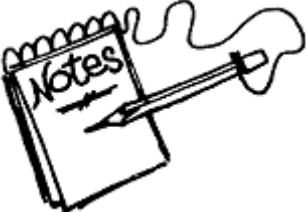



HOW AND WHEN TO PHONE THE DOCTOR

Office Telephone: (479) 782-4000

	<p>Call during regular office hours whenever possible. It is much easier to manage your problem when your medical records are immediately available.</p>
	<p>The patient or a parent should make the call. Relaying the message through a husband or third party is difficult and may result in misinformation.</p>
	<p>Identify yourself! Give the full name of the patient and the approximate date of the last office visit. Describe the problem in specific terms. Give symptoms, not your diagnosis unless for a previously existing condition.</p>
	<p>Don't hold a crying baby while trying to talk. Don't have a radio or TV blaring in the background.</p>
	<p>Have a pencil and paper handy when you call. Have the number of your pharmacy ready if you need a prescription. Jot down instructions. Do not rely on remembering everything....especially when you may be upset.</p>
	<p>Be brief. Others may be waiting. The nurse may be able to give you an immediate answer or will relay the message to the doctor. He will have the nurse answer as soon as possible or return your call.</p>



Please realize it is important for your doctor to have his rest. Call at night only if it is urgent.



In an emergency, don't panic! You can't be helped if you are excited and unable to communicate.



Your doctor will drop everything once he knows it is important. But....please don't "cry wolf" needlessly.



Call the doctor, if at all possible, before rushing to the EMERGENCY ROOM so the necessary arrangements can be made.



When leaving a message with the answering service, be honest. Don't make it sound like a matter of life and death if it isn't. Remember that the doctor must assign priorities when returning calls. **Keep off the line while waiting for the doctor to call you back!**