

# **NORTH WILLOW GROVE PEDIATRICS, P.C.**

## Telephone Management

Our phone lines are open Monday – Thursday 8a to 7:30p and Friday 8a to 4:40p.  
The prompts for call are as follows:

Willow Grove Office 215-672-6622

- Press 0 EMERGENCIES only
- Press 1 Medical questions and “same day sick” appointment
- Press 2 Well appointments
- Press 3 Referral requests/ Medical Records
- Press 4 Billing

Montgomeryville Office 215-853-3434

- Press 1 EMERGENCIES only
- Press 2 Well appointments/ Referral requests/ Medical Records
- Press 3 Medical questions and “same day sick” appointment

As with all busy physician offices, at certain times of the day our phone lines are quite busy. When this occurs, please leave your name, child’s name, date of birth, reason for call and number where you can be reached. We will return your call as soon as possible. Please remember that we deal with acute problems first which can sometimes delay our response time for routine matters. We appreciate your patience.

## After Hours Phone Calls

We request that all routine matters are handled during our normal business hours but if there is an EMERGENCY that cannot wait, we utilize an after hours nurse triage service to answer your questions. They DO NOT fill prescriptions; this can only be done during regular business hours.

## Referrals

Except in the case of emergencies, please allow three working days for all referrals. Due to insurance company regulations, we cannot issue a referral after a patient has been seen by a specialist.