

IMPORTANT INFORMATION ABOUT OUR PRACTICE

OFFICE HOURS: Our office is open Monday- Friday 8:30 – 12:30, and 1:30 – 5:00 Monday thru Friday. Our office is closed on Sunday. We are open every Saturday morning at 8:30 for urgent appointment visits. Call 707-648-7337 for more information.

APPOINTMENTS: Please call ahead to make an appointment for all patient visits. We make every effort to see all sick children on the day you call. Please make "Well Child Care" appointments for school physicals and other forms at least 4-6 weeks in advance.

AFTER-HOURS ASSISTANCE: If you have an urgent issue and need to speak to a physician after hours, please call our office; stay on the line through the entire recorded message, and choose the appropriate prompt. Your insurance may cover a possible fee for this service. We utilize the services of Pediatric Advice Nurses after hours and you may be referred to a hospital emergency department or an urgent care clinic.

For true life threatening emergencies call 911 or use the closest hospital emergency facility. We recommend John Muir Medical Center (Address: 1601 Ygnacio Valley Rd. Walnut Creek phone # 925-939-3000- pediatrician on site). UCSF Benioff Childrens Hospital Oakland (747 52nd St, Oakland phone # 510-428-3522)- pediatricians on site and all staff specializing in pediatrics and Sutter Solano Medical Center (Address: 300 Hospital Dr. phone # 707-554-4444).

HOSPITALS: We recommend the hospitals above and we also refer to U.C.S.F. Stanford Medical Center, or UC Davis Medical Center as needed.
Note: We DO NOT refer to Sutter Solano Medical Center, Northbay Medical Center or Vacavalley Medical Center unless it's a life- threatening problem.

URGENT CARE: We recommend John Muir Pediatrics Urgent Care in Walnut Creek. Please verify with your insurance as to which facility is in your network or less of an out-of-pocket expense for you. For Medi-Cal or Partnership insurance please check with your advice line (accessed through our after hours auto attendant) for instructions.

LABORATORY, X-RAY SERVICES and SPECIALTY CARE: In order to avoid undue out-of-pocket expenses and problems with your health plan, please confirm with your insurance representative the name and location of the contracted provider for laboratory, X-ray services and specialty care.

Prior to using any of the service listed, you must always first call our office to be directed by a physician or staff member in order to avoid problems with your health plan.

If you have any questions regarding this information, please contact our business office at (707) 648-0711.

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