

## Guidelines and Recommendations

Dear Parents,

Welcome to The Children's Care Clinic, a pediatric group practice serving the West Island community. Our office is staffed by certified pediatricians affiliated with the Montreal Children's Hospital and our goal is to provide comprehensive health care for your children. To best serve the needs of our patients, we have developed certain guidelines that we hope will help improve the quality of care and decrease the waiting time to be seen.

If you have any comments or suggestions on how we can improve our services, please do not hesitate to speak with your doctor or our office manager.

Thank you for entrusting us with the care of your children,

Dr. H. Eisman   Dr. J. Erdstein   Dr. N. Graves   Dr. R. Kugelmass  
Dr. D. Loyer   Dr. N. Ouellette   Dr. M. Shiller   Dr. D. Waxman

PLEASE HELP US BY OBSERVING THE FOLLOWING GUIDELINES:

We have developed the following guidelines understand to explain how the office functions and to help you as parents to decide if and when your child needs to be seen for sudden illnesses. Please do not hesitate to discuss these guidelines with your child's pediatrician if clarification is required.

- If your child is ill and requires medical care please call to request an appointment with your OWN PEDIATRICIAN. If your doctor is unavailable, our receptionists are instructed to give you the next available appointment with the doctor on call.
- Our On Call Service for same day appointments is available only to patients followed by the Children's Care Clinic's physicians.
- Same day visits are seen by appointment only except for urgent situations such as those listed on the next page. Call early to arrange your appointment. During busy times, appointments may be unavailable by mid-morning or late afternoon.
- Our receptionists are instructed to book appointments on a consecutive basis. Please make every effort to accept the appointment. Advise the receptionist if more than one appointment is required. The doctor may not be able to squeeze in a sibling if you have not made prior arrangements.
- If an appointment is unavailable, you may receive urgent medical attention at the Montreal Children's Hospital or Ste. Justine's Hospital Emergency Room.
- Be advised that patients who arrive without an appointment may not be seen at that time. The receptionist will offer the patient the next available appointment. The doctor will assess urgent situations.
- Please be on time. If you are late for a SAME DAY visit, be prepared to wait for the next available appointment. If you are late for a CHECK-UP, you may be asked to re-schedule your appointment.
- Please cancel appointments at least 24 hours in advance.
- Sick visit services are not to be used for routine or non-urgent Problems. Please refer to the next page for more information. Annual check-ups and non-urgent visits should be arranged during regular office hours.
- Please remember to book Follow-up visits in advance with your own pediatrician.
- After office hours, please call your local C.L.S.C. for medical information. In case of medical emergency go to the Montreal's Children's Hospital, Ste. Justine's Hospital or call 911.

## DOES MY CHILD NEED TO BE SEEN?

The information is intended as a guideline only and for educational purposes only. If at anytime you are concerned about the well-being of your child, you should seek a medical opinion either at our office, or at the emergency room of the nearest hospital or the Montreal Children's Hospital.

The following are considered URGENT medical problems and should be seen immediately:

- Fever (rectal more than 38.5 C/101.2 F) in babies less than 3 months of age.
- Head trauma with loss of consciousness
- Allergic reaction with swelling of the face or difficulty breathing
- Asthma attack with difficulty breathing
- Lacerations requiring closure
- Possible fractures (severe pain, inability to move)
- Seizures or convulsion
- Trauma to testicles, with pain or swelling

The following are conditions that are not medical emergencies but should be seen within 24 HRS:

- Fever for 48 hours, without obvious infection
- Head trauma without loss of consciousness
- Allergic reactions without swelling of the face or difficulty breathing
- Asthma - not severe
- Ear infection / earaches
- Rashes (in otherwise well child)
- Sore throat with fever
- Bloody stools
- Diarrhea or vomiting with suspected dehydration (dry lips, decreased urination, decreased tears)

The following are examples of conditions that do NOT need to be seen as an EMERGENCY visit.

- Fever less than 48 hours without infection in an otherwise well child
- Colds without fever less than one-week duration
- Diarrhea or vomiting without fever or sign of dehydration
- Ear infection follow-up
- Diaper rash
- A quick ear examination because you are taking your child on a trip
- School problems
- Learning difficulties
- Behavior problems
- Chronic abdominal pain or constipation

## Important

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