


Pediatric Night Call Phone List			
Attending	Clinic	Pager	E-mail
Dr. Buckstein	CHC	450-3598	<a href="mailto:tere_buckstein@medproductors.com">tere_buckstein@medproductors.com</a>
Dr. Eccles	CHC	201-1982	<a href="mailto:lho-mas_eccles@medproductors.com">lho-mas_eccles@medproductors.com</a>
Dr. Kelly	CHC	450-3613	<a href="mailto:julia_kelly@medproductors.com">julia_kelly@medproductors.com</a>
Dr. McMahon	CHC	201-3467	<a href="mailto:shawn_mcmahon@medproductors.com">shawn_mcmahon@medproductors.com</a>
Dr. Park	CHC	360-0323	<a href="mailto:sara_park@medproductors.com">sara_park@medproductors.com</a>
Dr. Parker	CHC	222-0356	<a href="mailto:Mary_parker@medproductors.com">Mary_parker@medproductors.com</a>
Dr. Geren	South Central FHC	450-3605	<a href="mailto:Stison.geren@hcs.maricopa.gov">Stison.geren@hcs.maricopa.gov</a>
Dr. Younger (MedPeds)	South Central FHC	914-9614	<a href="mailto:Tina_younger@medproductors.com">Tina_younger@medproductors.com</a>
Dr. Nigam	South Central/Mesa	360-0085	<a href="mailto:Reetika_nigam@medproductors.com">Reetika_nigam@medproductors.com</a>
Dr. Tee	Mesa FHC	450-6341	
Dr. Kurk	Maryvale FHC	302-5572	<a href="mailto:Hope.kurk@hcs.maricopa.gov">Hope.kurk@hcs.maricopa.gov</a>
Dr. Long	Maryvale FHC	450-0956	<a href="mailto:Kim.long@hcs.maricopa.gov">Kim.long@hcs.maricopa.gov</a>
Marylou Aleck PNP	Maryvale FHC	205-9643	
Dr. Khurana	Maryvale FHC	360-0065	<a href="mailto:Mona_khurana@medproductors.com">Mona_khurana@medproductors.com</a>
Dr. Skinner (MedPeds)	Chandler FHC	310-4164	<a href="mailto:sharon_skinner@medproductors.com">sharon_skinner@medproductors.com</a>
<b>Important Numbers</b>			
CHC Peds Clinic	602-344-1018		
CHC Appointments	602-344-1015		
CHC FAX	602-344-1011		
CHC back nurse line	602-344-1086		
Becky Hett (office)	602-344-5887		<a href="mailto:Rebecca.hett@hcs.maricopa.gov">Rebecca.hett@hcs.maricopa.gov</a>
CHC Pharmacy	602-344-1063		
			<b>Important numbers</b>
			Cosmopolitan Answering service 602-787-3162
			Worldwide interpreters 1-800-945-7889
			MMC Operator 602-344-5011
			MMC Lab 602-344-5171
			MMC Peds ED 602-344-5200
			MMC ward 602-344-5472
			Admit Pager 602-608-8093
			Chief Pager 602-222-0045
			Chief E-mail <a href="mailto:Pchmmc_chiefs@yahoo.com">Pchmmc_chiefs@yahoo.com</a>
			Lab Corps 602-454-8000
			Sonora Lab 602-685-5050
			Chandler FHC 480-344-6100
			Chandler FHC Fax 480-344-6101
			Dr. Skimmers voicemail (Physician messages only) 480-344-6141
			Mesa FHC 480-344-6200
			Mesa FHC Fax 480-344-6201
			Mesa Pediatric MA 480-344-6229
			Maryvale FHC 623-344-6900
			Maryvale FHC Fax 623-344-6901
			Maryvale FHC Nurse 623-344-6935
			South Central FHC 602-344-6400
			South Central FHC Fax 602-344-6401
			South Central Pediatric MA 602-344-6438



# Pediatric Clinic Night Call Survival Guide For Maricopa Medical Center



**Block or disable caller ID**

**Dial \*67**

# General Guidelines

## Where do Calls come from?

You will take calls for the Pediatric Providers in the MMC ambulatory clinics.  
See the list on the back.

The Pediatric group at MMC works for a medical group called MedPro.

Most of the calls will come through MedPro's answering service.

### 1. **Cosmopolitan Answering Service**

#### **MMC Pediatric Clinics**

CHC Pediatrics (Comprehensive Health Care Center)

Maryvale FHC Pediatrics

Mesa FHC Pediatrics

South Central Pediatrics (Peds and MedPeds)

Chandler Pediatric Patients (MedPeds)

### 2. **MMC Hospital Operator (pediatric patients)**

### 3. **Outside ED**

to authorize admissions for primary care patients from any of the above clinics.

The Department of Family Medicine at MMC covers their own Pediatric Patients. Occasionally the answering service or hospital operator mixes up a patient with ours but it has not been a chronic problem. Let your attending know if it is a problem. If it is one call and easy to take care of that is OK as well. Family Medicine sometimes gets our calls as well.

## Spanish Speaking Patients

### 1. **Worldwide Interpreters 1-800-945-7889**

(they will set up a 3 way call)

This is the same service we use in the clinic

### 2. **Cosmopolitan Answering service (602)-787-3162**

sometimes has a Spanish speaking operator available who will translate for you if they are available.

### 3. **MMC Hospital Translator pager (602)-608-8640.**

There is a Spanish translator available from the hospital seven days a week and 24 hours a day. If you dial ext. 3333 in house, it will automatically page the translator on MIHS campus.

It is possible for the translator to set up a **3-way call** if they are in the hospital.

1. You and the translator are on the line
2. The translator hits the flash button (you are on hold)
3. The translator dials the patients number
4. The patient answers
5. The translator hits the flash button again and all 3 parties are on the line



The hospital operator (344-5011) is also able to set up a 3-way call.

**Understand that even with a translator, complicated telephone advice may not be feasible and you may need to send the child to the ED or an urgent care**

## Contacting the Attending on Call

You should get a call schedule for the backup attending on call for the clinics at the beginning of the month. If you do not know which attending is on call Cosmopolitan answering service or the MMC hospital operator has a schedule.

### Ways to reach the attending:

1. Page them directly (pager card or back of this booklet)
2. MMC hospital operator can page them 602-344-5011
3. Cosmopolitan Answering Service can page them 602-787-3162
4. Ask Cosmopolitan to connect you to the on call attending's home phone.
5. Ask the MMC hospital operator to connect you to the attending's home phone.
6. If for some reason you are still unable to contact the Clinic Attending on call and you need help you can page the MMC Ward Attending on call. **Please only use this after you have asked the service or the MMC operator to try the clinic attending's home number.**

## Dial \*67 Block your calls

For your privacy and protection make sure to block your number when returning phone calls to patients from anywhere except the hospital. To block an individual call simply dial \*67 before you make the call. Your number will be blocked on their caller ID. The phone company does not charge for this service

**\*67 works for land lines and cell phones.**

The answering service asks patient to disable their blocked call screening while they wait for a call back from the doctor.

If you have trouble connecting ask the answering service to connect the call for you. That will also protect your number. This is sometimes easier to do.

## What If I Trade Calls?

For MMC notify the following:

1. Cosmopolitan Answering Service (602) 787-3162 .
2. Chief Resident
3. Becky in the Pediatric clinic at CHC (602) 344-5887
4. The attending on call with you
5. MMC hospital operator (602) 344-5011
6. Notify the appropriate people at PCH as well.



## Documentation

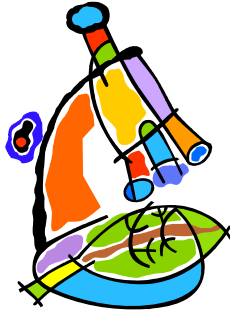
**It's as important as a progress note!!**

1. Use the proper form (copies are on the residency web site)
2. PID#, Name and DOB of patient
3. Patients PCP and or clinic
4. Explanation of the problem
5. Advice and disposition,
6. Signature, PAS#, date and time all notes
6. Fax to CHC Clinic 344-1011, bring to CHC clinic or bring to the Peds office 3<sup>rd</sup> floor MMC(Scott). Please try to turn in your on call documentation the next day so it can be filed in the medical record in a timely manner.
7. Call the on call attending when you need help

## Calls From the Lab

**MMC Lab 602-344-5171**

You may get calls about abnormal or stat lab results that were drawn during the daytime but get run at night. Hopefully an anticipated abnormal result was checked out to you with a plan. If not, make sure you confirm the patient's PID number and the spelling of the name in case you need to call back for more information. Ask which doctor ordered the lab and the age of the patient. The lab should also be able to give you a phone number for the patient. If you need help deciding what to do, contact the attending on call.



## Calls from Outside ED's

**They usually want:**

1. **authorization to admit a patient**

You can give it.

2. **assure next day follow up**

Get the info and call the appropriate clinic nurse in the AM to let them know the patient will be calling or coming in. Clinics open at 8:00 AM.



**Call the on call attending if you have questions.**

## Admissions

1. **You are taking to a patient you think might need admission.**

Send them to the MMC ED or closest appropriate ED if needed.

2. **You get a call from another ED asking asking for help getting a patient admitted.**

**They want to send the patient to MMC:**

To admit a patient to MMC, outside ED's need to contact the MMC Pediatric ED attending at 602-344-5200 who will assist them with the admission.

**They want to admit the patient to their hospital :**

It is OK to authorize the admission. The admission will then go to the hospitalist service or the physician on call for pediatrics for that hospital.

**The ED physician insists on speaking to the attending.**

Contact the Attending on call and they will call the ED back.

