

According to the American Academy of Pediatrics, pediatrics is currently in a state of emergency due to viral respiratory season. The wait times at urgent cares and the emergency departments are at an all-time high, and patients are not always able to get inpatient beds. Due to high demand, we have providers and staff working extra hours – coming in early, staying later, and two providers on Saturday. We are doing everything that we can to offer timely, same day sick appointments to provide excellent care for our patients. We thank you for your patience and continued support. Please be kind to our staff; they are doing their very best to keep up with the high volume of appointments and messages that we are getting.

Please call us prior to heading to an urgent care or the emergency department. Most of the time, we will be able to triage and get you an appointment in our office. We need to focus on patients we see at our practice, so if you are seen at an urgent care or the emergency room, please call them for advice concerning that illness or you can schedule an appointment with a provider at our office. We are often not sent records from these facilities and do not know how experienced some of these providers are with pediatric patients.

If you would like to schedule an annual check-up or medication re-check or need a medication filled, try to use the patient portal (IQ Health). This will eliminate long hold-times on the phone. If you would prefer to speak to a receptionist to schedule one of these, try to avoid calling in the morning before 10 am, as that is when the bulk of people call to get their ill child scheduled for an appointment that day. If you are scheduled for a well-check or medication check and you no-show, you will not be able to re-schedule for two weeks. Please understand that if you no-show, that is two to three appointments that could be used for ill appointments for other patients that are needed, which we are unable to schedule since you did not show up for your appointment.

We offer three options for messaging during office hours: through IQ Health, via the phone nurse line or via the line for each provider. Please do not leave messages on multiple lines. If you leave a message with or for the phone nurse or through IQ Health, she will discuss with the provider and get back to you. If you leave a message for the provider, their nurse will get the message, and the nurse of provider will get back to you as soon as possible. You do not need to send a message through IQ Health, leave a message on the provider line and leave a message with the phone nurse. If you are leaving multiple messages in multiple areas, you may get conflicting information. We check all messages frequently throughout the day as time allows.

If your child has a fever, below are the appropriate weight-based doses for Ibuprofen and Tylenol. Frequently people are under-dosing and kids are getting breakthrough fevers. Remember that after six months of age, you can alternate ibuprofen (Motrin or Advil) and acetaminophen (Tylenol) every three hours for better fever-control.

Infant less than six months of age: Acetaminophen 2.5 mL (Infant or Childrens) every four hours

After six months of age:

15-18 lbs – Acetaminophen 4 mL, Ibuprofen (Children’s 4 mL; Infant 2 mL)
18-22 lbs – Acetaminophen 5 mL, Ibuprofen (Children’s 5 mL; Infant 2.5 mL)
23-27 lbs – Acetaminophen 6 mL, Ibuprofen (Children’s 6 mL; Infant 3 mL)
28-33 lbs – Acetaminophen 7.5 mL, Ibuprofen (Children’s 7.5 mL; Infant 3.5 mL)
34-40 lbs – Acetaminophen 8 mL, Ibuprofen Children’s 8 mL
41-50 lbs – Acetaminophen 10 mL, Ibuprofen Children’s 10 mL – or 2 chewables
50-60 lbs – Acetaminophen 12.5 mL, Ibuprofen Children’s 12.5 mL
60-75 lbs – Acetaminophen 15 mL, Ibuprofen Children’s 15 mL – or 3 chewables
75-85 lbs – Acetaminophen 17.5 mL, Ibuprofen Children’s 17.5 mL
86-120 lbs – Acetaminophen 500 mg (1 extra-strength), Ibuprofen 400 mg (2 adult tablets)
120+ lbs – Acetaminophen 1000 mg (2 extra-strength), Ibuprofen 600 mg (3 adult tablets)