

In our dedication to patient well-being, we've joined forces with "The Answering Service" to exclusively handle after-hours calls from our existing patients. Our goal is to assure our patients that we are available to support them beyond the regular office hours.

Regardless of the situation, we emphasize avoiding the scheduling of appointments over the phone. Instead, kindly direct patients to call during regular working hours if needed.

Outlined below are the three most common scenarios for which a patient might call after hours:

Scenario 1: Temporary crown fell/broke.

Response: Your tooth is not in immediate danger. Please contact the office first thing in the morning, and we will schedule you for a same-day appointment.

Scenario 2: Experiencing significant pain after a procedure.

Response: Please provide the pharmacy phone number, and we will promptly call in the necessary prescription to alleviate your discomfort. (It is the doctor's responsibility to call to in immediately. Patient information can be found on CareStack)

Scenario 3: Unable to stop bleeding.

Response: Seek immediate medical attention at the nearest hospital. Your well-being is our priority.

It is crucial to take necessary steps in the operatory to prevent after-hours complications. For instance:

1. Review your assistant's work for temporary procedures. While they enhance efficiency, maintaining the quality of their work is your responsibility.
2. Utilize a collagen plug and suture the extraction site, especially in heavily surgical extractions or with elderly patients on blood thinners.
3. Ensure all necessary medications are prescribed. When in doubt, prescribe.

Your diligence in these measures contributes to the overall care and safety of our patients.