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## ON-CALL INFORMATION

The Practitioners at Mill Creek Medical Associates wish to inform our patients of the On-Call and Hospital Coverage policies of the practice.

If you encounter an Emergency after office hours, such as chest pain, severe shortness of breath, or weakness of one part of your body, call 911 immediately in order to have the ambulance transport you to the nearest Hospital.

After office hours during the week, and on the weekends, if you need to contact a physician for urgent but not life-threatening issues, you can call the usual office number, 302-999-0137, and you will be instructed by the voice mail system to press the number "9" and then leave a message for the physician on call. The physician will then be paged by the system, and call you back within 30 minutes. Please make sure your call block is turned off your phone or the physician may not be able to call back. If you do not receive a call, please call the office number and leave a message again. If you still do not receive a call, you may proceed to the Medical Aide Unit at the Limestone Medical Building, or to the nearest Emergency Department for treatment.

Our physicians are taking call on a rotating basis for our practice after hours.

If you have a problem that requires hospitalization, the physicians primarily admit to Christiana Hospital. Due to the demands of seeing patients in the office, and the disruptions due to running to the hospital when there are emergencies, the physicians are now admitting all our patients to the care of the Hospitalists of Delaware (HOD). You will be under their care, but they notify us of your admission, consult all the appropriate specialists when needed, and send us the records of your stay in the hospital. The same group also covers our patients at Saint Francis and Wilmington Hospitals. Since these physicians only see patients in the hospital and not as outpatients, they can devote more time and energy to your care on our behalf without the distraction of outpatient care.

If you have any questions about this arrangement, please discuss it with your care-giver, or with Sue Cassidy, our Office Manager.