



## SOUND BEACH PEDIATRICS PATIENT COMMUNICATION GUIDELINES

Sound Beach Pediatrics values open communication with our patients and families as it is the foundation of strong medical care. Families can connect with our health care providers, and our office, through our patient portal or by phone. To ensure the best care for your child and family, and to help us properly triage any patient-related concerns, please note the following:

- Use our patient portal to send only non-urgent medical or administrative related messages. It can take us up to 2 business days (Monday through Friday) to respond. Rest assured, our patient portal is HIPAA compliant, and your messages are confidential.
- Our external email ([inquiry@soundbeachpediatrics](mailto:inquiry@soundbeachpediatrics)) should be used for general inquiries only – make sure not to include private details and note that we cannot correspond through email regarding any clinical matters due to federal HIPAA regulations.
- For more urgent medical matters, or if your child needs a same-day appointment, please call our office at (203) 363-0123.
  - If you are very concerned about your child's illness or an injury, please ask to speak with a physician or nurse so that we can provide optimal guidance.
- For after-hours assistance (urgent medical concerns only), please contact the provider on call by calling the office at (203) 363-0123. Your call will be answered by our automated answering service, Perfect Serve. You will be asked to leave a message and input your telephone number. A physician or APRN will generally answer your call within 10 minutes. If you have not heard back from a provider within 30 minutes, please call back.
  - For appointment scheduling, medication refills, and answers to routine questions including physical and camp forms, please leave a message and our staff will respond during our regular weekday business hours: Monday-Friday 7:45am-5:00pm.

**As always, for a true emergency, please call 911.** (Examples include, but are not limited to, seizure, respiratory distress, severe injury, severe allergic reaction).

Please reach out with any questions or concerns about our communication guidelines.

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