

PEDIATRIC ENDOCRINE ASSOCIATES

1100 LAKE HEARN DRIVE, SUITE 350

ATLANTA, GA 30342

404-255-0015 – VOICE, 404-845-3080 – FAX

DIABETES PATIENT CONTACT SHEET

PLEASE REMEMBER TO GIVE YOUR CHILD'S FULL NAME WITH SPELLING AND DATE OF BIRTH WHENEVER YOU CALL. SPEAK CLEARLY. WE HAVE MANY PATIENTS WITH THE SAME NAME.

- **AFTER HOURS/WEEKENDS/HOLIDAYS:** Unless you have been given other instructions contact the answering service at 770-985-7790. If the doctor has not called you back within 15-20 minutes please call the service again.
- **WEEKDAYS (9 AM – 5 PM):** Use Voice Mail System at 404-255-0015
 - Fax Blood Sugars to 404-255-1142 before 1:00 PM for review – This is preferable as faxing your blood sugars will enable us to review more accurate readings and return your calls in a timely manner.
 - Faxes received after 1:00 PM will not be reviewed until the next business day. Be sure to indicate the patient's name, insulin dosages, and phone number(s) with times where you can be reached.
- **DIABETES HOTLINE – EXT 160:** For those recently diagnosed patients with diabetes who have been told to call in daily (except on weekends, holidays, etc.) and don't have access to a Fax machine; advice regarding a sick child or a specific insulin dose; or discussing other specific problems or questions.
- **For calls of an EMERGENCY nature, DO NOT leave a message.** Instead call 404-255-0015 and press "2" or, during lunch call the answering service at 770-985-7790.
- **VERY IMPORTANT!:** The Hotline will only be answered weekdays (Not Holidays) between 9 AM and 1:00 PM. At all other times, including lunch, call the main number 404-255-0015 and follow the instructions on the recording. Messages left on weekends, holidays, or after hours will not be taken off until the next business day.
- Existing Patient Appointments: Ext 107 or directly to 404-497-9318.
- Prescriptions & Refills: Ext. 126
- Medical Records: Ext. 111
- Business Office: Press "4" and listen for prompts. Regarding accounts, insurance, and billing.