



What do I do if I need advice when the office is closed?

As of April 1, 2025, the options will be:

Option #1: Utilize the nurse advice line offered by your insurance company. Most, if not all, insurance companies offer a free advice line to their subscribers. It's worth mentioning that this option is not pediatric-specific. The number can typically be found on your insurance card or their website. Some insurance companies send us records of calls made by our patients, but not all of them.

Option #2: As of April 1, 2025, after-hours triage will be handled by one of our TKC staff members. You will still call our main office number 509.448.PEDS(7337) and select the prompt to be connected to the after-hours triage voicemail, where you will leave a message for our experienced pediatric Medical Assistant, who will return your call within 30-60 minutes. They are also in contact with Dr. Lee, Dr. Thompson, or Dr. Carlson if necessary. Because we provide this service "in-house," we can access your child's medical record and document the encounter. You may also send a web encounter through the patient's portal. We will answer through the portal unless you specifically state that you'd like a return phone call in your message.

We will use Triage 4 Pediatrics after-hours service as a backup if our staff member is unavailable. You will still call our number and follow the prompts.

If you choose option #2, in most cases, your portion of the expense will be \$15* per call. Whether we use our staff or an outside service, this is still an expense for us. We always encourage you to only use after-hours for urgent things that can not wait until we are open. We will send a statement and note "triage call" as the reason. It may be included on a statement for other services rendered in the office.

When we use Triage4Pediatrics, they charge an additional \$4 after three failed attempts to reach the caller. Please answer their call, even if you no longer need their service, to avoid the extra \$4 being passed on to you. At this time, we will not charge an additional fee for multiple attempts from our staff member; however, if we can not reach you after three attempts, you will have to wait until business hours to speak with us or leave another message and get back into the queue.

Our website also has great resources under the "Sick Child" tab, which includes Tylenol and Ibuprofen dosages and a symptom checker. If your child recently received immunizations, the packet we gave you has information about common side effects. You can also find resources under the Immunization tab on our website.