

Why am I on hold so long?

We're hearing what you're saying. The biggest concern identified in our survey is hold time on the phone. We feel strongly that our receptionists and staff do the best they can to get to everyone in a timely manner. However, especially this time of year, the hold time can get long. We've been brain-storming to think of ways to prevent long hold times on the phone. Here's our thoughts:

IQ Health – this is our online way to request nonurgent appointments, medication refills, immunization requests, etc. If you would like to request one of these without being on hold, please send it through IQ Health! We usually get to these requests within 24 hours, although it can take up to 72 hours. Don't have access to IQ Health? Call or stop by the front desk to get signed up (but try not to call in the mornings, see below).

When you call, listen to the prompts! If you need a refill, leave a message on the refill line. If you need to talk to someone about billing, leave a message on the billing line. These messages do get checked in a timely manner, and you will not have to sit on hold. You are also able to pay bills online instead of calling the office – just check out the website on the statement.

The longest wait time is always in the morning, usually 8:30-10 am. This is when everyone who has been sick overnight is calling to make an appointment. If you are not calling for a sick appointment, try calling at a different time, or use IQ Health.

Need to talk to the phone nurse? Absolutely! But please realize our phone nurse can get 100 calls in a 2 hour time period, while trying to complete prior authorizations from insurance companies, give immunizations, and fill out immunization certificates and school forms. If you need these things, send a request through IQ Health. If you need to talk to her urgently, then you probably need an appointment with a provider. If it's a nonurgent question, then be reassured that she will get back to you that day.

We are doing everything in our power to keep wait times at a minimum both on phones and in the office. We appreciate your patience while realizing that we are dealing with some very, very ill children and getting them the appropriate care that they need. We are trying to limit times in the waiting room to decrease exposure to ill children, and if one provider gets behind schedule (usually with an emergency), we are all pitching in to help them get caught back on track. Thank you again for your patience and allowing us the opportunity to care for your children!