

Berkeley Pediatric Medical Group

Annemary Franks, M.D.
Olivia Lang, M.D.
Lisa Kalar, M.D.
Katrina E. L. Michel, M.D.
Nicole L. Learned, M.D.
Samuel Woods, M.D.

1650 Walnut Street
Berkeley, CA 94709
Office (510) 848-2566
Bus. Ofc (510) 848-4782
Fax: (510) 848-3109
www.berkeleypediatrics.com

Welcome to Berkeley Pediatrics! We are pleased that you have chosen us to provide your child's medical care. Our goal is to give the highest quality medical care with a personal touch. We hope you find out practice to be a friendly and helpful medical home for many years to come.

Office Hours - Weekdays – 8:30 am to 5:00 pm

Saturday – 8:30 am to 12:00 pm *Urgent care by appointment only.* Sunday – Closed

Medical Advice During Business Hours: (510) 848-2566: If you need medical advice, please call the office or send a message to your provider through our web portal. Your call or message will be returned during regular business hours. Phone calls and messages will be triaged by providers, and more urgent medical needs will be answered first. Providers will return phone calls and web portal messages throughout the day, scheduled appointments permitting. For more urgent matters, please do not use the web portal system—rather, call for advice. Please allow 24-48 hours for responses to web portal messages. Web portal messages are only checked during business hours, so messages sent at night will be seen the next day. Sending a message on a Saturday afternoon would not be seen until Monday morning.

After Hours Advice and Care: (510) 486-8344: If your child has an urgent medical need after hours, you can call the After Hours Urgent Care Line. This line is for urgent medical care only. You will speak to an advice nurse, and the physicians of BPMG will be available for additional consultation if necessary. If there is an urgent medical need that cannot wait until the next day, you may be referred to the Pediatric Evening Referral Clinic (PERC), which is a pediatric-specific urgent care clinic. This clinic runs by appointment only. If necessary, the advice nurse will help schedule an appointment for you and give you directions to the clinic, which is located in North Oakland.

Emergent Care: 911 and/or Poison Control 1 (800) 222-1222

Children's Hospital Oakland Emergency Department 747 52nd St. Oakland, CA 94609

In cases of true emergency, call 911. In case of accidental ingestion, call poison control. Our preferred hospital is Children's Hospital Oakland (even for newborns delivered at Alta Bates). The physicians of BPMG have admitting privileges and a close working relationship with the emergency department there.

Appointment Policy: Please call in advance to set up appointments, as we cannot see “drop-in” patients. In this way, we can allow plenty of time for each scheduled patient. We are happy to provide same day appointments for urgent medical problems. Be sure to make separate appointment times for each sibling who is to be seen. A longer appointment is allotted for well child visits, since this is a more thorough evaluation, so please call to schedule these appointments several weeks in advance.

Vaccination Policy: Berkeley Pediatric Medical Group does not accept families who are unwilling to vaccinate their children. This is against our philosophy of high quality, preventive medicine. Feel free to discuss immunization questions with your physician.

For useful medical links and general practice information, please visit our web site at: www.berkeleypediatrics.com. You can also follow us on **Facebook** for relevant updates and interesting articles.

We look Forward to Seeing You and Your Child!

7/20