

# Preparing For An Emergency

The Division of Pediatric Endocrinology at The Children's Hospital at Montefiore is here for you 24 hours a day:

**Office Number: 718-920-4664**

**Office Hours: Monday-Friday, 9am - 5pm**

**After Hours Emergency Number: 718-920-5321**

However, please be aware of what is considered an emergency and requires you to call us after hours. Please be aware of what information we need to be able to help you the best we can.

## What is an Emergency?

- If your blood sugar is high and you have ketones.
- If you are in need of insulin before the office re-opens.
- If your blood sugar is persistently under 60 mg/dL and/or you are severely symptomatic.
- If you are vomiting, unable to tolerate food or drink fluids, have altered mental status, confusion, high fever, or another serious medical problem.

[Important information about what is not an emergency.](#)

## When You Call, Please Have Available

- Your latest blood sugar level and time of check
- Your meter
- Amount and time of last insulin dose
- Result of ketone check

## During Office Hours

- If you are calling for an emergency, state that it is an emergency. If your doctor is unavailable, another clinician will be able to assist promptly. In an emergency please have available:
- Your latest glucose level and time of check (have your meter available)
- Amount and time of last insulin dose
- Result of a ketone check
- If you are calling to discuss a non-urgent matter, expect someone to be in touch within two business days.
- Do not email any doctor or educator if you are having an emergency. Call the center directly.

## After Office Hours

- In an emergency, the doctor on-call can be reached at 718-920-5321. Ask for the Pediatric Endocrinology Fellow on-call.
- You can call 718-920-4664 for non-urgent issues and leave a message.

## What Is Not An Emergency?

- Prescriptions, Refills and Forms

- Appointments
- Blood sugar review
- General questions or concerns
- If your pump is not working please call the pump company before calling the doctor. The number for pump concerns can be found on the pump. When you call have the pump with you so you can report the serial number and any other information they request.

### **Prescriptions And Forms**

- Please call our main line 718-920-4664 and follow directions to the prescription and forms voicemail box. Two business days should be expected for processing the request.
- Do not wait until you are out of medication to request a refill or a prescription. You should order refills when you open your last box (bottle) or call a month before you need the prescription or form.

### **Appointments**

- Please call the Call Center at **718-741-2450** to make an appointment.
- If you are unable to make the appointment please call to cancel and reschedule.
- Please arrive 15 minutes prior to your appointment.
- Always bring your records and your glucose meter and insulin pump with you.