



PURI PEDIATRIC Medical Group, Inc.

Diplomate, American Board of Pediatrics

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Greetings from Puri Pediatrics

As we start our 27th year in Fremont, we have a few updates that we would like to inform our patients of:

1. Registration Forms – We update our registration forms at the beginning of each year. We request that you fill out our registration form so we can update our records.
2. We will notify you of the lab results ordered by our office within 7 working days, and if you have not heard from us, please give us a call.
3. Our goal is “great customer service and satisfaction along with providing excellent medical care. Please feel free to contact Dr. Veena Puri with any complaints, compliments, or comments.
4. Our Regular office hours: Monday through Friday, 8:45 AM to 5:15 PM. An appointment can be made over the phone by calling (510) 797-7766 or with the receptionist at the office.

Puri Pediatric Medical Group, Inc. After-Hours Care Policy

(please see below).

1. If, at any time, you believe you have a life threatening emergency situation, please call 911 immediately.
2. After Hours: *We have made arrangements with Washington Hospital Urgent Care at (2500 Mowry Ave. Ste. 212 located across from our office behind Walgreens 510-608-6174) to have their facility available for our patients after hours only. They are open from 8:00 AM to 8:00 PM. No appointment is needed. They will bill your insurance and will only need to pay your regular office co-pay. **(Please let the Urgent Care know that you are a patient of Puri Pediatric and they will send the records to our office automatically. We will also consult Dr. Puri if necessary.)**

* After 8 pm or you choose not to go to urgent care we have arrangements with Children's Hospital, Oakland Nursing Advice Line. You will talk to a trained, experienced and registered nurse. Nurse may ask additional questions related to the illness of your child and will advise you regarding your child's health care concern according to a standard protocol. A physician is always available as back up for the Nurse. There is a nominal charge for that service.

3. To reach Puri Pediatric Medical Group, please call (510) 797-7766. As you hear the recording, press “0” and you will be connected to the Answering Service. The answering service will direct you further to Advice Line.
4. If they feel it necessary, they will contact us. If needed, she will refer you to the closest Urgent Care clinic. Please go to that Urgent Care center or the nearest Emergency Room.

If you have any questions about the After-Hour Care, please talk to one of the doctors during the regular hours.

We thank you for choosing Puri Pediatric Medical Group to be your child's doctors and health care providers. Best wishes for a happy and healthy 2009.

Veena Puri, M.D., Hari C. Puri, M.D., Remo Cerruti, M.D.

and the Warm and Caring staff at Puri Pediatric Medical Group, Inc..1/5/09

Veena Puri, M.D.
1/5/09