



# KINDERÄRZTE AM STERNEN

## Dear parents, dear children,

We are happy to welcome you as new patients and parents at "Kinderärzte am Sternen"! We hope you will feel comfortable and at home in our practice.

### *Some useful information:*

- You can find our website with additional information at [www.kinderarzt-oerlikon.ch](http://www.kinderarzt-oerlikon.ch)
- Scheduled checkups usually take place with your child's designated doctor. While we attempt to maintain this continuity, more urgent appointments and emergencies may be possible with one of the other doctors, according to availability.
- You can contact us by phone during our business hours. If you cannot get through, it is because all lines are busy and we kindly ask you to try again later or write us an email to [kinderarztsternen@hin.ch](mailto:kinderarztsternen@hin.ch). Available appointments can also be booked online at the website above.
- We suggest to book appointments for the next scheduled checkups directly following a consultation at the reception, but it is also possible to book them online or via phone. If you provided us with your email address, you will receive a reminder for upcoming appointments via email.
- If you need to cancel or reschedule your appointment, please let us know 24 hours in advance, otherwise we unfortunately have to charge you for it. That way we can ensure that the space can be used for another patient.
- Some medical issues or questions can be resolved via telephone or email. One of our doctors is happy to take time for this (directly or via the assistant). Those consultations will be billed according to the official TARMED rates via your child's health insurance.
- For emergencies outside of our business hours you can reach a pediatrician on call until 10 p.m. (22h) via the Ärztefon 0800 33 66 55 for a phone consultation or an emergency appointment if required. For life threatening emergencies, please call 144.
- For any emergencies/accidents concerning teeth please call 044 634 33 11 during business hours or 0844 400 400 outside of business hours.