



## **Coastal Pain and Spinal Diagnostics Medical Group**

6221 Metropolitan St., Suite 201 Carlsbad, CA 92009 / 4910 Directors Pl., Suite 330 San Diego, CA 92121  
(760) 753-7127 [www.CoastalPainGroup.com](http://www.CoastalPainGroup.com)

### **Triage Line FAQ's**

#### **What is the Triage line?**

The Triage line is our Nurse's line for Patients who are having complications with their medications or procedures. Multiple messages on the same issue or calling for non-urgent issues, may delay our response time to those Patients needing assistance. There is a licensed nurse that monitors and screens the messages left on the triage line.

#### **How do I reach the Triage line?**

To be directly transferred to the Triage line, you can dial extension 1114.

#### **What are the triage line's phone hours?**

The triage line hours are from 9:00am – 4:00pm. The nurse will be unavailable between 12:30 – 1:30. If you have an urgent issue during this time, you can press "0" to be directed to the operator.

#### **When will my message be returned?**

We strive to provide excellent patient care and to return your call within 24 hours. For urgent matters, we aim for immediate call back within 30 minutes. However, if for any reason you cannot wait for a returned call or if you are unable to reach a provider, then you should immediately go to the Emergency Room for evaluation or treatment.

#### **When is it a proper situation to call the Triage line?**

It is best to call the triage line if you are having side effects from your medication, have concerns after a procedure/surgery, or are having new symptoms. If you are having an acute exacerbation of your normal pain, please call the scheduling line to make an appointment with your provider. Please do not call the Triage line for medication refills; this will delay our response time to those patients needing medical assistance.

#### **How do I reach the scheduling line to make an Office Visit?**

You will need to call our office during business hours.

For Carlsbad (Dr. Miller, Dr. Sebahar or Dr. Patel), Press "2" and then Option "4" for Appointments.

For Sorrento (Dr. Dobecki, Dr. Moeller-Bertram), Press "3" and follow prompts.

**We ask that you do not call the Triage line for non-medical needs so we can assist other patients who may be having urgent issues that need to be addressed**