



**Vinson K. Diep, M.D., Inc.**

Pediatrics

## **Office Hours**

- **8 am - 12:30 pm; 2 pm – 4 pm**  
**Monday, Tuesday, Thursday & Friday**
- **8 am - 12 noon**  
**Wednesday (& alternating Saturdays)**

## **Appointments**

We will attempt to accommodate sick children who need to be seen the same day. The earlier you call for an appointment, the easier it will be to obtain a convenient time. If you need to have more than one child seen, please notify our office prior to your appointment (not during the visit with the other sibling).

## **Telephone Calls/Email**

During the regular office hours, we always have our staff available to answer your questions, make appointments, or help you decide whether your child needs to be examined. Please feel free to call with questions about your child's health, nutrition, or development.

**If our staff is unable to help you, Dr. Diep will be happy to return your call/concern or communicate (non-emergency issues) through his email address: [pediatrics@doctordiep.com](mailto:pediatrics@doctordiep.com)**

## **Non-Office Hours Calls**

If you have a **dire emergency call when the office is closed**, call the **Physician's Exchange at (808) 524-2575**. They will contact Dr. Diep and he will return your call as soon as possible.

## **Emergencies**

When true emergencies occur, they demand prompt attention. We suggest taking your child to the **Kapi'olani Medical Center for Women & Children Emergency Department**. For life threatening emergencies, **call 911** and have trained paramedics transport your child rather than trying to do it yourself. In the event of possible poisoning, call **Poison Control at 1 (800) 222-1222**.



**Vinson K. Diep, M.D., Inc.**

Pediatrics

### **Non-Emergent After-Hours Pediatric Care**

Kapiolani Medical Center for Women & Children supports an **After-Hours Walk-In Clinic** located on the **1<sup>st</sup> floor Outpatient Clinic** for your acute care concerns. This clinic is staffed by pediatricians. Their hours are Monday - Friday 5 pm – 8 pm and weekends and holidays from 12 pm – 7 pm. Check our phone message for any updates/changes to their schedule.

### **Prescriptions**

Please **do not ask for prescription medications by phone/email** for illnesses we have not had an opportunity to evaluate in person. **Refills** for medications are handled **only during regular office hours**. Call the office for refills before using up all your medications at least 24 hours in advance. In certain circumstances a **follow up office visit** may be required before medication is refilled. **Please anticipate your medication needs before weekends and holidays.**

### **School & Miscellaneous Forms/Letters**

We are happy to assist with your forms, letters, and excuses. Please alert us at the time of your appointment if any forms need to be completed by our office. **School or other forms may take up to 3 - 4 days to complete (Letters 5 - 7 days).**

### **Missed Appointment/No Show**

Out of the courtesy of all of our other patients, please give our office 48 hours advanced notice for any **scheduled appointment (well child care/school/sports physicals)**. Please also let us know if you are running late. As a courtesy, we will attempt to call you as a reminder prior to these scheduled "physicals" appointments. Late arrivals may be re-scheduled at Dr. Diep's discretion.

### **Staff**

- **Vinson Diep, M.D. (Board Certified: General Pediatrics)**
- **Maurine Jane Pascual, M.A. (Medical Assistant)**
- **Christalyn Villaplaza, M.A. (Medical Assistant)**
- **Elgee Joyce Acido, M.A. (Medical Assistant)**