



PEDIATRICS

After Hours Care- UH Rainbow Advice Ctr

We utilize University Hospitals Rainbow Advice Center, a pediatric-focused nurse triage and medical answering service, providing our parents and families direct access to qualified experts in children’s medical care.

The UH Rainbow Advice Center is part of a national network of 30 children’s hospitals, and puts the expertise and knowledge of thousands of pediatricians and nurses at our parents and families fingertips.

Today, the UH Rainbow Advice Center is one of the largest adult and pediatric nurse triage programs in the country, providing services to 150,000 patients annually across seven states, including PAK Pediatrics.

Have comfort knowing your call will be answered by certified clinical nurses who complete a comprehensive training program on telephone nurse triage and utilize nationally recognized Schmitt Thompson Clinical Content After-Hours Telephone Guidelines, which are updated annually.

UH Rainbow Advice Center provides first-level and second-level triage:

- First-level triage is nurse triage and advice with nurses managing the call disposition per the triage guidelines.
- Second-level triage allows the nurses to contact the physician, via cell phone, with the patient's details, so the physician can then call the patient and perform an independent assessment of the best way to manage the child.

Families may incur a fee associated with using UH After Hours Care service.

Please follow phone prompts to be directed to the UH After Hours Care team.

Kingston Office

451 3rd Avenue, Suite 1
Kingston, PA 18704
Phone: 570-288-6543
Fax: 570-288-7130

Pittston Office

1081 Oak Street, Suite 1
Pittston, PA 18640
Phone: 570-602-PAKP
Fax: 570-288-7130

MountainTop Office

239 S Mountain Blvd, Suite 600
Mountaintop, PA 18707
Phone: 570-715-7020
Fax: 570-288-7130

Scranton Office (Temporary)

890 Viewmont Drive
Dickson City, PA 18519
Phone: 570-585-2615
Fax: 570-288-7130