



ALIGN SURGICAL ASSOCIATES INC.

After-Hours Call Guidelines: When to Contact Your Surgical Team

Our clinical team is always available for urgent medical concerns. To ensure timely care for true emergencies and to reduce staff fatigue, please use the following guidelines to determine when to call after hours.

CALL IMMEDIATELY (Day or Night) if you experience:

- Bleeding that soaks through dressings and does not stop after applying firm pressure for 10 minutes
- Fever greater than 101°F (38.3°C) with worsening pain, redness, or drainage
- Sudden severe swelling, tightness, or rapidly expanding bruising
- Shortness of breath, chest pain, or difficulty breathing
- Severe uncontrolled pain not relieved by prescribed medications
- Signs of infection: rapidly spreading redness, warmth, pus, or foul-smelling drainage
- Persistent vomiting preventing you from keeping fluids or medications down

CALL *only* DURING BUSINESS HOURS (9am-5pm) for:

- Medication refills
- Routine wound care questions
- Scheduling or appointment changes
- Mild swelling, bruising, or discomfort that is stable or improving
- Questions about activity restrictions or recovery timeline
- Non-urgent concerns about appearance or healing

SEND A MESSAGE / EMAIL (Patient Portal) for:

- Questions about normal recovery symptoms
- Photos of your incision or healing progress
- Medication side effects that are mild and not worsening
- Administrative questions (forms, work notes, documentation)
- Non-urgent concerns or clarification about instructions

If you believe you are experiencing a life-threatening emergency, call 911 or go to the nearest emergency department immediately.

After-Hours Urgent Line: 415-530-5335 Option 6



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