

## \*\*\*Ring Central Phone Updates\*\*\* PLEASE READ



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To  AllStaff\_MNHC

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Mon 11/17/2025 5:25 PM

### How Calls Are Routed

All previous clinic phone numbers are now routed to the centralized call center **(415) 552-3870**. For example, if a patient calls the previous Excelsior Clinic phone number, the call is routed to and answered by our centralized call center.

- Please do not give out the previous phone numbers and have patients use this line instead **(415) 552-3870**.
- Calls are answered by the call center Monday – Friday, 8am – 5pm. After 5pm and on weekends, calls are routed to the answering service.
  - Our pediatric after-hours phone number (weekdays after 5pm and on weekends) phone line is 415-376-1744. Patients can call this phone number, and it will ring at MB and Shotwell pediatric departments. This phone number is also used for newborn appointment scheduling.
- When a patient needs to be transferred to a clinic, the call center team uses the queue extensions listed below. These ring directly at the front desk stations:
  - Mission Bernal Pediatrics Front Desk: 2570
  - Mission Bernal Adult Front Desk: 2568
  - **Excelsior Front Desk: 2567**
  - Excelsior Dental Front Desk: 2670
  - **Shotwell Front Desk Intake: 2560**
  - Shotwell Pediatrics Front Desk: 2558
  - Shotwell Dental Front Desk: 2561
  - Shotwell Adult Front Desk: 2277
  - Clinica Esperanza, Shotwell: 2293
- These queues were created to reduce missed calls from patients who need to communicate with our clinics. When necessary, PSS staff at the front desk relay information to the MA or notify the provider team about missed telehealth appointment calls.
- **MAs do not have individual extensions assigned as they support multiple providers across different schedules and sites.**
  - Please utilize Epic Chat to communicate with clinical team members
- We are currently working with Clinical Operations and our Epic team to reduce the number of pools to better support encounter creation and improved coordination between the Call Center & Clinical Operations.