

COVID-19 Reminders

May 6, 2020

Hello patients of Taddle Creek Family Health Team!

We would like you to be aware of two issues we are having with virtual care and emails.

Phone calls from FHT providers

Physicians or clinicians will likely be calling from a blocked number. Please answer the phone when you receive a call with “No Caller ID” displayed. If you own an Apple phone, you may have turned on the ‘*Silencing Unknown Callers*’ feature (settings > phone >), where calls from unknown numbers are silenced and sent directly to voicemail. Please consider temporarily disabling this feature (or Android equivalent), especially when expecting a call from a team member.

Re: Health Myself Portal emails

Do not use the Health Myself portal for urgent health matters. If you have an urgent concern, please call the office instead. Health Myself emails are checked periodically weekdays by our team members and it may take 2-3 business days for someone to get back to you. If you are experiencing a health emergency, such as chest pain, shortness of breath or other symptoms that require immediate attention, please go to your nearest Emergency Department.