**Urgent Calls**

Weekdays, holidays and weekends from 8 a.m. to 4:30 p.m.

Please call **866.940.7073**

**Examples of urgent calls**

- Sick day management
- Multiple episodes of vomiting
- Moderate to large ketones
- Multiple, severe high blood sugars > 300 mg/dL
- Multiple, severe low blood sugars < 50 mg/dL

For any life-threatening emergencies, please call 911.

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**Non-Urgent Calls**

Weekdays from 8 a.m. to 4:30 p.m.

Please call **616.391.3933**

**Examples of non-urgent calls**

- Blood sugar reporting
- Non-urgent dose adjustments
- Scheduling of diabetes or pump classes
- Prescription refills
- Any other non-urgent questions

Please allow two to three days to process refill requests and follow up with your pharmacy.

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**MyHealth Options**

Online patient portal

Please visit [spectrumhealth.org/myhealth](http://spectrumhealth.org/myhealth)

**Through this portal you can**

- Access important medical information
- Communicate with our providers
- Receive test results

For children under 12 years of age, parents can sign up to receive access to their child’s information.

Children 12 to 17 years old will need to be enrolled in clinic for a MyHealth account.

For additional information, please email [hdvchdiabeteseeducators@spectrumhealth.org](mailto:hdvchdiabeteseeducators@spectrumhealth.org).