

## 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.**

## 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.

## MyHealth Options

Online patient portal

Please visit [spectrumhealth.org/myhealth](https://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 [hdvchdiabeteseducators@spectrumhealth.org](mailto:hdvchdiabeteseducators@spectrumhealth.org).