

FAMILY TIP SHEET Voicemail and your child's health

Usually, because of privacy laws, your child's doctor or clinic cannot use texts or use messaging apps to reach you. They can, however, leave you a voicemail. Using voicemail means you can get important messages about your child's appointments, test results, and medications quickly.

Need help setting up voicemail on your phone?

- Your phone company's customer service can help. Call the customer service number, or ask a store employee at the place you bought your phone.
- You might need to set up a passcode to hear your messages.
- Record your own outgoing message, so the caller knows they have the right number.
- Test it! Make sure you have your voicemail set up right by having someone call you and leave a message.
- Check to see how your phone shows you that you have a message. There may be a number or a symbol or a flashing light, showing that you have messages.

Once you have voicemail set up

- If your child's doctor's office calls, their number might not show up on your caller ID, so listen to the whole message to make sure you know exactly which number to call back.
- Don't delete messages until you write down any information you might need, like a call-back number or an appointment time. You can go back and listen to it again until you delete it.
- Delete messages once you're done with them. Voice mail boxes can fill up, making it impossible to leave a new message until some old ones are deleted.

Questions? Contact us.
We are here to help.

1-855-323-6744 (English)
503-931-8930 (Spanish)
contact@oregonfamilytofamily.org
www.oregonfamilytofamily.org



ONE FAMILY'S STORY

Mr. and Mrs. Ponce are Marbely's parents. Marbely is eight years old and has special health needs. Her doctor was starting her on a new medicine. The doctor wanted to tell her parents about the new medicine, and when they could pick it up at the pharmacy. Marbely's parents can't pick up the phone when they are working. They asked the doctor to leave them a voicemail. After work, Mrs. Ponce saw the flashing voicemail symbol on her phone. The doctor's voicemail had all the information she needed, and she got to the pharmacy before it closed.

