

Smithville Medical Centre

Family Health Team

230 Canborough St., Box 218
SMITHVILLE, ON L0R 2A0

February 22nd, 2021

Coming soon: Online booking, appointment reminders and a new, secure messaging system - All in one place!

From our patient experience survey last year, 67% of patients said they would have been interested in booking their appointment online. We heard you! Between March 1st and March 22nd, we will be making the switch from Wellx to Pomelo Health/Health Myself which offers secure messaging plus other great features: online booking and appointment reminders!

On March 1st, you will receive an email from our office inviting you to register for a Pomelo Health/Health Myself account. We ask that you register within 2 weeks. As of March 22nd, our office will be completely switched over to the new system and no longer using Wellx.

Initially, as we work to implement this, online booking will only be available to patients of Dr. Jade Sillick. Online booking is new to us so this will give our office a chance to optimize how we set everything up. We hope to expand this to all patients of the Smithville Medical Centre within a few months. We will send out another message to you when online booking becomes available to everyone.

What will be new?

- The option to book an appointment online (initially for Dr. Sillick's patients only).
- Appointment reminders by email sent out 2 days before your appointment. Appointment reminders will be sent for both appointments booked online AND all appointments booked by our receptionists.
- As of March 22nd, we will no longer be using Wellx as Pomelo Health/Health Myself includes secure messaging as part of their platform.

What will stay the same?

- Once registered for your Pomelo Health/Health Myself account, you will be able to both initiate and receive messages from your doctor and the clinic.
- Messages are still only meant for non-urgent issues as it may take our team 2-3 days to respond.
- You can still call into our reception desk to book an appointment. They will be available by phone at all times that our office is open, like they are now.
- Messages are still sent securely using high-level encryption for privacy and security.

We are excited to be providing our patients with more ways to contact our office and to make it easy and convenient for you to book appointments for you and your family members.

Please watch for the registration email that we will send on March 1st. To continue being able to contact your doctor using secure messaging, it will be important that you complete your registration before March 22nd.

Kind Regards, The Smithville Medical Centre Family Health Team