

The majority of our patient care is being conducted with a phone call or virtual visit.

What to expect with a phone call appointment:



Your physician will call you as close to your scheduled time as possible. Please be available 15 minutes prior to and up to 60 minutes after your scheduled appointment in a private location where you can conduct a medical appointment.



1. When booking a phone call appointment our staff will confirm your phone number(s) as well as your pharmacy and email. IF you have a new health card, please provide the 2 letters after the number to staff.
2. 15 minutes prior to and 60 minutes after your phone appointment please be available to take the call.
3. IF you have software that declines UNKNOWN CALLER IDS, please disable.



Your phone may not ring when your physician calls.

IF you have call display and your physician is working outside the office, the caller will be UNKNOWN or BLOCKED, please accept the call. Not answering your physician's call will delay your care and is wasted time for everyone.

Patient Info Upload

4. If you have documents or images pertaining to our appointment, please use our secure upload at sheddonmedical.ca/upload.

Allow 12-24 hours before your appointment for your images/ documents to be available to your physician.

We do not upload on weekends.

If you cell phone has privacy settings that block unknown caller ID, your phone will not ring and the call will be directed to your voice mail. To accept your physician's call you will need to adjust your privacy settings to allow unknown caller IDs.