

When to message SVH vs call 911

Keep this sheet on your phone. SVH is not an emergency department and not an after-hours emergency line. Portal messages are not monitored in real time.

GREEN — next visit	Mild nausea, early fullness, or a change in bowel habits. Use smaller meals, bland foods, fluids, and the conservative tips in your education packet. Mention it at the next scheduled visit.
YELLOW — message the clinic	Persistent vomiting. You cannot keep fluids or protein down. You cannot take the next dose. Message SVH in the patient portal. Do not change your dose on your own.
RED — call 911	Severe abdominal pain, chest pain, severe shortness of breath, anaphylaxis, or dehydration you cannot correct. Call 911 or go to the nearest emergency department. Do not wait for a portal reply.

Also remember

- You must live in Alabama and be in Alabama at the time of each visit.
- Membership is \$175/month cash-pay and does not include medication.
- If prescribed, brand-name Wegovy, Zepbound, or Foundayo is purchased from Novo Nordisk or Eli Lilly and mailed to your home. No compounding.
- A prescription is never guaranteed. Individual responses vary.

Southern Virtual Health | Educational only. Not a substitute for clinical care. Not emergency care. Call 911 for emergencies. Alabama residents only.

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