

Thundermist Update

Frustrated Calling Thundermist?

We know it has been difficult to reach us, and we apologize. You have been on hold too long and sometimes we lose your call. We want you to have a better experience and are working hard to make improvements.

The COVID-19 pandemic has caused additional challenges for our phone system. Many more patients are calling each day and we are all adapting to providing care remotely.

We are addressing the problems and expect to see improvement in the coming months.

Here are a few solutions that may be helpful to you now. Thank you for your continued patience and trust in Thundermist Health Center.

Patient Portal

The Patient Portal is the best way to communicate with us. You can send a message to your care team, request an appointment, view test results, and request records. You can use the portal from an app on your phone or a desktop computer.

Our Patient Portal expert is ready to help you sign up and use the system. Call the Portal Hotline at (401) 424-9308 between 9 a.m. and 5 p.m., Monday through Friday.

Call-Back Feature

You do not have to wait on hold. Use our call-back feature and a patient service representative will call you back. You won't lose your place in line. Enter your call-back information when prompted during your call.

Medication Refills

Call your pharmacy for medication refills. The pharmacy will send us a refill request.

New Features

We are working on a new feature so you can cancel your appointment online. We also hope to add an online form for new patients wishing to establish care with us. Stay tuned for more information about these features in the coming weeks.