MyChart Sending Messages to your Provider (Web Version) – Patient Facing

You have the option to communicate with your Provider through MyChart. This document shows you how to navigate the web version of MyChart messaging.

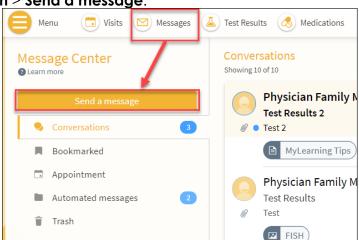


- Send a Message via a Web Browser
- 1. Log in to **MyChart**.

Community

lealth Network

2. Click Messages button > Send a message.



3. Select Medical question or Customer service question.

What's your message about? Medical question You have a simple medical question that doesn't require an immediate response. Customer service question	2	×
You have a simple medical question that doesn't require an immediate response.		
Customer service question	an 🚽	÷
You have a question about billing, insurance, or other non-medical concern.	n-medical 🚽	÷

4. Select the message type.

← Back	Medical question	r ×
What type of m	edical question?	
Non-Urgent Med	ical Question	→
Prescription Que	estion	<i>→</i>
Test Results Que	stion	<i>→</i>
Visit Follow-Up (Question	<i>→</i>
Referral Request		<i>→</i>
Submit Test Res	ults	\rightarrow

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← Back Non-Urgent Medical Question	
Who do you want to contact?	
Physician Family Medicine, MD Primary care provider	→
Family Medicine, Physician, MD in Olio Road Family Care Family Medicine Previous appointment on May 13	÷

- 6. Enter the appropriate **Subject** for the message.
- 7. Enter your **message** in the message box
 - Attach an Image if you would like to by clicking the paperclip at the bottom of the message box
 - You can attach up to 9 files.
 - The allowed file types are BMP, GIF, JPEG, JPG, PDF, PNG, TIF, TIFF.
 - The maximum file size is 5.86 MB for images & PDFs.
- 8. Click **Send** to send the message
 - When you receive a message from the provider it will show up in your health feed (home page).

← Back Non-Urgent Me	edical Question 🛛 🗈 🗙				
To 🤒 Family Medicine, Physician, MD in Olio Road Family Care					
Call 911 if you have an emergency. Learn r	nore				
* ^{Subject} Submit Test Results					
COVID-19 Test Results					
	1479 characters remaining				
1	Send 🖘				