

# Messaging

## View messages from your doctor

You can read messages sent by your doctor or other clinic staff:

1. Click the Messaging tab then click Message Center
2. Here, you'll be able to see an inbox with all messages from your doctor and their staff as well as messages you've sent them

## Ask your doctor for medical advice

1. Click the Messaging tab then click Message Center
2. Click the Ask a Question button and click the option that best suits your needs including:
  - a. All options except non-medical questions will be sent to your doctor

Click New Medical Question for simple medical questions that do not require immediate response. You'll be asked to select a recipient from a drop-down list of doctors you've seen. Type your message and click sent when finished. You also have the option of uploading or attaching an image.

You can also request Medication or Prescription Refills for medications you're currently taking.

E-Visits are another quick way to receive medical advice from your doctor. You'll be asked to select from a list of specific conditions and answer a few questions. Your responses will be sent to your doctor and they will get back to you as soon as possible.

**Ask a Question**

Please select the option that most closely matches your question.

**Please call 911 if you have an emergency. For urgent medical questions please call your provider.**

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| <b>New Medical Question</b><br>You have a simple medical question that doesn't require an immediate response.                       | <b>Request a Medication Refill</b><br>You would like to request a refill or renewal of a current medication.   |
| <b>Symptom-Specific E-Visit</b><br>You would like to receive medical care online for a common problem by answering a few questions. | <b>Non-Medical Question</b><br>You have a question related to a bill, your insurance, or another non-medical concern. Note: these questions will not be sent to your healthcare providers. |

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## Letters

You can also review letters your doctor's office has sent to you including health reminders, results from different tests as well as general letters.

1. Log into your MyChart account
2. Click the Messaging tab then click Letters
3. Select the letter to view it. You can also print a copy for your records