

MyChart Update

October 17, 2021

New Message Center

From the Message Center, you can:

- Send a new message to you provider or other staff.
- View and organize messages for future reference in folders.
- Click the latest message in a conversation to see the whole conversation.
- See which messages have attachment to review.
- Search for a specific conversation by keyword.
- Watching an on-boarding a video, or click Learn More to start the video

Please note the following features will not be included in the New Message Center:

- To expedite your Medication Refill request, click Medication in Toolbar. Do not send message.

The screenshot shows a patient portal interface. At the top, there is a navigation bar with several icons: a hamburger menu, 'Your Menu', 'Visits', 'Messages', 'Test Results', and 'Medications'. The 'Medications' icon is highlighted with a red box. Below the navigation bar, there is a 'Welcome!' message. On the right side, there is a 'Your Menu' section with a search bar and a 'Find Care' dropdown menu. The 'Find Care' dropdown menu is open, showing options: 'Schedule an Appointment', 'E-Visit', and 'View Care Team'. The 'E-Visit' option is highlighted with a red box. Below the 'Find Care' section, there is a 'Communication' section. The text 'by Hawai'i Pacific Health' is visible in the top right corner of the interface.

- To send an E-Visit to PCP, go to Menu> E-Visit.

New Message Center (cont'd)

The screenshot displays the 'Message Center' interface. At the top, there is a navigation bar with icons for 'Your Menu', 'Visits', 'Messages', 'Test Results', and 'Medications'. The user's name 'Jenna Switch' is visible in the top right corner.

The 'Message Center' sidebar on the left includes a 'Send a message' button (marked with a red circle 1) and a 'Conversations' section (marked with a red circle 2) containing 'Bookmarked', 'Appointment', 'Automated messages', and 'Trash'.

The main 'Conversations' area shows a list of messages. The first message is from David Grant, dated Nov 12, with the subject 'Shoulder exercises'. The second message is from Rebecca Jones, dated Nov 6, with the subject 'Inhaler Not Working' (marked with a red circle 3). This message includes a text body and an attachment labeled 'inhaler_daytime' (marked with a red circle 4).

The detailed view of the 'Inhaler Not Working' conversation shows the following content:

- Participants:** Rebecca Jones
- Visible to:** Tim Saylor
- Message Body:**

Over the last few weeks, I noticed that my inhaler isn't working so well. I'm attaching a picture of the one I'm using. Is the right one? Should I be using something different?

Thank you!

1 attachment

[inhaler.jpg](#)
- Reply:**

Hi Jenna,

Thanks for letting me know. You should be taking this one (picture attached) instead. The inhaler you sent me looks pretty old and is a lower dosage.

Let me know if you have other questions,


Rachel Jones, MD

1 attachment

[inhaler_daytime](#)

New Message Center (cont'd)

Send or Reply to a Message

1. In the toolbar, click **Messages**.
2. To send a message to someone you don't have a current conversation with, click **Send a Message**. To reply to a message, select the message you want to reply to and click **Reply**. If you're replying to a message, skip to step 5.
3. Select the topic that best fits your message.
4. Select the provider or team you want to message.
5. To send a confidential message, clear the check box for anyone else who has access to your chart, like a spouse or a caretaker.
6. Enter a message subject (if you're creating a new message) and body text.
7. Click the  icon to attach an image.
8. Click **Send**.

New Message Center (cont'd)

The screenshot displays the 'New Message Center' interface. At the top, there is a navigation bar with icons for 'Your Menu', 'Visits', 'Messages', 'Test Results', and 'Medications'. The user's name 'Jenna Switch' is visible in the top right corner.

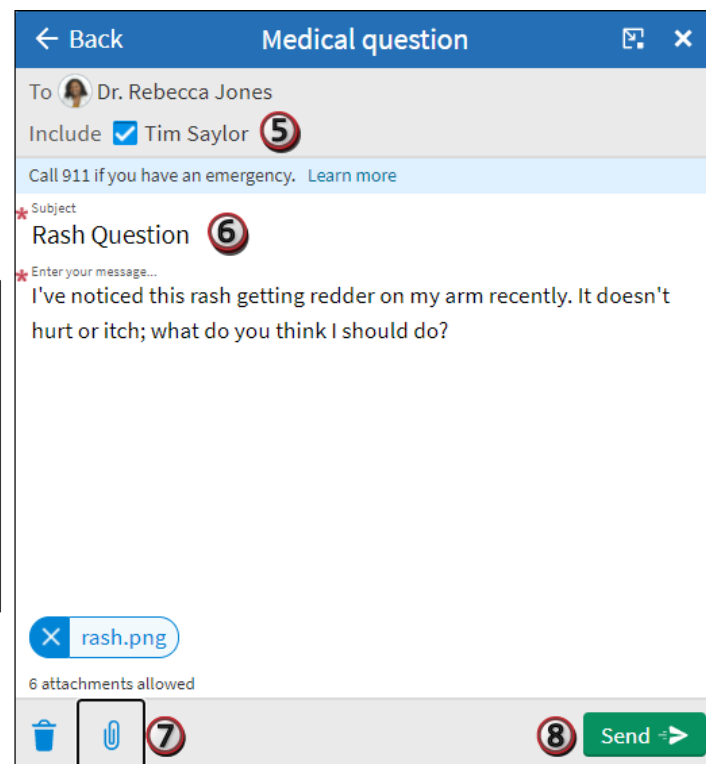
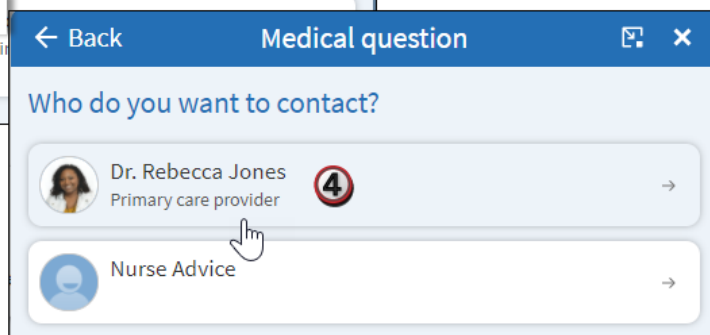
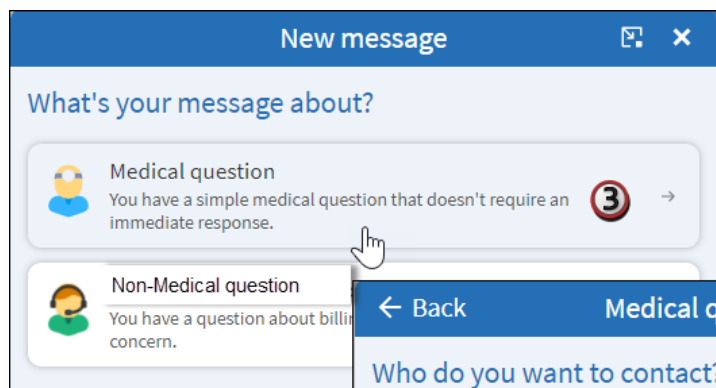
The main area is divided into two sections:

- Message Center (Left):** Contains a 'Send a message' button (1) and a list of filters: 'Conversations' (2), 'Bookmarked', 'Appointment', 'Automated messages', and 'Trash'.
- Conversations (Right):** Shows a list of messages. The first is from David Grant about 'Shoulder exercises' (Nov 12). The second is from Rebecca Jones about 'Inhaler Not Working' (Nov 6). A red box highlights the 'Conversations' filter and the 'Inhaler Not Working' message.

The detailed view of the 'Inhaler Not Working' message is shown below:

- Participants:** Rebecca Jones and Tim Saylor.
- Message Content:**
 - Rebecca Jones (Nov 6, 1:08 PM): "Over the last few weeks, I noticed that my inhaler isn't working so well. I'm attaching a picture of the one I'm using. Is the right one? Should I be using something different?"
 - Attachments: inhaled.jpg
 - Thank you!
 - 1 attachment: inhaled.jpg
 - Hi Jenna,
 - Thanks for letting me know. You should be taking this one (picture attached) instead. The inhaler you sent me looks pretty old and is a lower dosage.
 - Let me know if you have other questions.
 - Rachel Jones, MD
 - 1 attachment: inhaler_daytime

New Message Center (cont'd)



New Message Center (cont'd)

Delete and Restore Messages

- If you don't think you'll need to see a conversation again, click **Move to trash** to move it to the Trash folder.
- To restore the message to your main conversation list, go to the Trash folder and click **Restore conversation**.

The image displays two screenshots of a message center interface. The top screenshot shows a message titled "Inhaler Not Working" with a "Move to trash" button circled in red and labeled "1". The bottom screenshot shows the same message in a trash folder with a "Restore conversation" button circled in red and labeled "2".

Top Screenshot: The message is titled "Inhaler Not Working". The sender is Rebecca Jones. The message content is: "Over the last few weeks, I noticed that my inhaler isn't working so well. I'm attaching a picture of the one I'm using. Is the right one? Should I be using something different?" followed by "Thank you" and "1 attachment: inhaler.jpg". The "Move to trash" button is circled in red and labeled "1".

Bottom Screenshot: The message is in a trash folder. The sender is Rebecca Jones. The message content is: "Over the last few weeks, I noticed that my inhaler isn't working so well. I'm attaching a picture of the one I'm using. Is the right one? Should I be using something different?" followed by "Thank you" and "1 attachment: inhaler.jpg". The "Restore conversation" button is circled in red and labeled "2".

New Message Center

Find a Message by Keyword

- Within each folder, you can also use a keyword search to find a message you're looking for.
- Go to the folder you'd like to search.
- In the Search conversations bar, enter a search term and press **Enter**. You can search by message subject, body text, or author.

The screenshot displays the Message Center interface. On the left is a sidebar with a 'Send a message' button and folders for 'Conversations', 'Bookmarked', 'Appointment', 'Automated messages', and 'Trash'. The main area is titled 'Conversations' and shows a search bar with 'shoulder' entered. Below the search bar, it indicates 'Showing 1 result for "shoulder"'. A message from David Grant is shown, dated Nov 12, with the subject 'Shoulder exercises' and the body text 'Hi Jenna, Here are the shoulder exercises you should be doing at home, which we talked about at your last appointment. Let ...'. A link for 'Shoulder exercises' is visible below the message. At the bottom, it states 'There are no more conversations to search.'

New Message Center (cont'd)

Find a Message by Keyword

- Within each folder, you can also use a keyword search to find a message you're looking for.
- Go to the folder you'd like to search.
- In the Search conversations bar, enter a search term and press **Enter**. You can search by message subject, body text, or author.

The screenshot displays the Message Center interface. On the left, the 'Message Center' sidebar includes a 'Send a message' button and a list of folders: 'Conversations', 'Bookmarked', 'Appointment', 'Automated messages', and 'Trash'. The main area shows the 'Conversations' folder with a search bar at the top right containing the text 'shoulder'. Below the search bar, it indicates 'Showing 1 result for "shoulder"'. The search result is a message from David Grant, dated Nov 12, with the subject 'Shoulder exercises'. The message body text is 'Hi Jenna, Here are the shoulder exercises you should be doing at home, which we talked about at your last appointment. Let ...'. A link for 'Shoulder exercises' is visible below the message. At the bottom of the search results, it states 'There are no more conversations to search.'

Electronic Documents needed E-Signatures

You can sign documents, such as consent forms, in MyChart.

- You will see a new card appear in the health feed with a 'Review and sign' link if an electronic document needs your signature. Click the link to review the document and sign.
- In the My Documents page, you will see the documents waiting for signatures in the Document to Sign section.
- The Other Documents section will show the previously signed documents and test results scanned on your record.

The screenshot shows the MyChart home page. At the top, there is a navigation bar with 'Menu', 'Visits', 'Messages', 'Document Center', and 'Medications'. Below this is a 'Welcome!' section with an 'Office Visit' card. The card displays the date 'Apr 5 Mon' and the time 'Starts at 4:00 PM CDT'. It also lists the location 'WI HPE Family Practice' and the provider 'With David Carter, MD'. A red box highlights a notification card that says 'Review and sign the Consent Form for your Office Visit on 4/5/2021.' with a 'Review and sign' button. Below the notification is a 'View all (4)' link.

The screenshot shows the 'My Documents' page. It is divided into two sections: 'Documents to sign' and 'Other documents'. The 'Documents to sign' section contains two cards for 'Consent Form' documents, each with a 'Review and sign' button. The 'Other documents' section is a table listing previously signed documents.

Document type	Date
KneeSwelling.pdf	Added on 3/20/2021
ACL Replacement Surgery Description	Added on 2/11/2021
HIPAA Notice of Privacy	Signed on 1/28/2021

Create your own E-Signature

You can now select the e-signature method you prefer. You can choose to auto-generate a signature or draw a signature.

The image shows a screenshot of a HIPAA Notice of Privacy form. The form is titled "HIPAA Notice of Privacy" and contains sections for "Your Information, Your Rights, Our Responsibilities" and "Your Rights". Below the text, there are two buttons: "Auto-generate" and "Draw to sign". A signature "Pati Nan" is visible on the form. An overlay window is shown in the foreground, displaying a signature "Pati Nan" and buttons for "Auto-generate", "Draw to sign", "Save for future use", "Sign", and "Cancel".