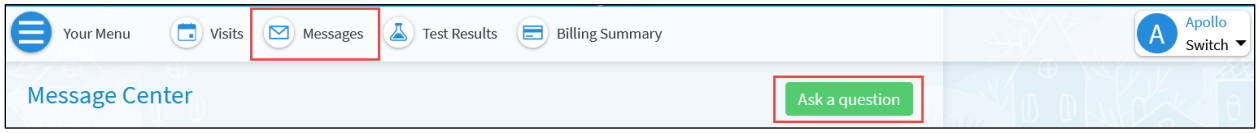
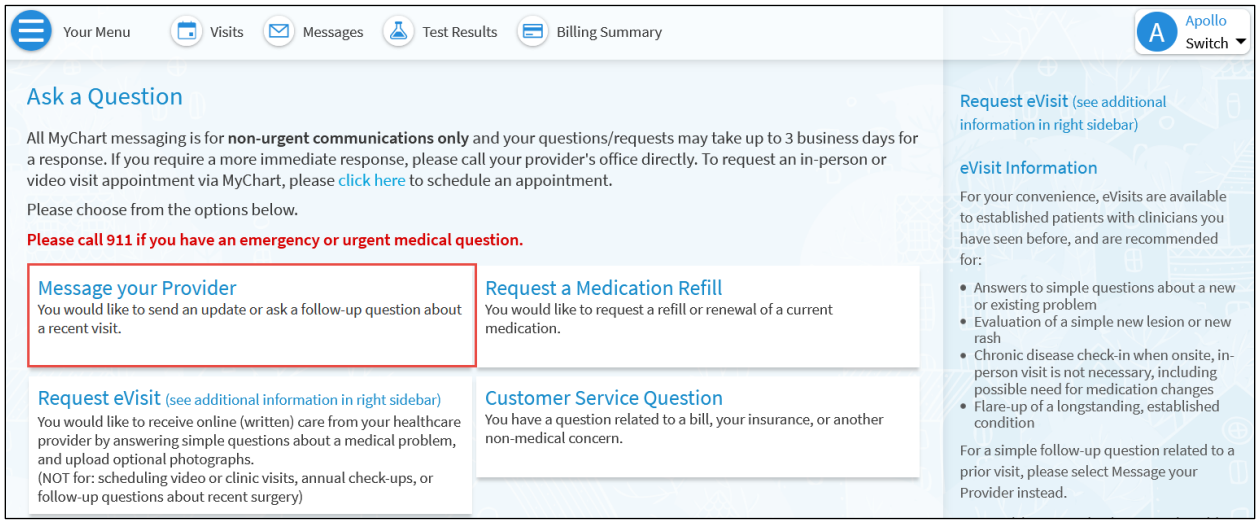
How to Send a Message to Your Provider/Provider's Office

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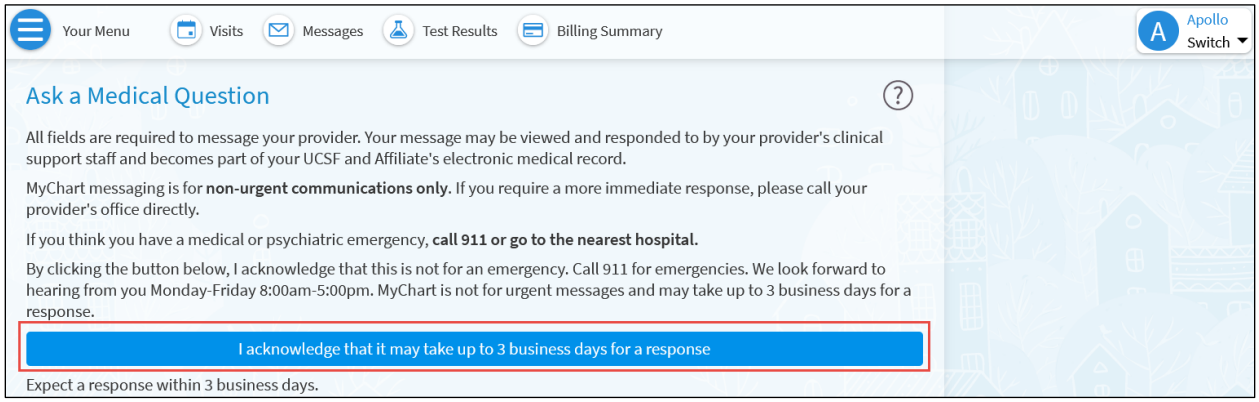
1) Select the "Messages" icon on the top of your screen. Then select Ask a Question.



2) You will be offered 4 boxes – Request a Medication Refill, Customer Service Question, Request eVisit and Message your Provider. Click "Message your Provider".



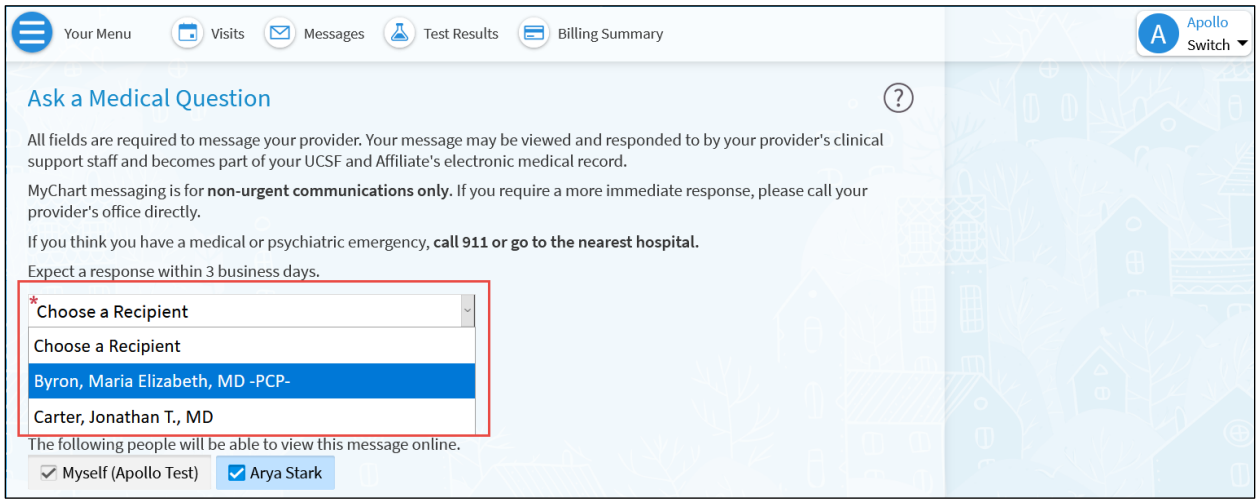
3) Read and click on the acknowledgement that you understand this message should not be urgent, that your provider's office is generally open during business hours Monday through Friday 8:00am-5:00pm, and if there is an emergency please dial 9-1-1.



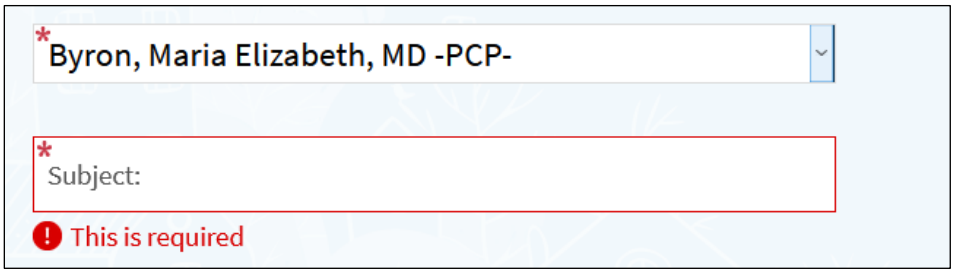
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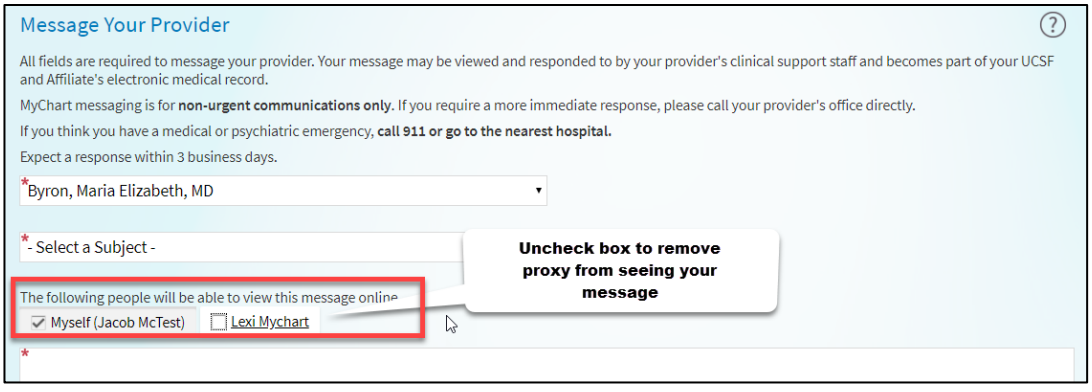
4) Read the critieria for sending a message. Please be aware there is a 3-business-day turnaround for messages and it may be your provider's clinical team responding to your question.
5) Select a recipient/provider from the drop-down menu. The list of providers are ones who you have seen within the last two years. If a provider you expect to be listed is missing, please call your practice or let them know on your next visit.



6) Type the subject most appropriate to the message/question you are sending. There is a 100 character limit.

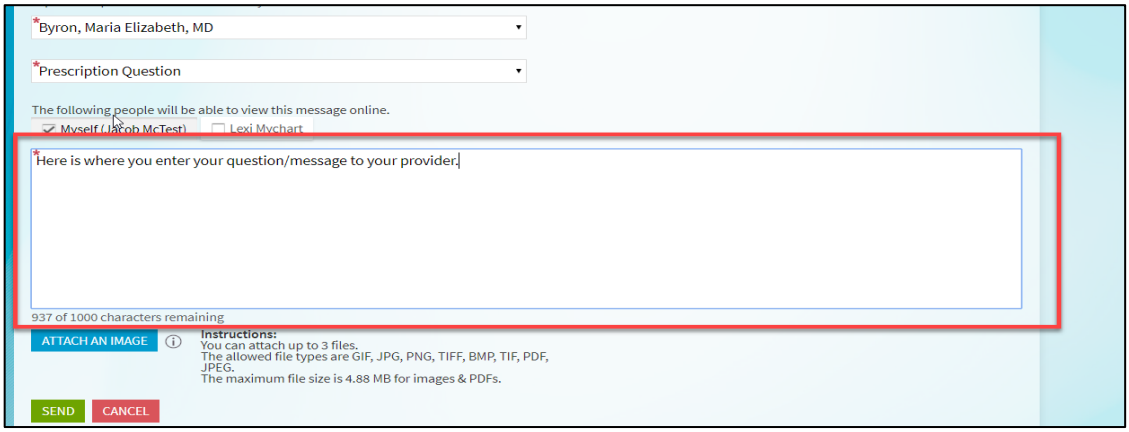


7) If there are other proxies associated with the patient you are messaging for, these proxies will display with a check box under the list of providers. If, for instance, you were writing a message on behalf of your child and both you and another guardian has MyChart proxy access, both will appear on the message. It is up to you to decide to include the other proxy on your message by leaving the check mark next to their name, or removing them from seeing the message by unchecking the box next to their name.



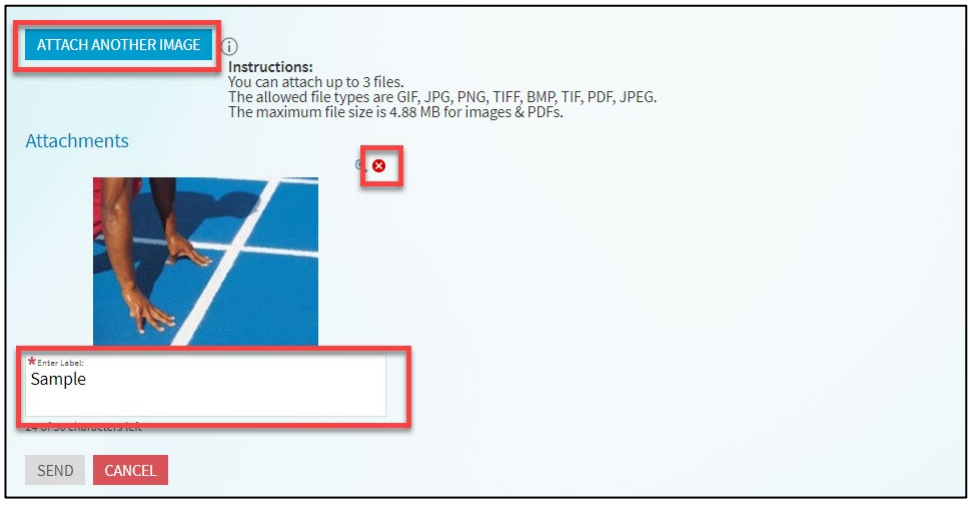
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8) Enter a message/question you want to send to your provider's office. You have a maximum of 1000 characters.



9) You may choose to add an attachment to your message. This attachment can be file types that are GIF, JPG, PNG, TIFF, BMP TIF JPEG or PDF. You can attach up to 3 files. The maximum file size is 4.88 MB for images and PDFs.

   To attach a file, click on the blue "Attach an Image" button. This will prompt your desktop to open a search window to find a file on your computer. Select/double click on the file you want to attach and it will appear below the attachment section. You may edit the label for the file or remove it by clicking the red X.



10) Once all the required fields where there is a red * are fulfilled, the "Send" button on the bottom of the screen will turn green and you can click Send.



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