How to Send a Message to Your Provider/Provider's Office
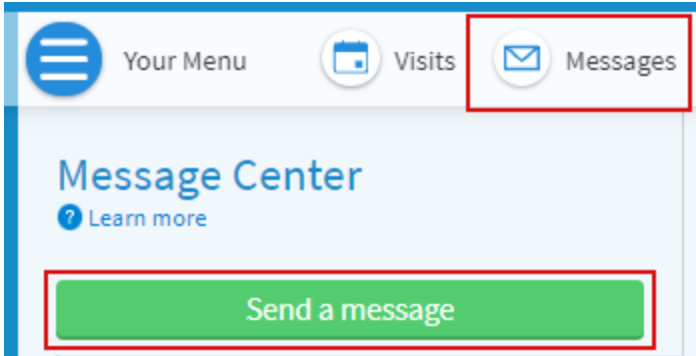
1) Select the "Messages" shortcut on the top of your screen. Then select Send a message. The Messages activity is also listed in the "Your Menu" section, if you've changed your shortcuts.

2) A window will appear with within MyChart offering two options – Heathcare Team along with MyChart and Billing Help Desk. Please note the message on the page on response times (1-3 business days) and that this should not be used for emergencies. Click "Healthcare Team."
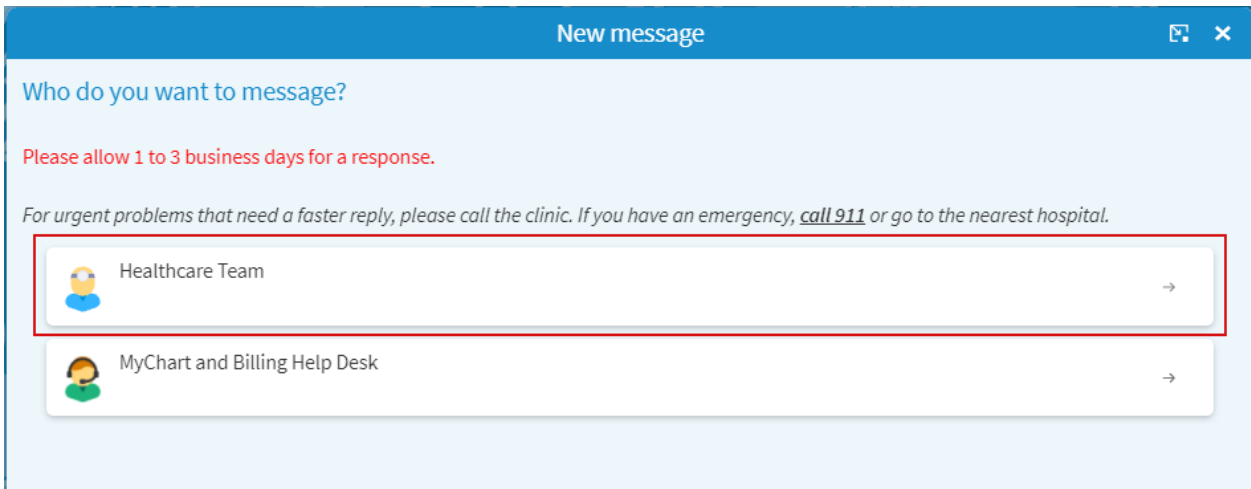
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3) Read and click on the acknowledgement that you understand this message may be billed to your insurance if the response requires medical expertise and more than a few minutes of time. Read through the other options on the page to see if they better fit your needs. Click "I understand and want to send a message."

4) Select a recipient/provider listed under "Choose a recipient". 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.
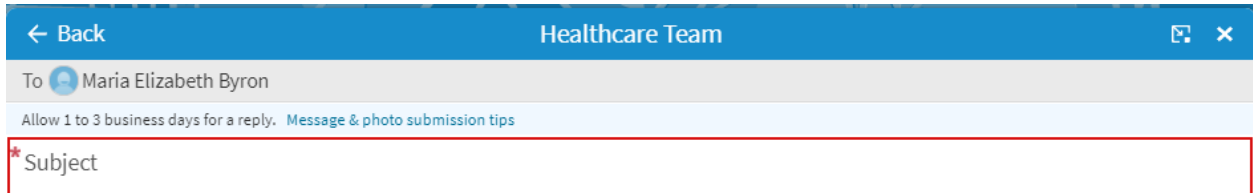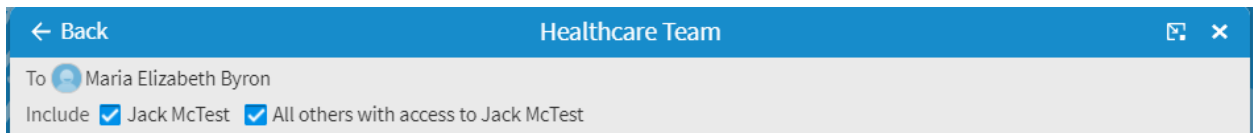
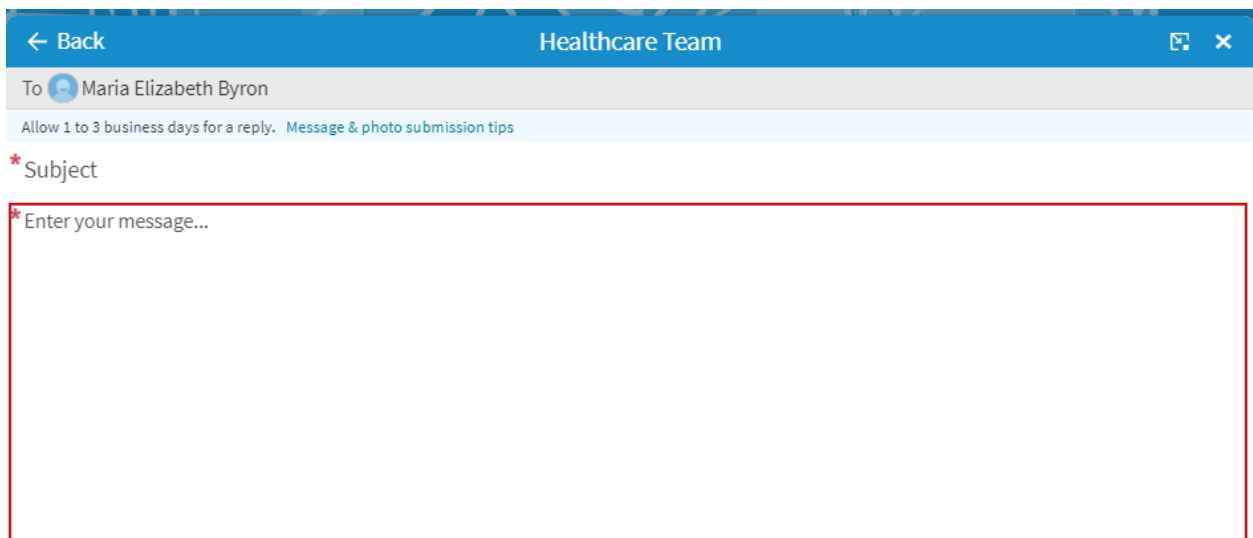5) Type the subject most appropriate to the message/question you are sending. There is a 100 character limit.

6) 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.

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

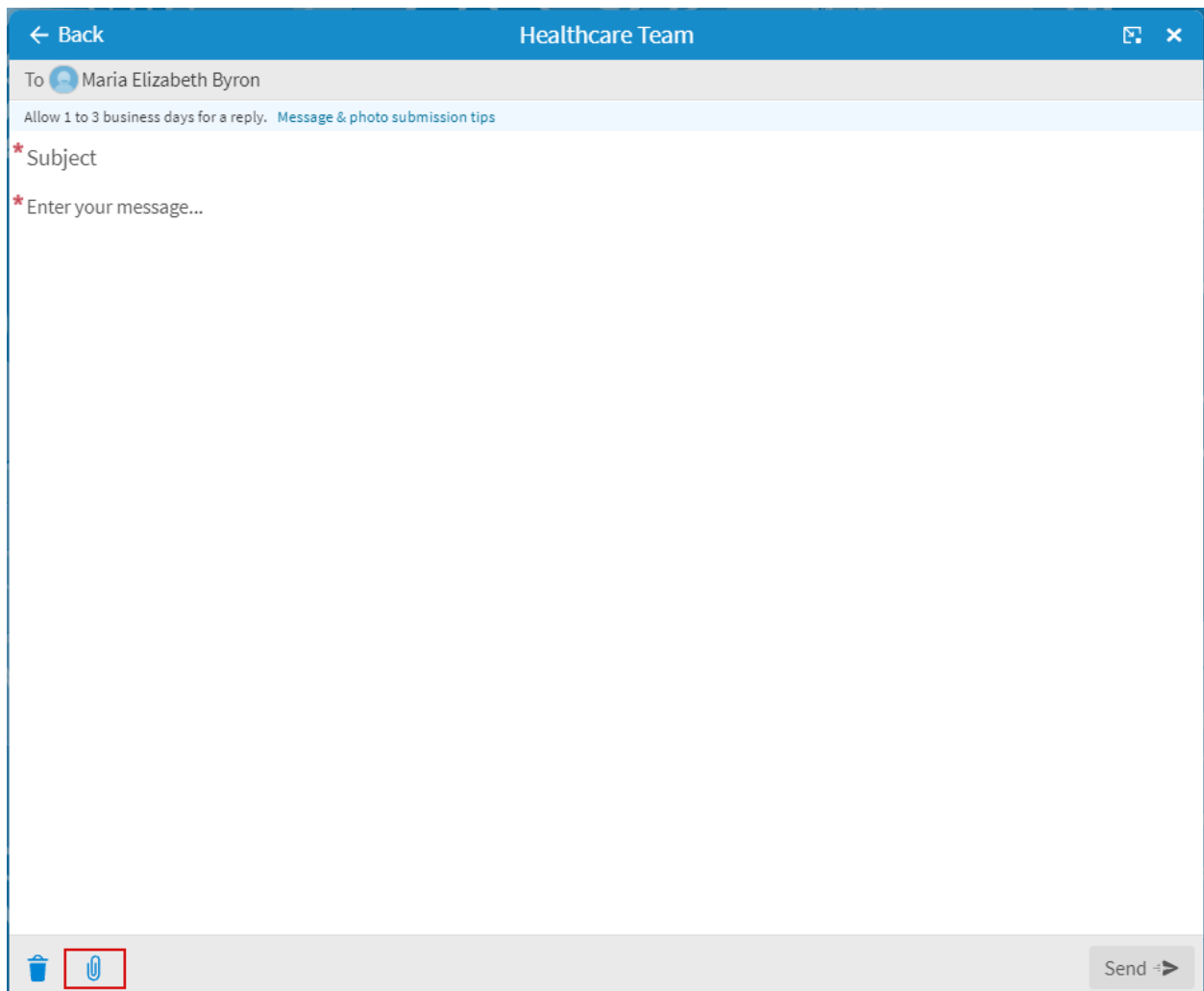# How to Send a Message to Your Provider/Provider's Office

8) 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 (4.88 MB is approximately 10 pages for PDFs). Hover over the "Message & photo submission tips" link for tips on capturing the most helpful images for your message.

To attach a file, click on the blue attachment icon displayed in the screenshot below. 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 remove it by clicking the red X.

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9) 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.

← Back   **Healthcare Team**

To 👤 Maria Elizabeth Byron

Allow 1 to 3 business days for a reply. Message & photo submission tips

* Subject

* Enter your message…

🗑 📎   Send ➤