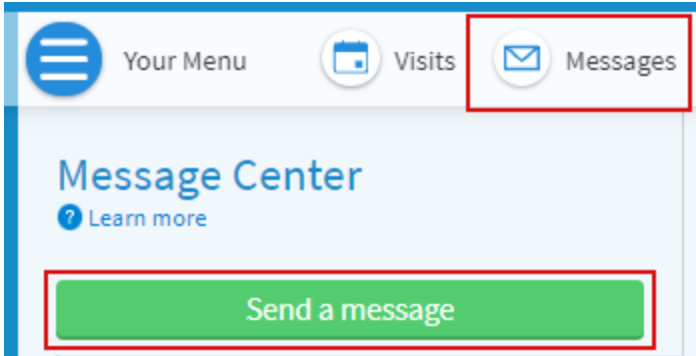


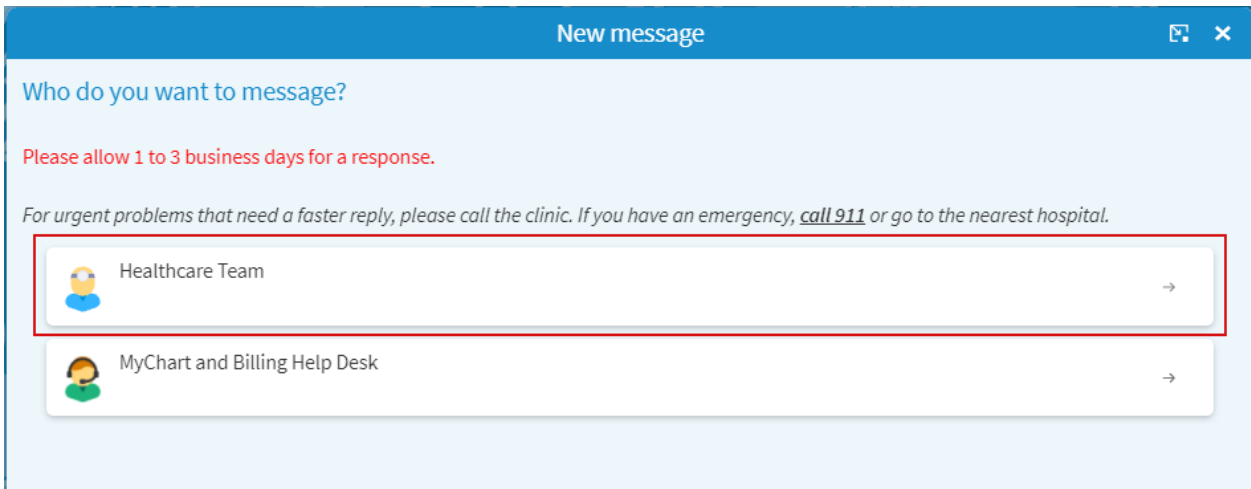
How to Send a Message to Your Provider/Provider's Office



- 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 – Healthcare 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.”

The screenshot shows a mobile application interface for sending a message. At the top, there is a blue header with a back arrow, the text "Healthcare Team", and a close icon. Below the header, the title "Messaging for medical advice" is displayed. A paragraph of text explains that messages may be billed to insurance. Below this, there are two blue buttons: "I understand and want to send a message" (highlighted with a red border) and "I prefer to schedule an in-person or video visit". At the bottom, under "Other actions:", there are three links: "Refill a prescription", "Reschedule or cancel a visit", and "See test results".

- 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.

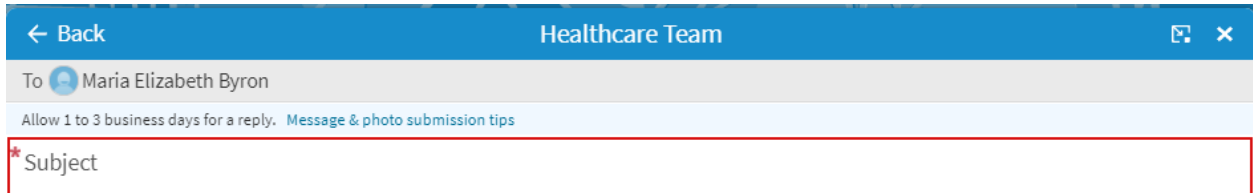
The screenshot shows the "Choose a recipient" screen in the MyChart app. It features a blue header with a back arrow, the text "Healthcare Team", and a close icon. Below the header, the title "Choose a recipient:" is displayed. There is a list of three providers, each with a circular profile picture icon, their name, their specialty, and a right-pointing arrow:

- MD Ucsfambmd
Primary care provider
- Maria Elizabeth Byron
General Internal Medicine
- Susan W
Dialysis

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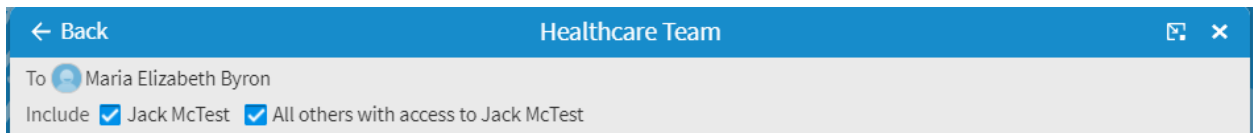


- 5) Type the subject most appropriate to the message/question you are sending. There is a 100 character limit.



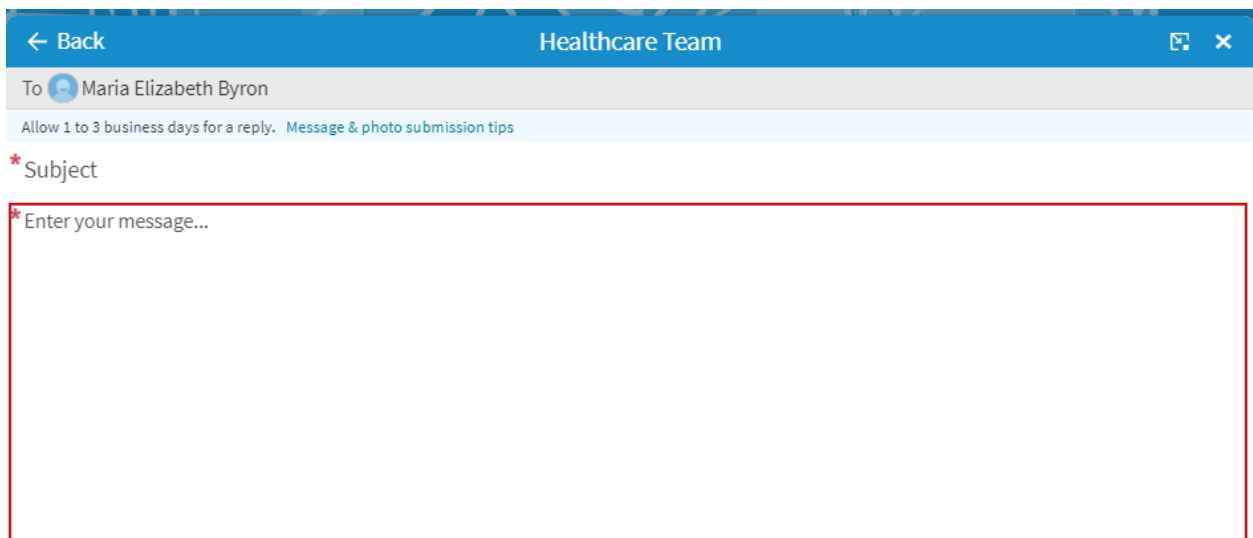
The screenshot shows a messaging interface with a blue header bar containing a back arrow, the text "Healthcare Team", and a close icon. Below the header, the recipient is listed as "To Maria Elizabeth Byron". A light blue banner below the recipient name contains the text "Allow 1 to 3 business days for a reply. Message & photo submission tips". The main content area has a red border and contains the label "* Subject" followed by a large empty text input field.

- 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.



The screenshot shows the same messaging interface as above, but with an "Include" section below the recipient name. It lists "Jack McTest" and "All others with access to Jack McTest", each with a checked checkbox.

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



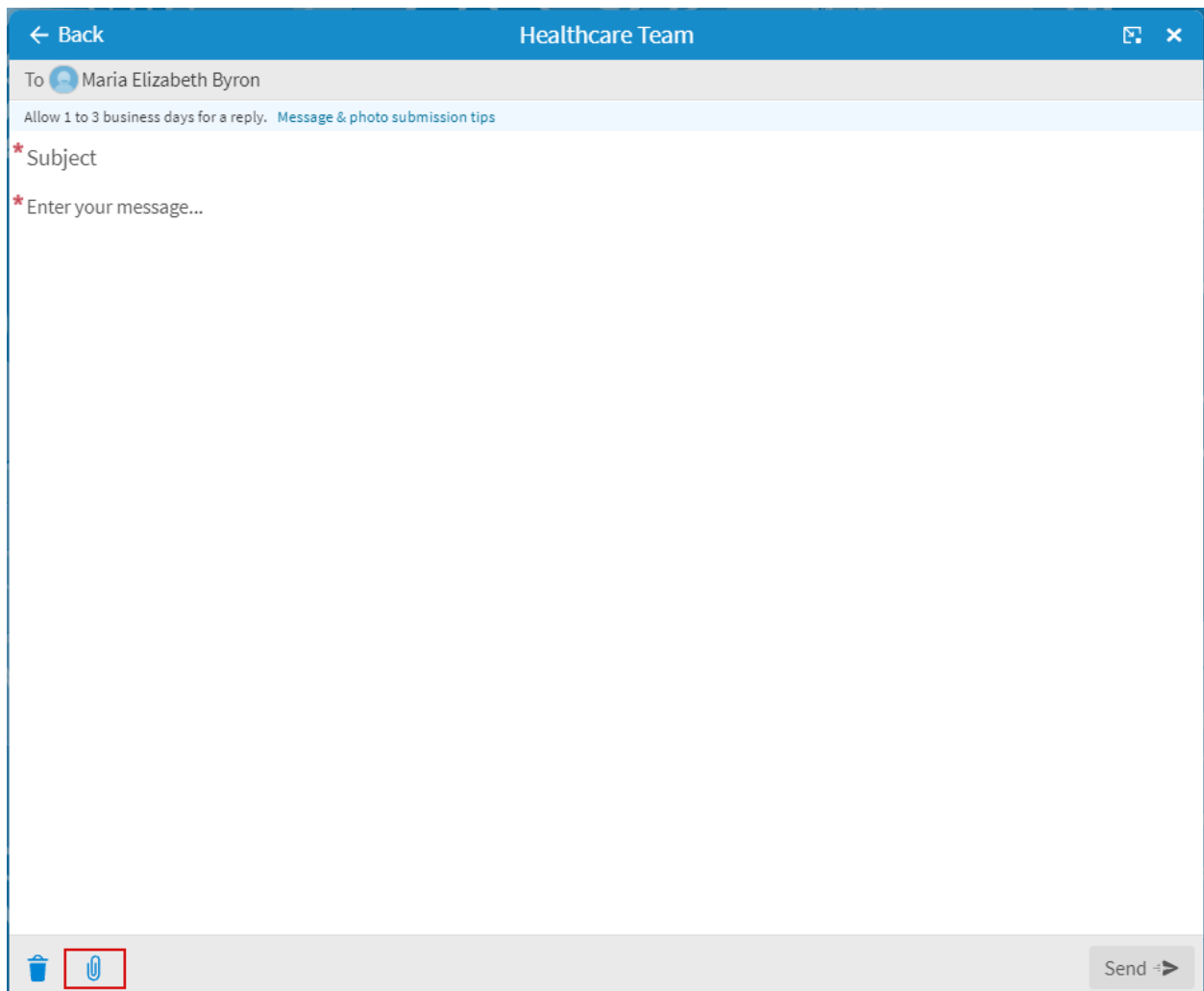
The screenshot shows the messaging interface with the subject field filled with "* Subject". Below it, there is a large red-bordered text input field with the placeholder text "* Enter your message...".

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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.

A screenshot of the MyChart messaging interface. At the top, there is a blue header bar with a back arrow, the text "Healthcare Team", and a close icon. Below the header, the recipient is listed as "To Maria Elizabeth Byron". A light blue banner below the recipient name contains the text "Allow 1 to 3 business days for a reply. Message & photo submission tips". The main form area has two required fields, each marked with a red asterisk: "* Subject" and "* Enter your message...". At the bottom of the screen, there is a grey bar with a trash icon, a paperclip icon, and a "Send ->" button. The "Send" button is highlighted with a red rectangular border.