MyChart - Sending Messages

MyChart allows secure messaging between providers and patients including prescription refill requests.

2 Ways to Send

1) The first way to send a message through the MyChart home page is to click on the doctor icon to open the "Get Medical Advice" form
2) The second way to send a message through MyChart from the home page is to click on the "Messaging" tab to the right

3) Click "Get Medical Advice" to open the form
4) Select the recipient from the list
5) Select a subject and enter the question
6) Click the "Send" button
7) A message will appear confirming that the message has been sent

Inbox is where information can be found regarding health reminders, appointment reminders, appointments and notifications that new test results are available, along with other messages from your health care providers.

1) Log into MyChart
2) From the home page, click the link "Read your messages" if a new message is available to read
3) Or click on the messaging tab, click “Inbox”
4) Select a message from your Inbox. You can then reply to or delete the message.
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To refill a prescription, click on the “Refill your medications” button on the MyChart home page. Once the appropriate medication has been selected, the request will be sent to the appropriate provider’s office for review.

- Click the “Messaging” tab
- Click “Request Rx Refill” and the form opens

1) Select the medication from the list. If it is not available on the list, you can select “Other” and type in the medication name
2) Enter any necessary information in the comments box and select “Continue.”
3) You will be able to select your pharmacy on the following screen
4) Select the “Delivery method”, “Pickup date” and “Pickup time”
5) Click the “Submit Request” button
6) A confirmation page will appear, and the request will be submitted to your provider
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Click on "Ask Customer Service" when there are questions related to billing, website issues and medical record corrections. It can also be used to send compliments or complaints. Please note this should not be used for sending messages to the doctor's office, medication refills, pharmacy location changes, or appointment requests or cancellations.

1) Select the "Messaging" tab
2) Click "Ask Customer Service" and the form below opens

3) Enter a topic in the "Subject" line of the message
4) Choose a subject from the "Regarding" pull down menu
5) Enter your message in the text box and click on the "Send" button
6) You should receive a response within three business days

Messages sent through MyChart can be viewed in the Sent Messages folder.

1) "Sent Messages" tab
2) Click Sent Messages and the window opens
3) Click on "Sent Messages" to view
4) The messages in bold have not been read by clinic staff
5) Click back to the message list after reading a message
6) The option to delete a message is also available