This tip sheet describes how to send a message to your provider in MyChart. Please Note: MyChart is not used to communicate medical concerns to your doctor. IF YOU ARE EXPERIENCING AN URGENT MEDICAL PROBLEM, CALL 911 OR YOUR PHYSICIAN’S OFFICE IMMEDIATELY.

1. Upon logging into your Mychart account, go to the ‘Messaging’ folder, select either ‘Message Center’ or ‘Ask a Question’

2. In ‘Message Center’ you can view all previous communications you’ve received and sent

3. You can now view if your message has not been viewed by clinical staff by selecting a message from the ‘Sent Messages’ view. Messages that have not been reviewed will be displayed with an icon. To compose a message, select the ‘Ask a Question’ button
How Do I Message my Provider?

4. Select the type of message you’d like to send. Please note, Customer Service questions do not route to clinical staff. Customer Service messages will route to supporting non-clinical staff. To send a regular message to your provider select ‘New Medical Question’

5. Available recipients will be any WellStar provider(s) you have seen within the past two years. If you don’t see your provider, please contact the Mychart Help Desk. Select an appropriate subject. Determine if you would like people who have proxy access to your account to be able to view this conversation by checking their name(s). You can now upload attachments with your messages
6. Once you have completed drafting your message, send it. Depending on your communication preferences, when you receive a new MyChart message you may receive an email and/or a push notification on the mobile app.