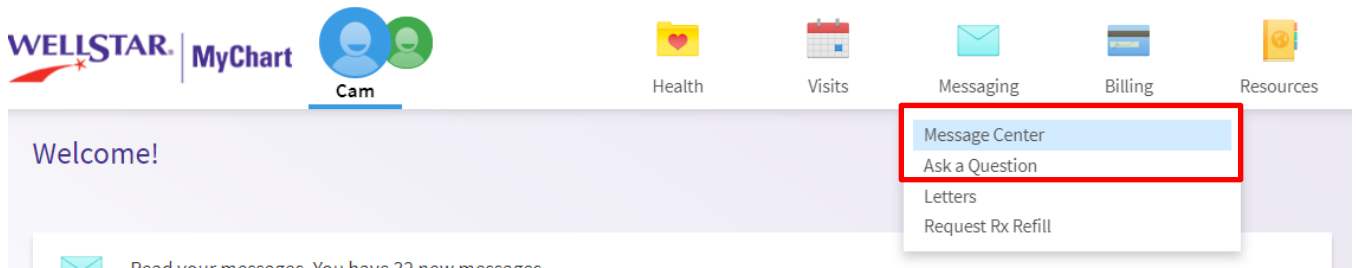


Send a Message

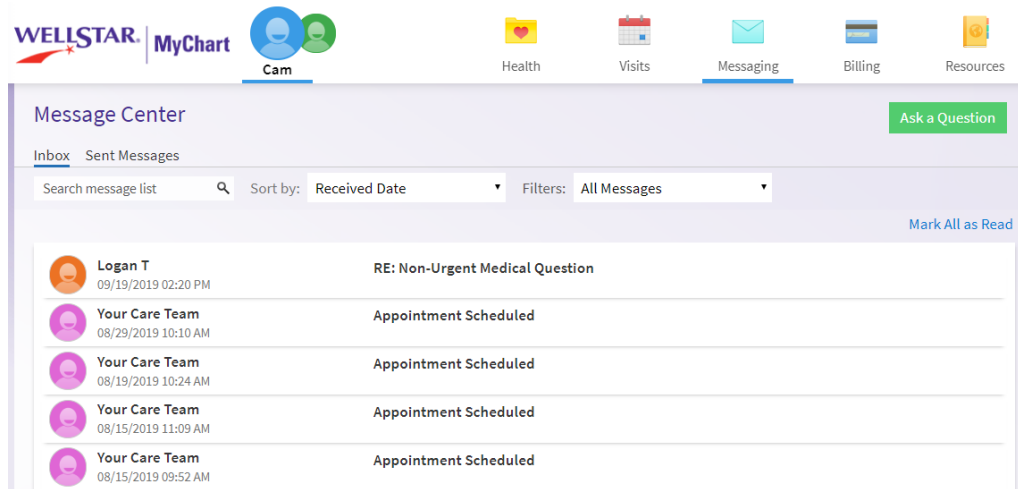
This tip sheet describes how to send a message to your provider in MyChart. **Please Note: MyChart is not used to communicate medical concerns to your doctor. IF YOU ARE EXPERIENCING AN URGENT MEDICAL PROBLEM, CALL 911 OR YOUR PHYSICIAN'S OFFICE IMMEDIATELY.**

Try It Out

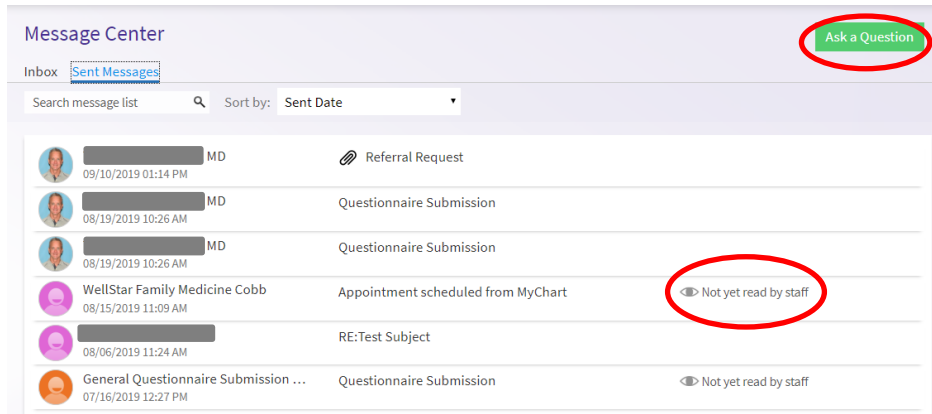
1. Upon logging into your Mychart account, go to the 'Messaging' folder, select either 'Message Center' or 'Ask a Question'



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



- 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'

Ask a Question

Please select the option that most closely matches your question.

Please call 911 if you have an emergency or urgent medical question.

New Medical Question

You have a simple medical question that doesn't require an immediate response.

Request a Medication Refill

You would like to request a refill or renewal of a current medication.

Customer Service Question

You have a question related to a bill, your insurance, or another non-medical concern.

- 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

WELLSTAR MyChart Cam Health Visits **Messaging** Billing Reso

Ask a Medical Question

All pieces of information are required to request medical advice. **Please specify the type of message you are sending by choosing the appropriate subject.**

Expect a response within 2 business days.

* Choose a Recipient

* - Select a Subject -

This is required

The following people will be able to view this message online.

Myself (Cam Test) Medicare D Monies

...

Attach an image **Send** **Cancel**

Instructions:
 You can attach up to 2 files.
 The allowed file types are JPEG, JPG, PDF.
 The maximum file size is 1.00 MB for images & PDFs.

- 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