

Meet the Message Center

This tip sheet describes how to use the Message Center in Wellstar MyChart.

Try It Out

From the Message Center, you can:

- 1. Send a new message to your provider or customer service.
- 2. View and organize messages for future reference in folders.
- 3. Click the latest message in a conversation to see the whole conversation history.
- 4. See which messages have attachments to review.
- 5. Search for a specific conversation by keyword.



Send or Reply to a Message

1. In the toolbar, click Messages.

	Wellstar MyChart	🕒 Log Out
Your Menu	😇 Visits 🔟 Messages 👗 Test Results 💰 Medications	Pandora Switch 👻
Welcome!		





New	/ message	🖭 🗙	← в	ack Medical question	8
hat's your message abo	out?		То	Dr. Rebecca Jones	
Medical question You have a simple medical q immediate response.	uestion that doesn't require	e an 3 →	Call 91	If you have an emergency. Learn more	
Customer service ques You have a question about b concern.	tic 🗲 Back	Medical question	* ^{Enteryou} I've n hurt o	rmessage oticed this rash getting redder on my arm recent r itch; what do you think I should do?	ly. I <mark>t d</mark> oesi
	Who do you w	cca Jones	*		
	Nurse Ad	Ivice	+		
			6 attack	ash.png	
					8 Send

- 2. To send a message to someone you don't have a current conversation with, click Send a Message. To reply to a message, select the message you want to reply to and click Reply.
- 3. Select the topic that best fits your message.
- 4. Select the provider or team you want to message.
- 5. To send a confidential message, clear the check box for anyone else who has access to your chart, like a spouse or a caretaker.
- 6. Enter a message subject (if you're creating a new message) and body text.
- 7. Click the U icon to attach a document or photo.
- 8. Click Send.



- 1. If you don't think you'll need to see a conversation again, click **Move to trash** to move it to the Trash folder.
- 2. To restore the message to your main conversation list, go to the Trash folder and click Restore

conversation

Conversation List		□ Bookm ① 章 <u>Move to trash</u>		
Participants Patience Jones Visible to Tim Saylor		Over the last few weeks, I noticed that r picture of the one I'm using. Is the right Thank you! 1 attachment 1 intachinet	my inhaler isn't working so well. I'm attaching a one? Shouid i be using something different?	
	← Conversation List Inhaler Not Working			
* * * * * * * * *	Participants Rebecca Jones Visible to Tim Saylor		Over the last few weeks, I noticed that my in picture of the one I'm using. Is the right one? Thank youl 1attchment 1attchment inhaler.jpg	haler isn't working so well. I'm attaching Should I be using something different?
		Rebecca Jones Nov 6, 1:08 PM		

🗘 Wellstar

Bookmark a Message

- 1. To flag a conversation for easy access in the future, click the 🔽 icon to bookmark it.
- 2. To find that bookmarked conversation, go to the Bookmarked folder.

Shoulder exercises		Bookmark The Move to trash
Participants David Grant Visible to Tim Saylor H	All messages have been loaded.	

🧭 Find a Message by Keyword

Within each folder, you can also use a keyword search to find a message you're looking for.

- 1. Go to the folder you'd like to search.
- 2. In the Search conversations bar, enter a search term and press **ENTER.** You can search by message subject, body text, or author.

Message Center	Conversations Showing 1 result for "shoulder"	Search conversations Shoulder	
Send a message	David Grant	Nov 12	
Conversations	 Shoulder exercises Hi Jenna, Here are the shoulder exercises you should be doing at home, 	which we talked about at your last appointment. Let	
Bookmarked	Shoulder exercises		
Appointment			
Automated messages	There are no more conversations to search.		
1 Trash			

