



How to Send MyChart Message

Computer Version:

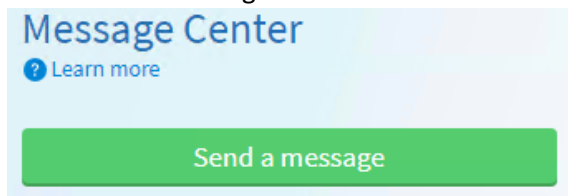
1. Once you are logged into your MyChart, please make sure you are on the child's profile that you would like to send the message for. You can change the user in the top right corner:



2. Click Messages at Top:

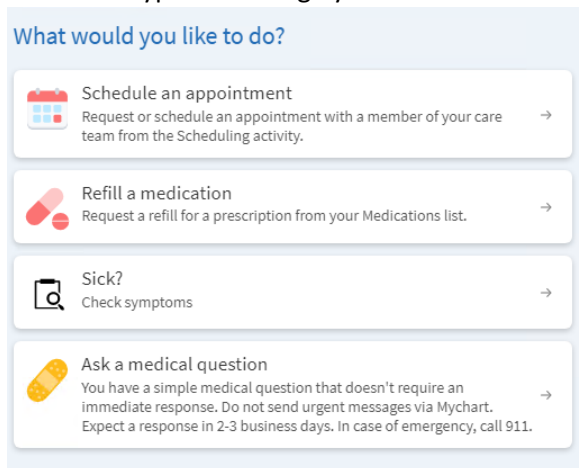


3. Click "Send a message":



****Please note that if you have any medical question, this is where you would send it, our Providers will address each message sent in before 4:00pm. In the same day, though the auto-response advises differently****

4. Select the type of message you would like to send:





You can send your message to any provider; the messages will go all to the same place and will be reviewed by triage team

Also, if you need to request a referral or refill an RX – we ask that you send messages through MyChart, as this is the quickest route to your Provider team.

Please be sure to complete all information for the RX refill and advise if any pharmacy changes. Refills sent through MyChart are responded to same day, if sent before 4:00p.

Please be sure to indicate what diagnoses the referral is in regard to and the location you'd like the referral sent to. Referrals sent through MyChart are responded to within 48 hours.

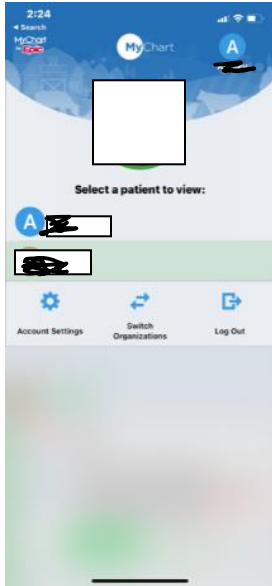
****Please note that if you have any medical question, this is where you would send it, our Providers will address each message sent in before 4:00pm. In the same day, though the auto-response advises differently****

If you send us a MyChart message, you do not need to call in addition to the message.

Thank you for using MyChart as this is the most efficient way to get your questions and needs answered quickly.

App Version:

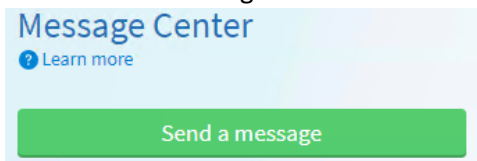
1. Once you are logged into your MyChart, please make sure you are on the child's profile that you would like to send a message for:



2. Click on Messages:







3. Click "Send a message":



4. Select the type of message you would like to send:



What would you like to do?

-  **Schedule an appointment**
Request or schedule an appointment with a member of your care team from the Scheduling activity. →
-  **Refill a medication**
Request a refill for a prescription from your Medications list. →
-  **Sick?**
Check symptoms →
-  **Ask a medical question**
You have a simple medical question that doesn't require an immediate response. Do not send urgent messages via MyChart. Expect a response in 2-3 business days. In case of emergency, call 911. →

You can send your message to any provider; the messages will go all to the same place and will be reviewed by triage team

How to Attach Picture/Document to a Message (App and Computer)



1. You can attach a picture or document to any message using the attach button.

Call 911 if you have an emergency. [Learn more](#)

* Subject

* Enter your message...



 Discard  Attach Send =>

