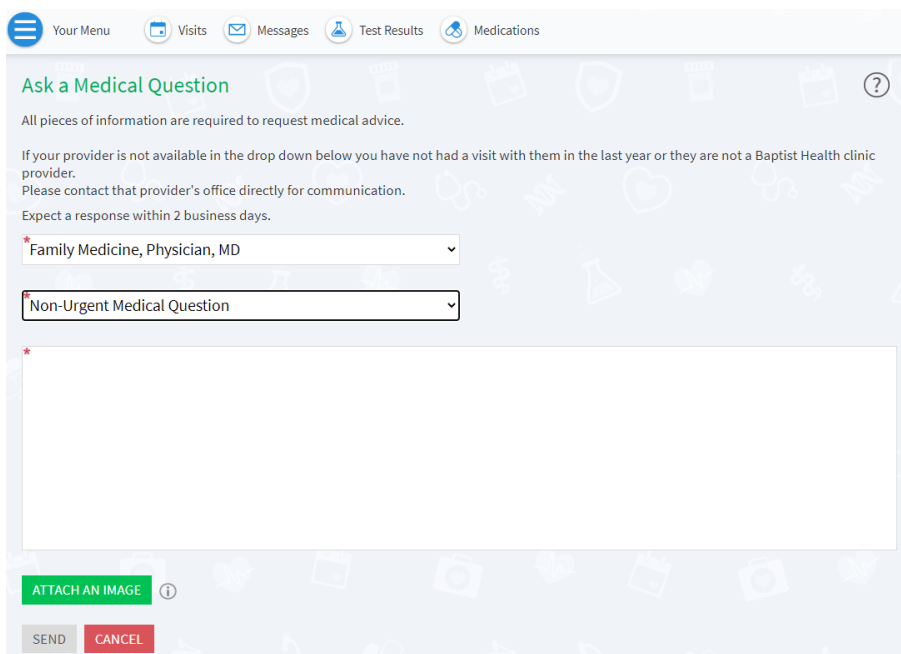


MyChart Message Your Provider

If you have a non-urgent medical question, you can send a message to your physicians' staff. This message is secure, meaning your information stays private when sent from MyChart.

You might use the Get Medical Advice feature if you're not sure whether you should come in for an appointment, if you need clarification on the dosage of one of your medications or something that was discussed in a recent visit, or if you just want advice about a common illness.

1. Go to **Messages** across top menu.
2. Select **Ask a Question** button.
3. Click **New Medical Question** option.
4. Select a recipient from the list. This list might include your primary care provider, another doctor with whom you've recently had an office visit, or the general nursing staff at the clinic.
5. Select a subject for your message and enter your question. You can also attach an image.
6. When you are finished with your message and all required fields are populated, click **Send**.



The screenshot shows the 'Ask a Medical Question' form in the MyChart interface. At the top, there is a navigation bar with icons for 'Your Menu', 'Visits', 'Messages', 'Test Results', and 'Medications'. The form title is 'Ask a Medical Question' with a help icon. Below the title, there is a note: 'All pieces of information are required to request medical advice.' and a disclaimer: 'If your provider is not available in the drop down below you have not had a visit with them in the last year or they are not a Baptist Health clinic provider. Please contact that provider's office directly for communication. Expect a response within 2 business days.' The form contains two dropdown menus: the first is labeled 'Family Medicine, Physician, MD' and the second is labeled 'Non-Urgent Medical Question'. Below these is a large text input field with a red asterisk indicating it is required. At the bottom, there is a green button labeled 'ATTACH AN IMAGE' with an information icon, and two buttons labeled 'SEND' and 'CANCEL'.

Someone at your clinic should respond to you within two business days. If you've opted to receive email or text notification for new messages in your MyChart account, you'll receive a message letting you know that the clinic has responded to your request.

To view a message after you've sent it, go to **Messages** and select the **Sent Messages** tab. Messages that appear in bold text have not yet been read by clinic staff.