

MyChart - Sending Messages

MyChart allows secure messaging between providers and patients including prescription refill requests.

BAPTIST
onecare[®]

MyChart

Get Medical
Advice

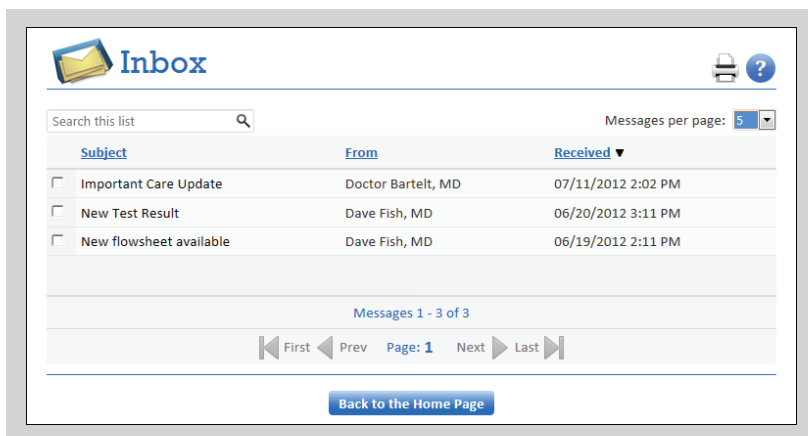
2 Ways
to Send

There are two ways to send a message through MyChart.

- 1) The first way to send a message through the MyChart home page is to click on the doctor icon to open the "Get Medical Advice" form
- 2) The second way to send a message through MyChart from the home page is to click on the "Messaging" tab to the right
- 3) Click "Get Medical Advice" to open the form
- 4) Select the recipient from the list
- 5) Select a subject and enter the question
- 6) Click the "Send" button
- 7) A message will appear confirming that the message has been sent

Inbox is where information can be found regarding health reminders, appointment reminders, appointments and notifications that new test results are available, along with other messages from your health care providers.

- 1) Log into MyChart
- 2) From the home page, click the link "Read your messages" if a new message is available to read
- 3) Or click on the messaging tab, click "Inbox"
- 4) Select a message from your Inbox. You can then reply to or delete the message.



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Request Rx (Prescription) Refill

To refill a prescription, click on the "Refill your medications" button on the MyChart home page. Once the appropriate medication has been selected, the request will be sent to the appropriate provider's office for review.

Request Rx Refill

Step 1 of 2: Choose prescriptions to refill

If the prescription you wish to refill is not on this list, select "Other." You can write the medication name, and any other necessary details, in the comments box.

Prescription
<input type="checkbox"/> ranitidine 300 MG tablet Commonly known as: ZANTAC Prescribed by Physician Family Medicine, MD on 9/13/2010.
<input type="checkbox"/> levothyroxine 25 MCG tablet Commonly known as: SYNTHROID, LEVOTHROID Prescribed by Physician Family Medicine, MD on 2/12/2007.
<input type="checkbox"/> atorvastatin 20 MG tablet Commonly known as: LIPITOR Prescribed by Physician Family Medicine, MD on 1/12/2009.
<input type="checkbox"/> OTHER (specify below)

Continue > Cancel

- Click the "Messaging" tab
- Click "Request Rx Refill" and the form opens

- 1) Select the medication from the list. If it is not available on the list, you can select "Other" and type in the medication name
- 2) Enter any necessary information in the comments box and select "Continue."
- 3) You will be able to select your pharmacy on the following screen
- 4) Select the "Delivery method", "Pickup date" and "Pickup time"
- 5) Click the "Submit Request" button
- 6) A confirmation page will appear, and the request will be submitted to your provider



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Ask Customer Service

Click on "Ask Customer Service" when there are questions related to billing, website issues and medical record corrections. It can also be used to send compliments or complaints. Please note this should not be used for sending messages to the doctor's office, medication refills, pharmacy location changes, or appointment requests or cancellations.

- 1) Select the "Messaging" tab
- 2) Click "Ask Customer Service" and the form below opens

- 3) Enter a topic in the "Subject" line of the message
- 4) Choose a subject from the "Regarding" pull down menu
- 5) Enter your message in the text box and click on the "Send" button
- 6) You should receive a response within three business days

Ask Customer Service

All pieces of information are required to request customer service.
Expect a response within 2 business days.

From: Theodore Mychart Validate [202500]

Subject: Cannot view recent immunizations online

Regarding: Website Issue

Message:
For some reason my recent immunizations are not showing up in MyChart.

Maximum 5000 characters.

Send Cancel

Messages sent through MyChart can be viewed in the Sent Messages folder.

- 1) "Sent Messages" tab
- 2) Click Sent Messages and the window opens
- 3) Click on "Sent Messages" to view
- 4) The messages in bold have not been read by clinic staff
- 5) Click back to the message list after reading a message
- 6) The option to delete a message is also available

Sent Messages

Click on a message to view the text of the message. Messages in bold have not yet been read by clinic staff.

Subject	To	Sent
<input type="checkbox"/> Patient History	Physician Family Medici	05/05/2015 8:52 AM
<input type="checkbox"/> Demographics Change Request	Patient Demographics Update Request Message List	05/04/2015 8:07 AM
<input type="checkbox"/> Questionnaire Submission	Nurse Nurse A	04/30/2015 7:55 PM
<input type="checkbox"/> Questionnaire Submission	Recreational Therapist, CTRS	04/30/2015 7:25 PM
<input type="checkbox"/> Questionnaire Submission	Nurse Nurse A	04/30/2015 7:23 PM
<input type="checkbox"/> Patient Medical History	User E	04/30/2015 1:14 PM
<input type="checkbox"/> Patient History	Physician Family Medici	04/29/2015 1:17 PM
<input type="checkbox"/> B1p Test	Admin M	04/28/2015 5:13 PM
<input type="checkbox"/> Questionnaire Submission	Physician Orthopaedics Two, MD	04/28/2015 2:03 PM
<input type="checkbox"/> Questionnaire Submission	Nurse Nurse Two O	04/28/2015 2:03 PM

Delete

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Send Messages

