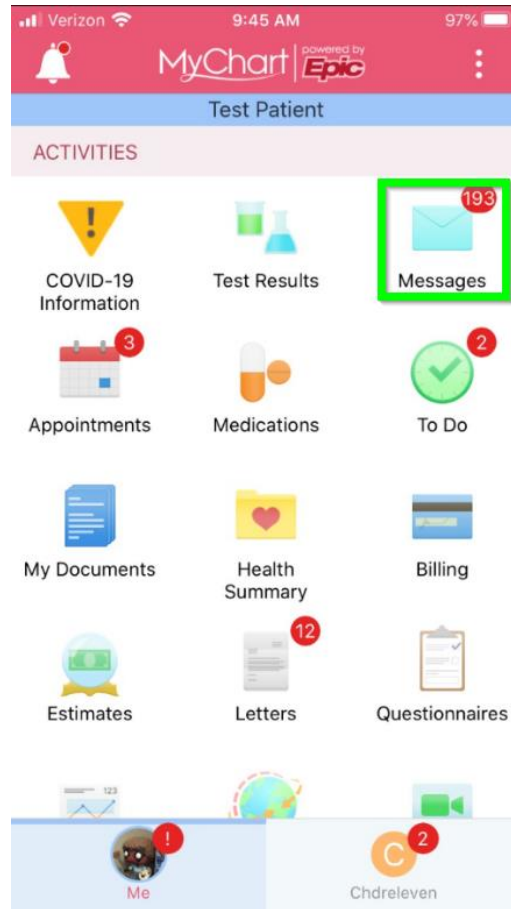


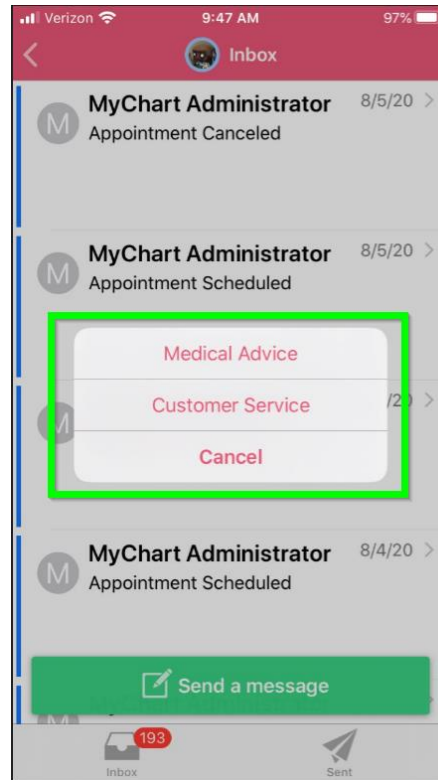
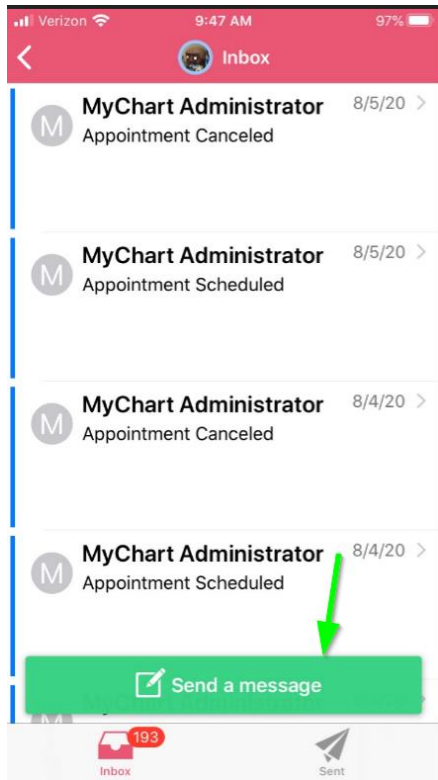
Messaging your Provider on MyChart (Mobile Device)

This guide will detail the steps of how to send a message to a provider via MyChart using a mobile device.

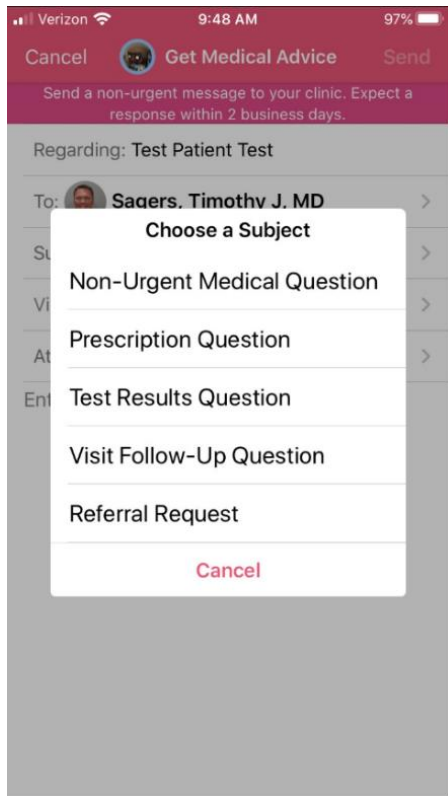
- Select the **Messages** icon from the MyChart home screen.



- You are then taken to your Inbox. To create a new message, click the green **Send a message** button at the bottom of the screen.
 - You will receive a pop-up containing the types of messages available to you, which will vary depending on the types of messages your care team can receive. To send a medical advice request to your provider or member of your care team, select **Medical Advice**.



- Select the recipient and subject for your message. You can include a media attachment—either from your saved images or by taking a photo on your device—but it is not mandatory when sending the message. Your provider does need to know what your question is, however, so you will need to include some text in your message! Once you start typing in the text box, the **Send** icon in the top-right corner of your screen appears as selectable. When you have completed your message, press Send.



- Once you send your message, your provider will review and reply to you. If you have notifications turned on for new messages, you should receive a text message or email notification (depending on your preference) upon receiving the reply.