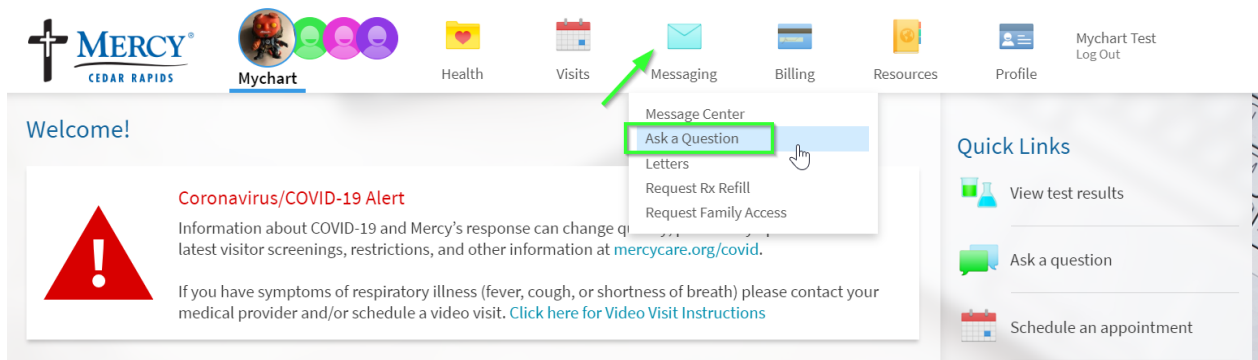


Messaging Your Provider on MyChart

- On the MyChart home page, hover over the **Messaging** icon and select **Ask a Question**.



- The **Ask a Question** screen presents several options for sending a message. To send a message to your provider, select **New Medical Question**.
 - Medication Refill** allows you to request a refill for an eligible medication from your primary care provider.
 - Symptom-Specific E-Visit** allows you to complete a questionnaire about a problem (i.e., cough, headache, fatigue) for a flat fee. Your responses are routed to the provider of your choice.
 - Customer Service Question** allows you to ask a question about a non-clinical topic such as billing or insurance.

Ask a Question

Please select the option that most closely matches your question.
This feature is for questions about the active patient shown above. Please refrain from asking about a proxy or family member.

Please call 911 if you have an emergency or urgent medical question.

New Medical Question You have a simple medical question that doesn't require an immediate response.	Request a Medication Refill You would like to request a refill or renewal of a current medication.
Symptom-Specific E-Visit You would like to receive medical care online for a common problem by answering a few questions.	Customer Service Question You have a question related to a bill, your insurance, or another non-medical concern.

[BACK TO THE HOME PAGE](#)

- In this example, we are sending a message to our primary care provider, so select **New Medical Question**. You are then prompted to select the recipient of your message, as well as the topic. Once you've selected those, enter your question in the free text field below. Please note that you cannot send a message with no text, so the **Send** button is not enabled until you have entered some text. You also have the option to attach an image to your message, but it is not mandatory.

Ask a Medical Question (?)

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

* Sagers, Timothy J, MD

* Non-Urgent Medical Question

* Hello,
I developed a rash on my left leg while camping this past weekend. I've tried hydrocortisone cream and calamine lotion, but nothing seems to help. Do you have any other recommendations on how to treat this?

Thank you!

ATTACH AN IMAGE OR VIDEO ⓘ

SEND **CANCEL**

- 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.