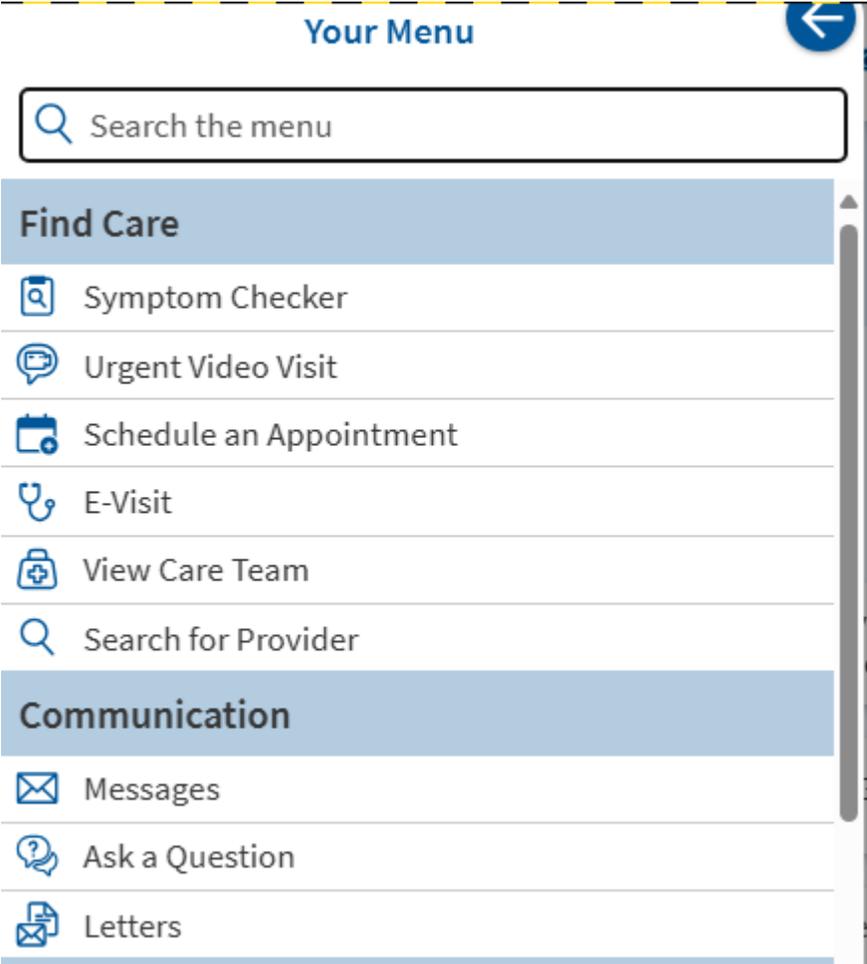
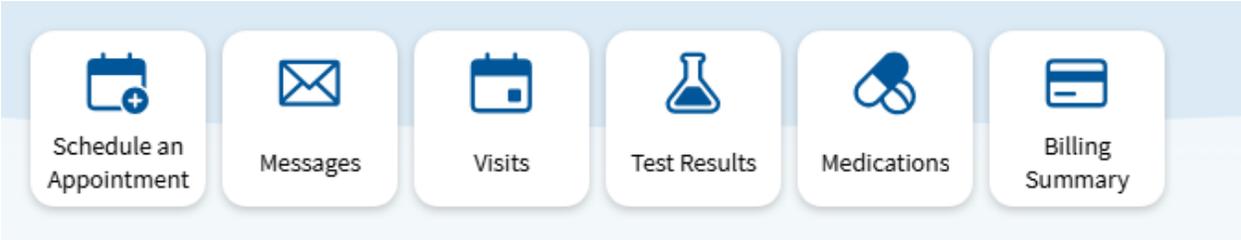
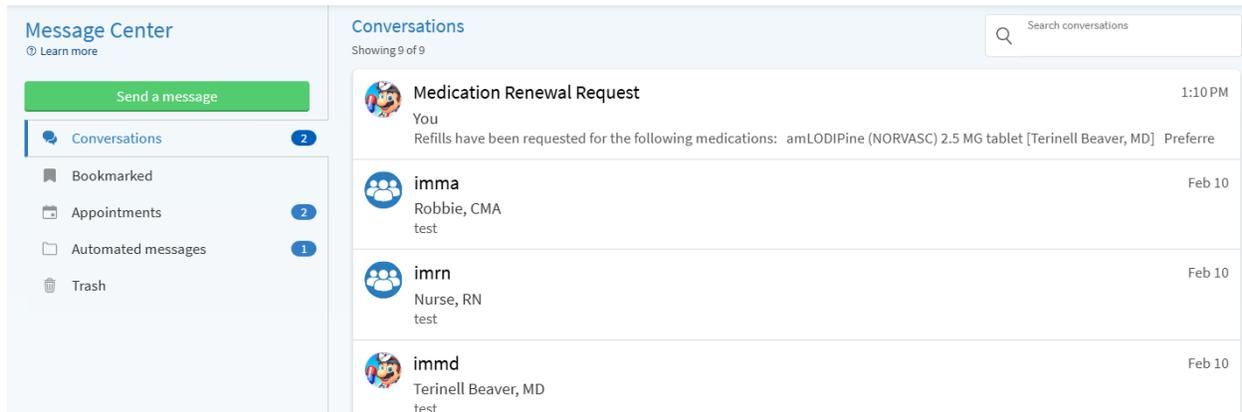


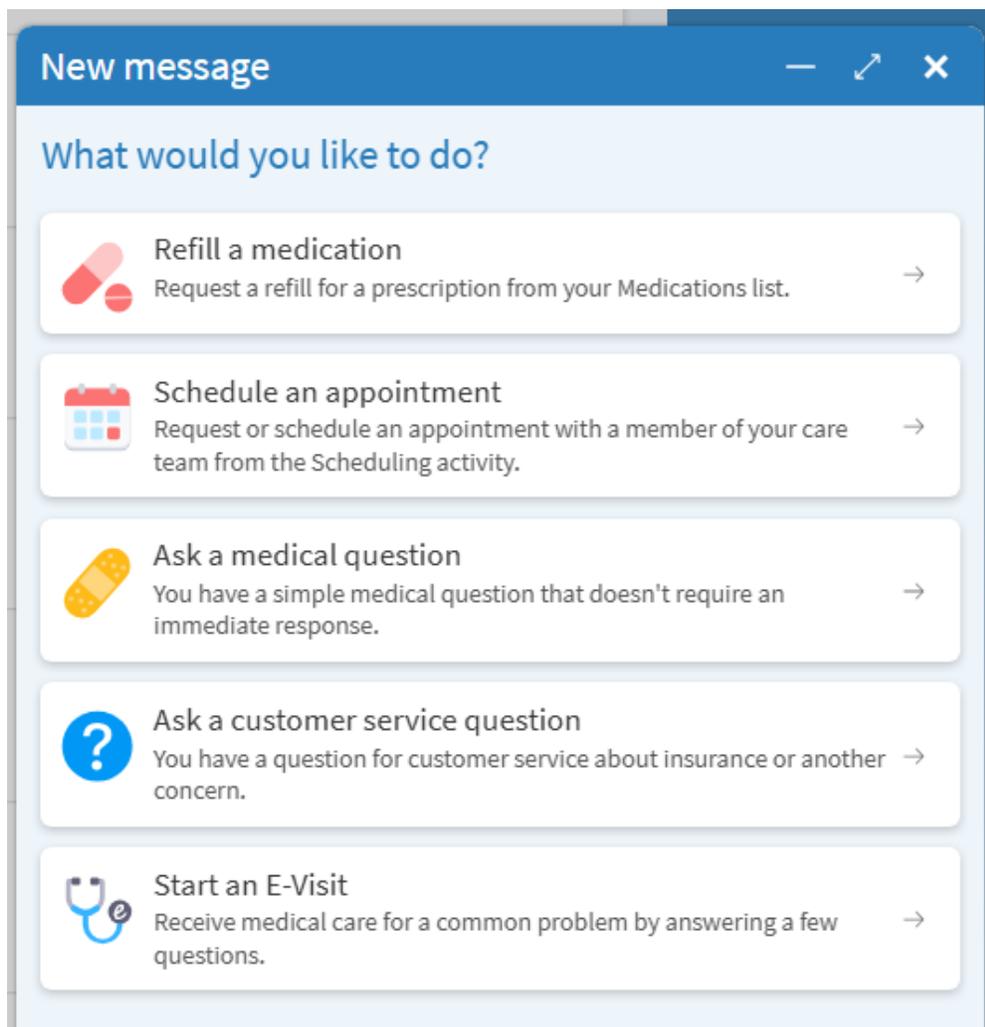
To send a message to your provider in MyChart, click on the Messages button from the home page or select Message or Ask a Question from the Main Menu drop down. This will take you to the Message Center.



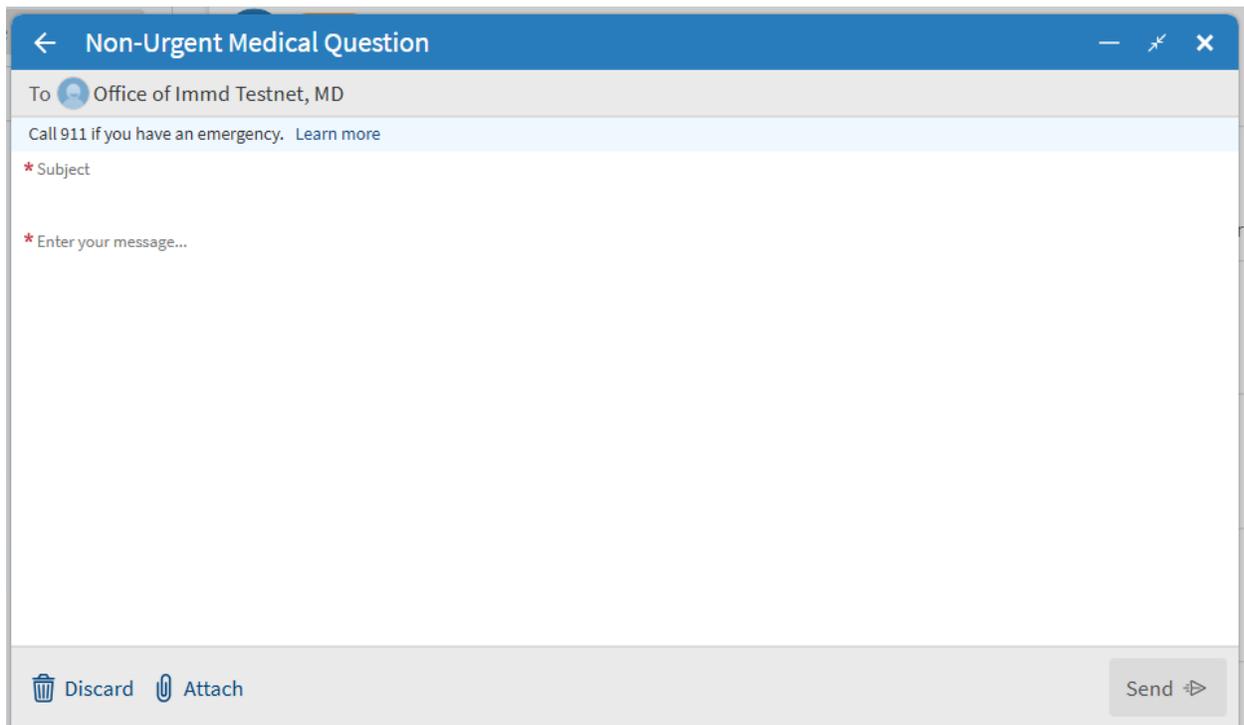
From Message Center, you can access previous conversations with your provider. Choose Send a message to send a new message.



You will be prompted to select the type of message you need to send.



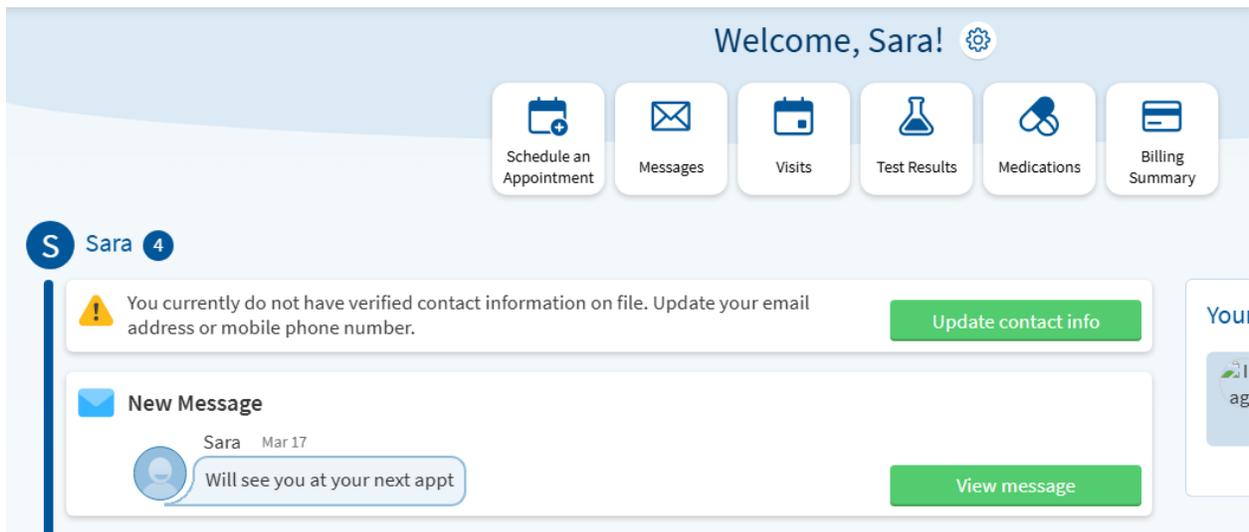
After selecting a prompt, enter your Subject and Message and click Send



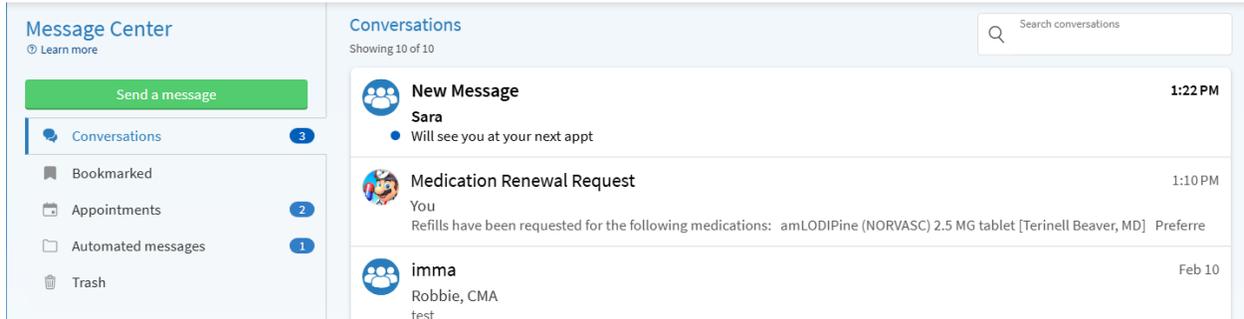
The screenshot shows a web form titled "Non-Urgent Medical Question". At the top, there is a blue header with a back arrow, the title, and window control icons. Below the header, the recipient is listed as "Office of Immd Testnet, MD". A note says "Call 911 if you have an emergency. Learn more". The form has two main input fields: one for the subject, labeled "\* Subject", and a larger one for the message, labeled "\* Enter your message...". At the bottom, there are buttons for "Discard" (with a trash icon) and "Attach" (with a paperclip icon), and a "Send" button with a right-pointing arrow.

Delete the entire InBox section – there is no Inbox in MyChart.

Messages from your doctor's office will appear on your home page and in the Messages Center

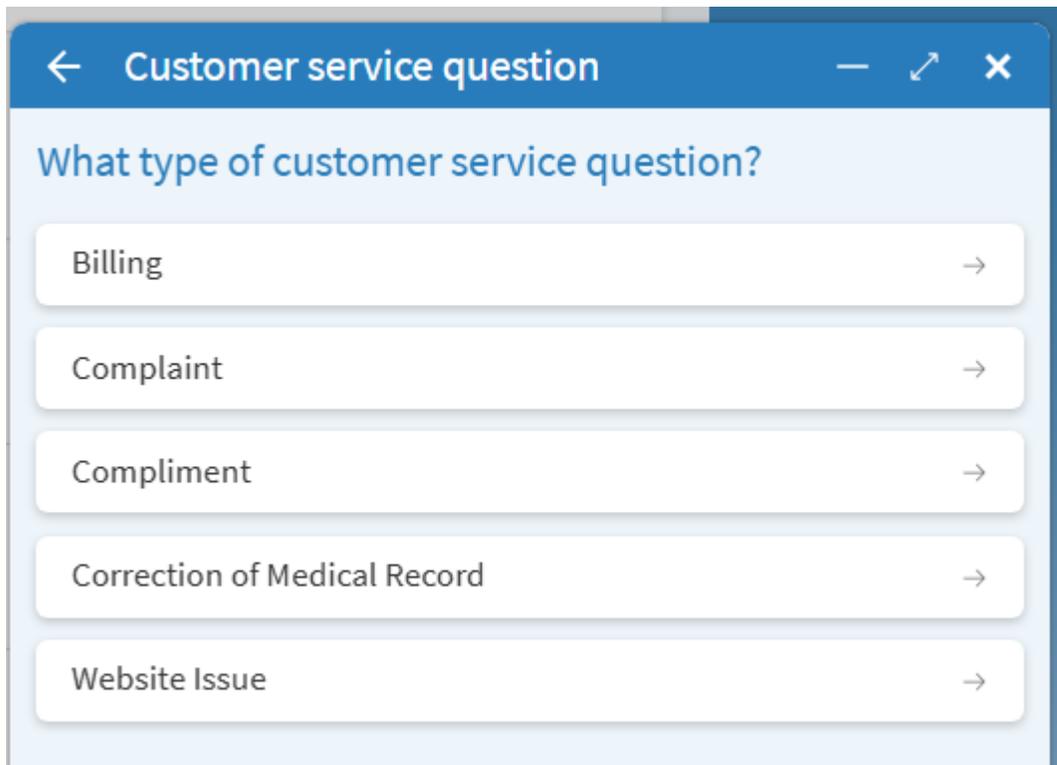


The screenshot shows a patient's home page in MyChart. At the top, it says "Welcome, Sara!" with a gear icon. Below this is a row of six service tiles: "Schedule an Appointment", "Messages", "Visits", "Test Results", "Medications", and "Billing Summary". On the left, there is a user profile for "Sara" with a notification badge showing "4". Below the profile is a warning message: "You currently do not have verified contact information on file. Update your email address or mobile phone number." with an "Update contact info" button. Underneath is a "New Message" section from "Sara" dated "Mar 17" with the message "Will see you at your next appt" and a "View message" button. On the right side, there is a partial view of another notification starting with "You" and "ag".



Delete the Refill Rx request – this is covered in the Prescription refill pdf.

I think you can delete the Ask Customer Service section – its one of the message type prompts that patients see when they choose to Send a Message. If you want to keep it, here is a screenshot



I would delete the Sent Messages section – there is no sent messages tab. Previous messages can be viewed in the Message Center as “Conversations”

## Message Center

Learn more

Send a message

- Conversations 3
- Bookmarked
- Appointments 2
- Automated messages 1
- Trash

## Conversations

Showing 10 of 10

Search conversations

- New Message** 1:22 PM  
Sara
  - Will see you at your next appt
- Medication Renewal Request** 1:10 PM  
You  
Refills have been requested for the following medications: amLODIPine (NORVASC) 2.5 MG tablet [Terinell Beaver, MD] Preferre
- imma** Feb 10  
Robbie, CMA  
test
- imrn** Feb 10  
Nurse, RN  
test
- immd** Feb 10  
Terinell Beaver, MD  
test
- TST CC Southern Specialty Ticklers** Jan 9  
Michelle
  - TST CC Southern Specialty Ticklers
- Test MYC Active New Message** 11/21/2024  
Sara  
MYC Active New message tickler test