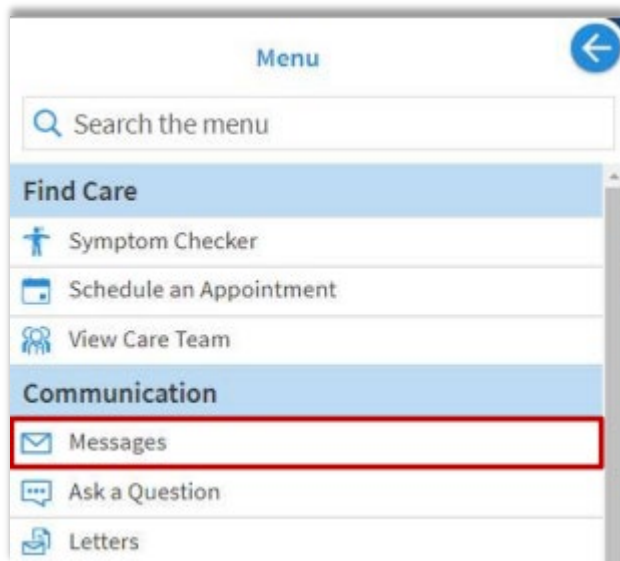


# MAKING THE MOST OF MYCHART: MESSAGES

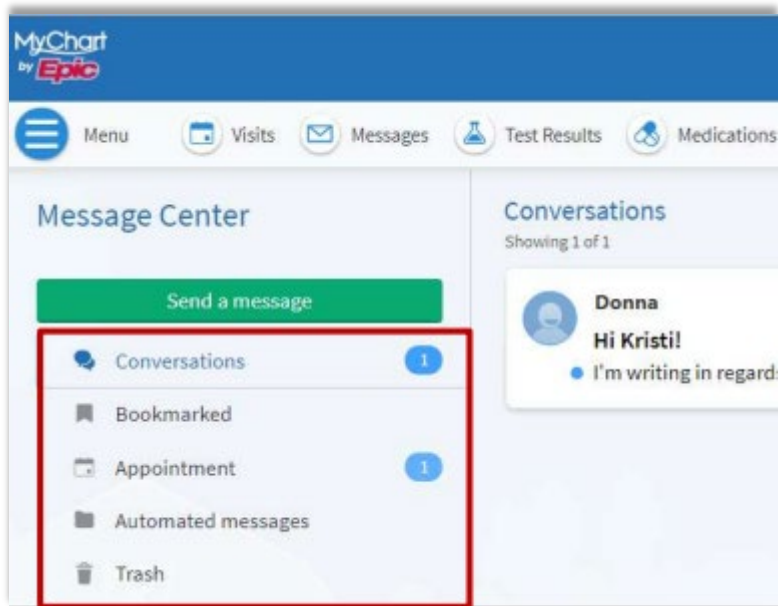
## Messages

Read any messages sent by your doctor or other clinic staff. Clicking on Messages takes you to your **Message Center**.



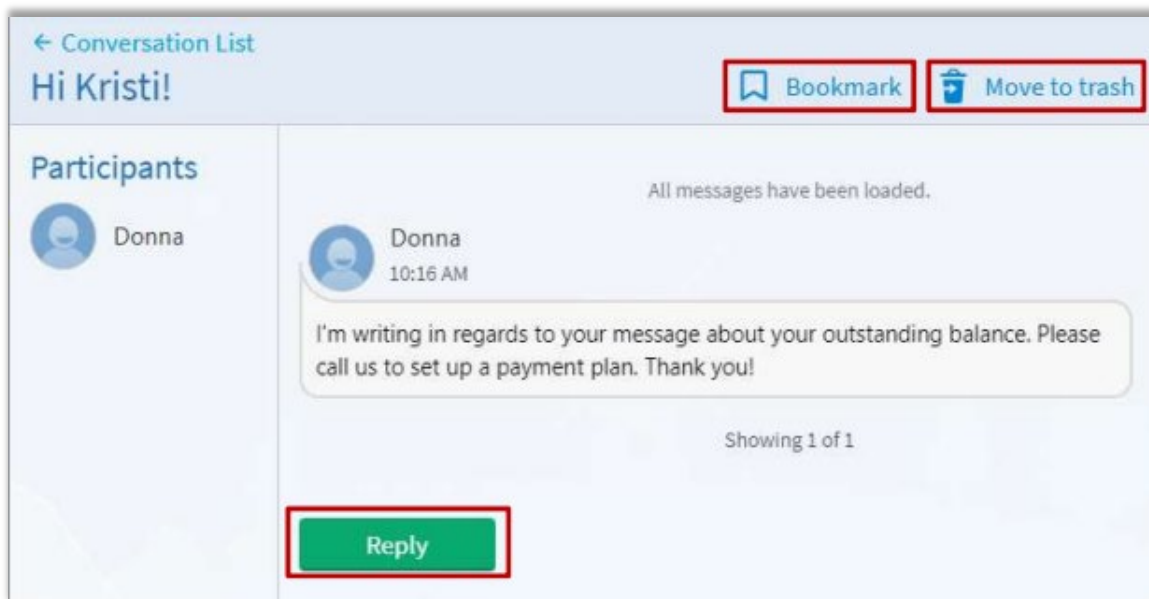
The **Message Center** includes five folders, as outlined below:

- **Conversations:** This is the primary folder. It includes messages between you and your doctor or other clinic staff.
- **Bookmark:** This folder includes conversations flagged for easy access in the future.
- **Appointment:** This folder includes appointment reminders and confirmations.
- **Automated Messages:** This folder includes system messages automatically sent to and from your account (such as payment confirmations and survey submissions).
- **Trash:** This folder includes any conversations you've deleted from your other folders.



## Reading a Message

- Click on a message to read it
- Click the **Reply** button to respond
- Click **Bookmark** to easily save and find a message.
- Click **Move to trash** to remove a message from your list of messages.



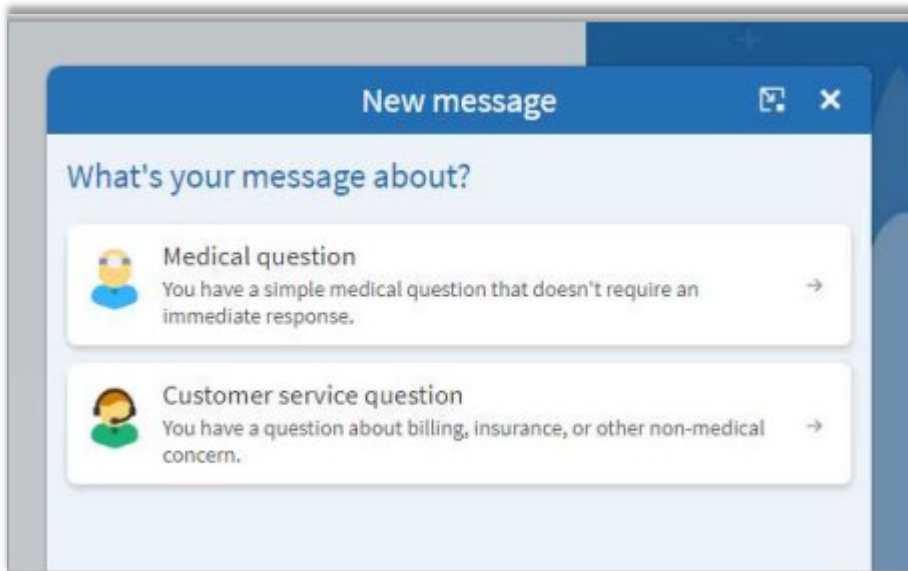
# Sending a Message

For health questions that aren't an emergency, you can message your doctor or nurse by clicking **Send a Message**.

MyChart messages are secure, meaning your information stays private as it is sent over the internet.

You will be asked, "What is your message about?" when sending a new message. Pick the answer that best suits your question.

- **Medical Question:** This allows you to send a message about non-emergency medical concerns, prescriptions, test results, and/or visit follow-up questions.
- **Customer Service Question:** This allows you to send a message about billing, insurance, referrals, website issues, or complaints.



By Megan Hussar, published on 11/12/2021