

HOW TO SEND MESSAGES IN MYCHART

Use messages to ask your doctor for nonurgent medical advice and get recommendations for care. You also can send nonmedical messages to customer service or billing staff.

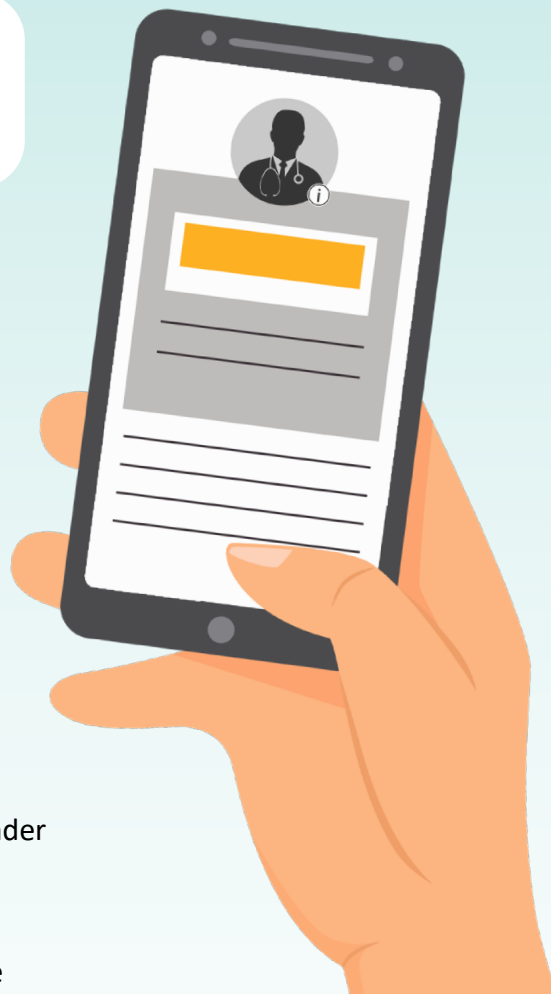
In your **MyChart Message Center**, you can view messages you've received from or sent to your healthcare team, including any attachments.

With MyChart, you can send messages to your care team about the following:

- Nonurgent medical questions
- Prescription questions
- Test result questions
- Visit follow-up questions
- Referral requests
- Benefits questions
- Billing or account questions and more

Send messages in MyChart using the following steps:

1. Select the "Messages" button, or search for "Messages" under "Communications" in the menu.
2. Send a new message or reply to a message.
3. When sending a new message, choose the kind of message you would like to send.
4. Pick which provider you want to contact.
5. Type in the subject and body of your message. You also can include attachments.
6. Select the "Send" button.



If I send a message to my provider, when can I expect a reply?

You will generally receive a response within 1-3 business days. Note that MyChart messages shouldn't be used for urgent situations. Please call 911 for an emergency.



For questions about Phelps Health MyChart, email mychart@phelpshealth.org or call (573) 458-7550.

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