

MyChart Messages

Tips to help you connect with your care team.

| If You Want to: | Do This: | Please Keep in Mind: |
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| Renew a prescription that is expiring or has expired | Click Medications in the MyChart menu. | <ul style="list-style-type: none"> Requests to renew an expiring prescription may take up to a week to process. If you need the medication sooner, please call your provider's office. If you need to refill a current prescription, please call your pharmacy. |
| See your available lab and test results | Click Test Results in the MyChart menu. | <ul style="list-style-type: none"> Test results are available to you and your provider at the same time. Allow up to a week for your provider to contact you about your results. When tests are ordered, talk to your provider about how you would like to review results. |
| Speak with a provider after hours or over the weekend | Call your provider's office. | An on-call provider is available to discuss your needs and support your care. |
| Tell your provider about a new health issue or share a lot of information | Call your provider's office. | A phone call can be the best way to make sure we understand your needs and may help us address them sooner. |
| Send a non-urgent message or question to your provider's office | Click Messages in the MyChart menu. | <ul style="list-style-type: none"> Keep your message short. Focus on one issue to help us direct your message to the right team member. Responses may take up to a week. Messages are reviewed Monday through Friday, 8 a.m. – 5 p.m. Add a specific subject line, such as, "Update: Rash on arm." Add a photo, if relevant to your care, by clicking the paperclip at the bottom of the message box. Please use caution if sending a photo of a private area of your body. |
| Send paperwork, such as your vaccine card or disability forms, for your provider to see or sign | Click Messages in the MyChart menu, create a message, then click the paperclip icon at the bottom of the message box. | Although MyChart is secure, please use caution if sending sensitive information. |
| Cancel an appointment | Click Visits in the MyChart menu, open your appointment and click "cancel visit." | Cancelling within 24 hours of your appointment? Please call your provider's office. |

Emergency or urgent concern? Call 911 or go to the Emergency Department.

Urgent concerns include chest pain, shortness of breath, high fever, severe abdominal pain, the worst headache of your life, possible broken bones, fainting, seizures, or feeling that you may harm yourself or someone else.