

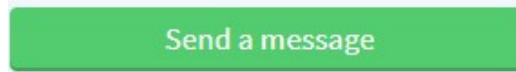


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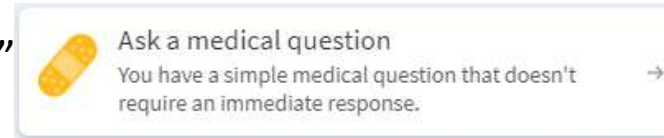
How to “Ask a Medical question”

1. Go to **Messages**

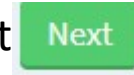
2. Select the green “**Send a message button**”



3. Next you will click on “**Ask a medical question.**”



4. You must read the **Message Disclaimer** and select the green **Next** button to continue.



5. Next the screen will show you a What type of medical question you can ask you provide.

6. A list of provider /physician you may send a message to will come up next on the screen. Select your provider you wish to communicate with.

7. Next you will get a form to complete.

a. Complete the **Subject** line and the **Message**.

b. **Discard** will take you back to the Message Center.

c. Use the **Paper Clip** to attach Supporting documents if need

NOTE: The Send button will not turn to green to send the message unless the Subject Line and you have message has been completed. Once the Send button turns green you message is ready to be send.

Scroll down to see screen shots of each step

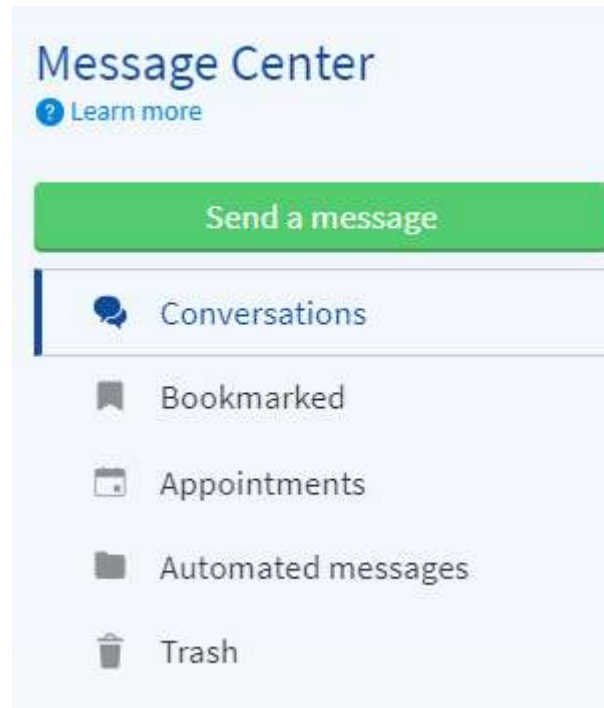


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How to “Ask a Medical question”



1. Go to Messages

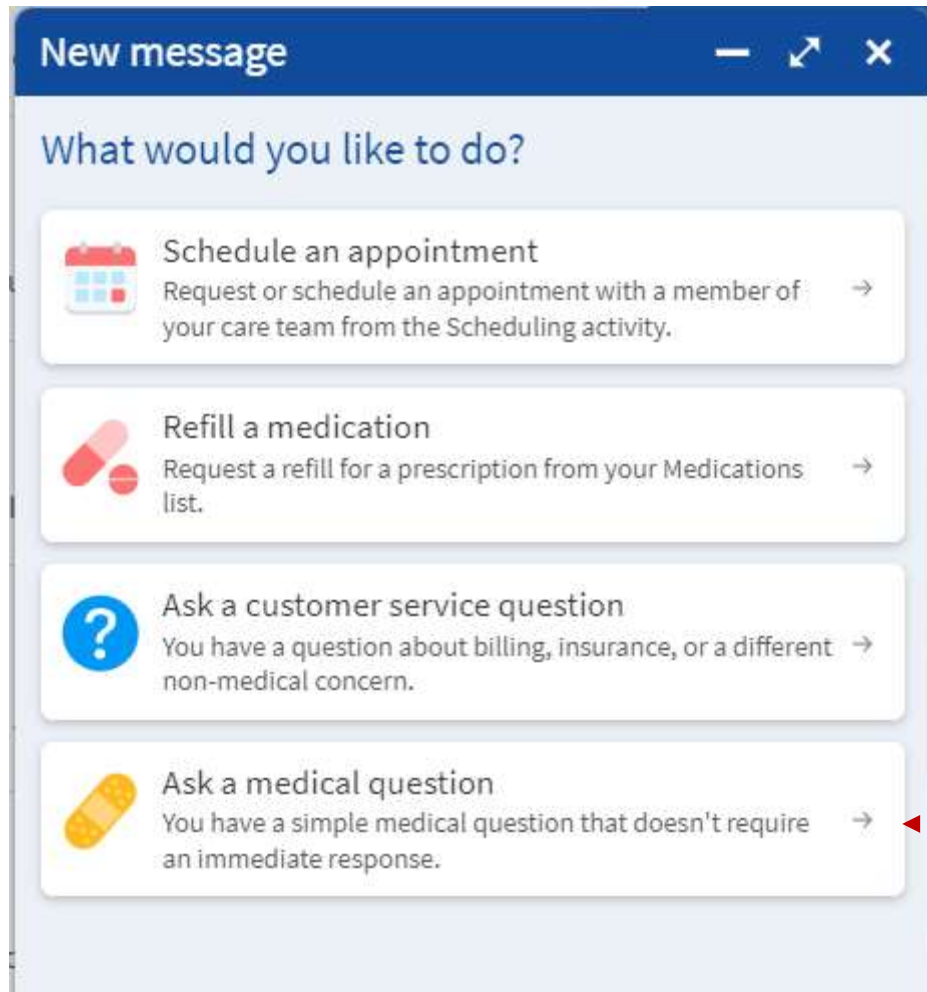


2. Select the green “Send a message” button.

Scroll down to see screen shots of each step



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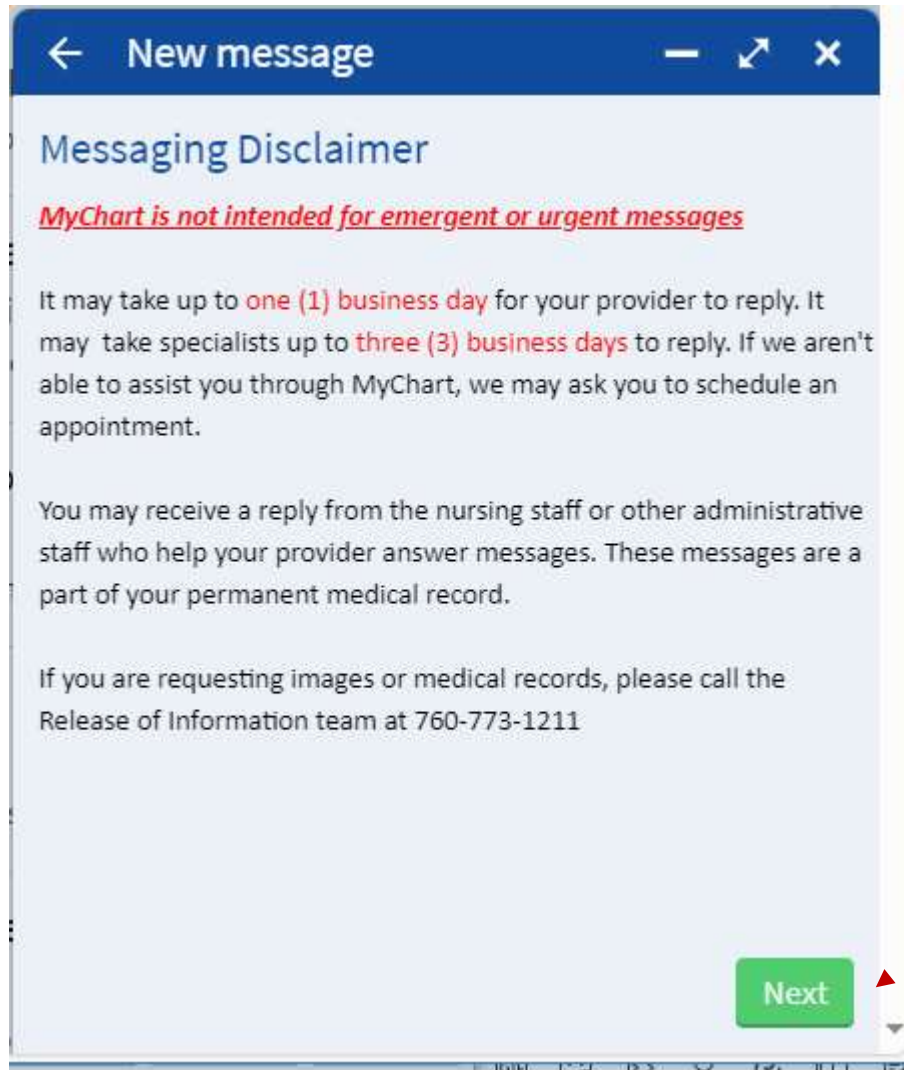


Next you will click on “Ask a medical question”

Scroll down to see screen shots of each step



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How to “Ask a Medical question”



4. You must read the **Message Disclaimer** and select the **green Next** button to continue...



Scroll down to see screen shots of each step



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How to “Ask a Medical question”

← Medical question — ↗ ×

What type of medical question?

Non-Urgent Medical Question → ▲

Prescription Question → ▲

Test Results Question → ▲

Visit Follow-Up Question → ▲

Referral Request → ▲

5.a Non-urgent Medical Question, is a question that you can ask your physician, it can take up to 72 hrs. for a response

5.b Prescription questions pertain to any medication prescription questions you might have

5.c As you review your test result, if you have any questions about them, you can message your doctor.

5.d If you have any questions from your visit with your provider this is where you could send him a message about the appointment had

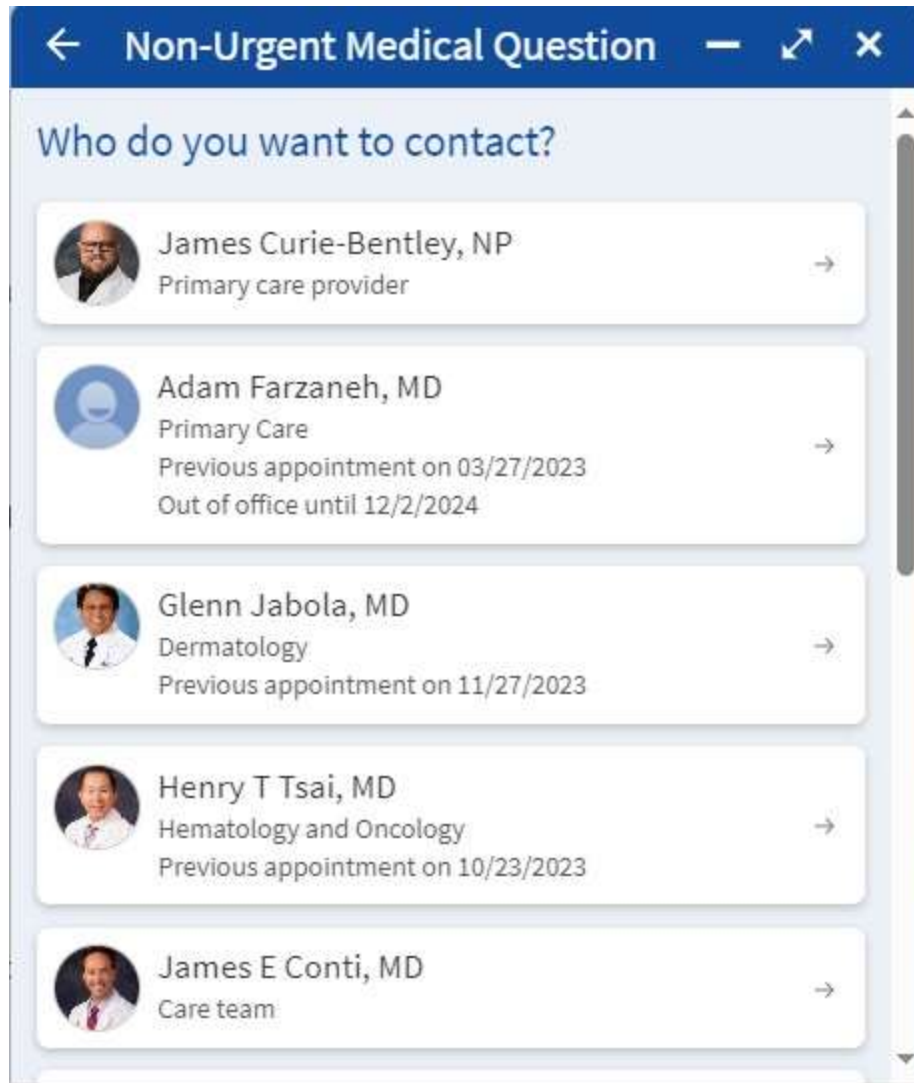
5.e If you need referral to another clinic or doctor this is where you would request the referral.

Select the appropriate questions.

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The next screen that will appear no matter what you select will be a list of your Care Provider Team, “**Who do you want to contact**”. Please select the physician you want to contact.

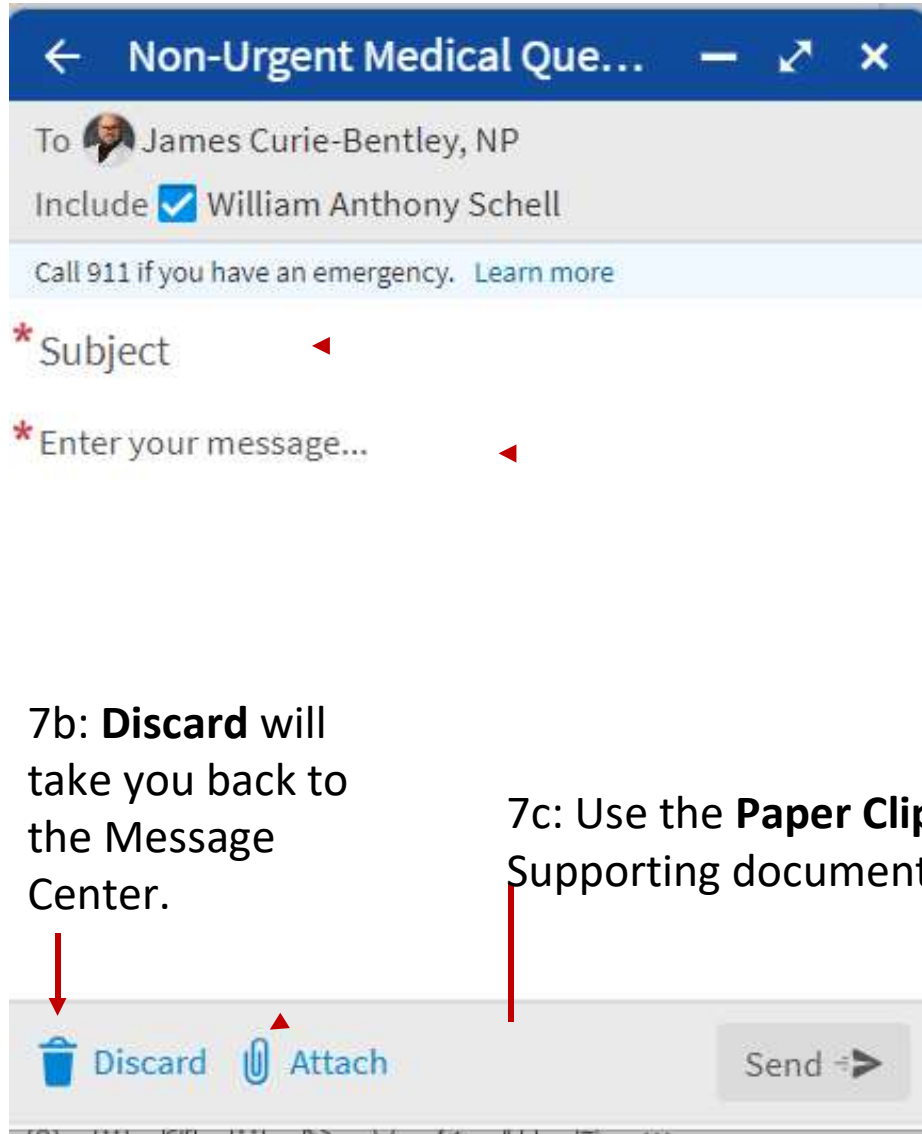
If the physician is not list, please contact the clinic where the physician is located and the office staff can add the physician to my Chart.

Note: you must have seen the physician at least one time before you can send to message to them.

Scroll down to see screen shots of each step



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How to “Ask a Medical question”



7a: Complete the **Subject** line and the **Message**.

NOTE: The Send button will not turn to green to send the message unless the Subject Line and you have message has been written. Once the Send button turns green you message is ready to be send.