



EISENHOWER HEALTH

How to Send a Message to your Physician

1. Click on **Messaging**
2. Click on **Ask a Question**
3. Click on **New Medical Question**
4. Click on **Choose a Recipient**
5. Click on **Select a Subject**
6. Enter the information you want to communicate with your Care Team Member
7. If you have a document attached Click on **ATTACH AN IMAGE OR VIDEO**
8. Click on to **SEND** to send your message
Click on **CANCEL** to cancel the message

Scroll down to see screen shots of each step.



EISENHOWER HEALTH

How to Send a Message to your Physician

1. Click on
Messaging



Health



Visits



Messaging



Billing



Resources



Settings



Log Out

Message Center

Ask a Question

Letters

Request Rx Refill

Clinic Calls



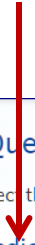
2. Click on
Ask a Question



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3. Click on New Medical Question



Ask a Question


Please select the option that most closely matches your question.

New Medical Question
You have a simple medical question that doesn't require an immediate response.

Request a Medication Refill
You would like to request a refill or renewal of a current medication.

Customer Service Question
You have a question related to a bill, your insurance, or another non-medical concern.

[BACK TO THE HOME PAGE](#)


Please call 911 if you have an emergency or urgent medical question.

New Medical Question

Do I need an appointment?
Can I take a different medication instead?
Do you have flu shots available?
What immunizations do I need for my overseas travel?
...etc.



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How to Send a Message to your Physician

Ask a Medical Question ?

You are able to message your doctors or providers if they are listed on your care team and you have had an appointment with that provider at an Eisenhower Health outpatient clinic within the last year. You cannot send messages to any of our Hospitalists, Emergency Room or Urgent Care providers.

There are a couple of reasons you may not be able to message your provider. They may not be listed on your care team and/or you have not had an appointment with them in the past year. There are also a few providers that do not participate in our virtual care office directly.

All pieces of information are required to request medical advice.

Expect a response within 2 business days.

Choose a Recipient ▼

⚠ This is required

- Select a Subject - ▼

4. Click on
Choose a Recipient
See next screen

5. Click on
Select a Subject
See next screen



EISENHOWER HEALTH

How to Send a Message to your Physician

Benson, Mark L, DO -PCP- ▼

Choose a Recipient

Benson, Mark L, DO -PCP-

Faulkner, John R, MD

4. Choose a Recipient

You will get a drop down of physician you can message

- Select a Subject - ▼

- Select a Subject -

Non-Urgent Medical Question

Prescription Question

Test Results Question

Visit Follow-Up Question

Referral Request

5. Select a Subject

You will get a drop down of the subject to select.



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How to Send a Message to your Physician

Ask a Medical Question ?

You are able to message your doctors or providers if they are listed on your care team and you have had an appointment with that provider at an Eisenhower Health outpatient clinic within the last year. You cannot send messages to any of our Hospitalists, Emergency Room or Urgent Care providers.

There are a couple of reasons you may not be able to message your provider. They may not be listed on your care team and/or you have not had an appointment with them in the past year. There are also a few providers that do not participate in MyChart messaging. Please contact their office directly.

All pieces of information are required to request medical advice.

Expect a response within 2 business days.

Freitag, Mark C, MD -PCP-

Test Results Question

test

6. Enter the information you want to communicate with your Care Team Member

ATTACH AN IMAGE OR VIDEO ⓘ **ATTACH AN IMAGE OR VIDEO**

SEND CANCEL

BACK TO THE MESSAGING OPTIONS

[Q] Am I able to message my doctor or health care provider?
[A] You are able to message your doctors or providers if they are listed on your care team and you have had an appointment with that provider at an Eisenhower Health outpatient clinic within the last year. You cannot send messages to any of our Hospitalists, Emergency Room or Urgent Care providers.

[Q] Why don't I see my physician or provider on the list of people I can message?
[A] There are a couple of reasons you may not be able to message your provider. They may not be listed on your care team and/or you have not had an appointment with them in the past year. There are also a few providers that do not participate in MyChart messaging. Please contact their office directly.

7. If you have a document or image you would like to include, Click on ATTACH AN IMAGE OR VIDEO

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8. Click on **SEND** to send your message

Click on **CANCEL** to cancel your message