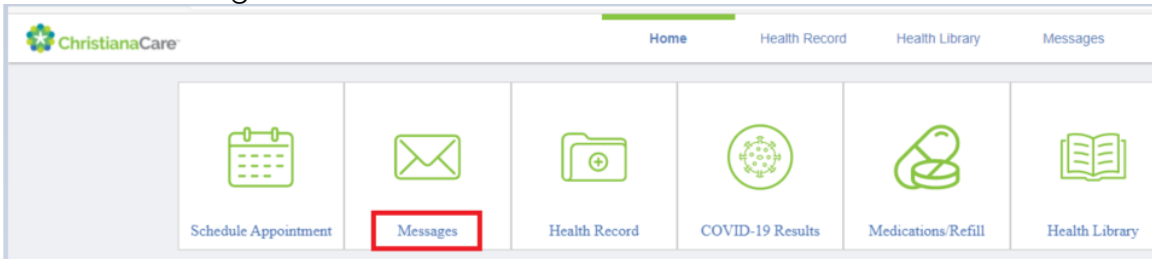


How Patients Send Secured Messages via Patient Portal:

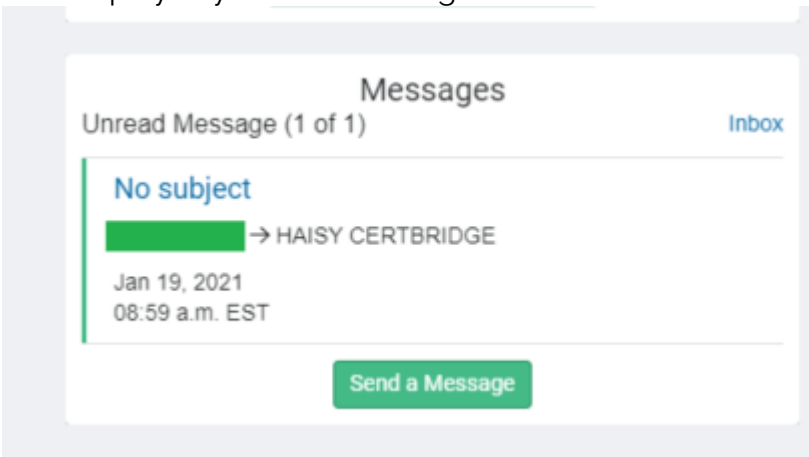
Description: This document was created to be used to assist patients with sending a message from the Patient Portal to their provider or clinic.

- Log-in to the Patient Portal
- There are 3 ways to send a message:

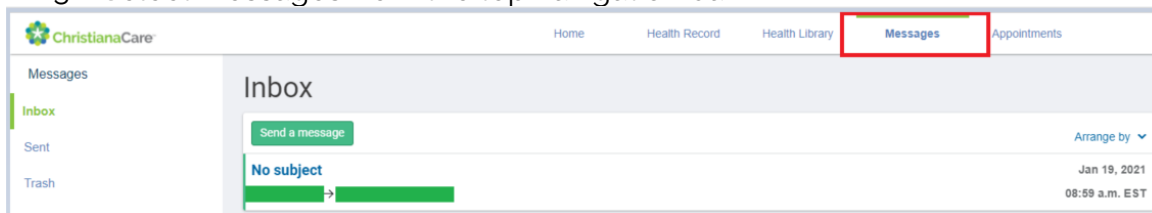
1. From the Messages tile



2. From the Dashboard view upon logging into the Patient Portal. This will also display any unread messages.



3. Select Messages from the top navigation bar.



- The Inbox shows the subject link either in Bold (unread message) or standard (read message), the date and time it was sent and who sent the message. The arrow shows the direction of the message.
- To send a new message click on Send a message (see next page).

Messages

Inbox

Sent

Inbox

Send a message

- Type in at least 2 characters of your physician's name. The system will start to search, and your physician's name should appear. If you cannot find your provider, call the practice.
- You can also submit any attachments that are relevant to your health care including documents and images. We are unable to accept attachments that are High Efficient Image Format (.HEIC) and Excel (.xlsx). Please consider converting to a .pdf or .jpeg. (See next page).

< New Message

* Indicates a required field.

Patient Name

MELISSA ZZTEST

*** To**

Select a recipient

*** Subject****Attachments** Maximum file size is 10MB

Browse...

[Add another attachment](#)*** Message**

Send

Cancel

- Complete all necessary sections and then select "Send".