

## **MyChart Patient Portal:** How to Send a Message





App

## Browser

## Click on Messages.

1.

On a desktop computer: Messages is near the top of the browser window.

On a mobile device: **Messages** is near the top of the browser window.

On the MyChart app: Messages is near the center of the screen.



Click the blue **Send a message** button. The picture on the left is of a desktop browser.

In a mobile browser or the MyChart app, the blue **Send a message** button will be closer to the bottom of the screen.

Alternate method: Click on Menu then locate **Send a message** under the heading Communications.

Back	کر ایرون (MyChart کر	Close
	A New message	
What would you like to do?		
••	<b>Refill a medication</b> Request a refill for a prescription from your Medications list.	→
	Schedule an appointment Request or schedule an appointment with a member of your care team from the Schedulin activity.	g
69	Question for my Support Team I would like to send a question to my provider's team.	s →
3	Contact Customer Service You need assistance with using MyChart.	÷

Select the type of message you would like to send. The options include **Refill a medication**, **Schedule an appointment**, **Question for my Support Team**, and **Contact Customer Service**.

*Please note that the Customer Service option sends a message to MyChart customer service, not ANHC.* 



4. You will be routed to the correct MyChart page to send your message.

The example to the left is of a non-urgent medical question or concern you would send to your care team.

Please note that MyChart messages should not be used during emergencies. It may take up to three business days for your message to receive a response.

End

3.