These screen shots will describe how to effectively message your healthcare provider’s office about a non-urgent medical matter. This could be a question about your medication dosage or a question about the lab test results you just viewed in your MyChart account.

Click on Get Medical Advice from the Messaging Tab option or Send a message to your Healthcare Team from the home page icon.
To send a non urgent question to your doctor’s office click on “General Question”.

Get Medical Advice

Please select the option that most closely matches your medical question. Call 911 if you have an emergency or urgent medical question.

**General Question**

- You have a quick question such as:
  - 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.

**Symptom-Specific E-Visit**

- You have questions regarding common symptoms, such as:
  - Cough/Cold
  - Urinary symptoms (female)
  - Sinus
  - Red eye
  - Back pain

For non-medical inquiries and technical support, send a message to customer service.

[Back to the Home Page]
Not sure if your symptoms require a telephone call instead of a MyChart message? Click on the appropriate link to see symptoms that are inappropriate for MyChart messaging.

Choose the provider’s office that you wish to message.

Choose the type of question for the subject line.