

How to send a message to my Health Care Team

With our new MyChart by Epic patient portal, we have the ability to send messages to members of the Health Care team, from within MyChart. Starting on June 4, 2022, a few clinics at HHS will be using this feature. To know if the clinic you visit uses this feature, ask your Health Care Provider at your next visit.

If a member of your Health Care Team is using this feature, you will be able to send them messages from inside MyChart, once you establish a relationship with them. To establish a relationship with a Health Care Provider you just need to see them for a visit.

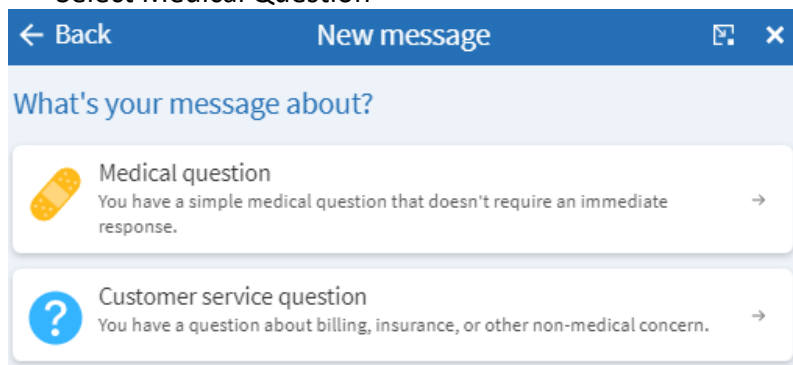
If your Health Care Provider is participating in the feature, and you have an existing relationship with that provider, you can send them a message from MyChart by completing the following steps:

Send a Message to a Health Care Provider from MyChart

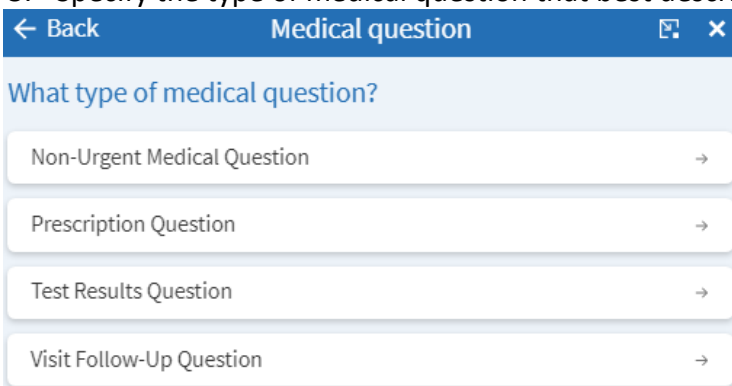
1. Log into your MyChart account
2. Go to the Messages activity, found on the main toolbar



3. Click the **Send a message** button
4. You will be prompted to choose between sending a Medical Question, or Customer Service Question. Select Medical Question

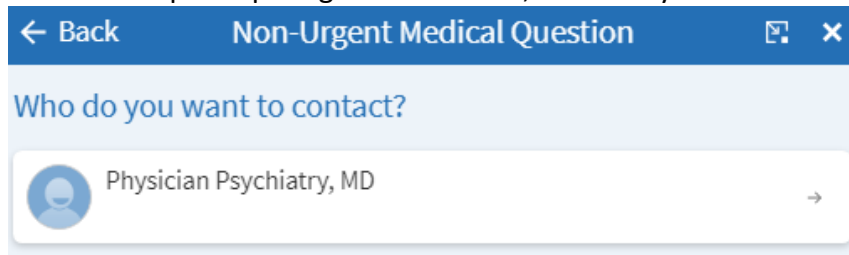


5. Specify the type of medical question that best describes your reason for sending the message.



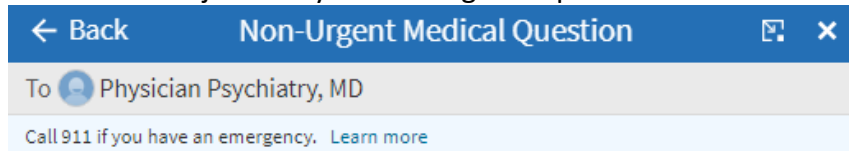
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6. Select who you want to send the message to. You will only see the names of Health Care Providers who are participating in the Feature, and who you have an existing relationship with.



The screenshot shows a mobile application interface for sending a 'Non-Urgent Medical Question'. At the top, there is a blue header with a back arrow, the title 'Non-Urgent Medical Question', and a close icon. Below the header, the text 'Who do you want to contact?' is displayed. A search bar contains the text 'Physician Psychiatry, MD' and a right-pointing arrow. At the bottom right of the search bar, there is a 'Send =>' button.

7. Enter a subject and your message and press



The screenshot shows the same mobile application interface. The 'To' field is now populated with 'Physician Psychiatry, MD'. Below the 'To' field, there is a light blue banner with the text 'Call 911 if you have an emergency. Learn more'. Below the banner, there is a '* Subject' label and a '* Enter your message...' label. At the bottom right, there is a 'Send =>' button.

* Subject

* Enter your message...

8. You will find any responses to your message in this Message Center activity.
9. You may also receive an email or text notification when there is a new message for you to read, depending on how you set your communication preferences. You can make changes to your communication preferences by going to that activity in the Menu.

Important Considerations

1. This message feature is for Non-Urgent messages only. If your message is urgent or requires immediate review, you should call the providers office instead of sending the message from MyChart.
2. If the issue you are sending a message about is an Emergency, do not send the message, call 911 instead.
3. If your Health Care Team is not participating in this feature on June 4th, it does not mean they will not be participating in the future.
4. If you have any questions about the use of the feature or about MyChart, please contact us by email: epicmychart@hhsc.ca, or by phone by calling 905-521-2100 and asking for the Health Records department at the HHS site you visit most often.
5. Visit our HHS Website for more tip sheets and information about MyChart at <https://www.hamiltonhealthsciences.ca/patients-visitors/digital-health-care/mychart/>