

# Messaging in Patient Portal

You can send messages to, and receive messages in the Patient Portal from your doctor, or clinical staff. You can also include hyperlinks to third-party sites containing additional medical information for additional, comprehensive medical histories.

## Receive Messages in the Portal

When you receive a message from your office, you will be sent an email notification. Additionally, a number displays next to the Messaging icon to indicate how many messages are waiting to be read.

1. Log in to the Patient Portal.
2. Click on **Messaging**. A new message is indicated by a red dot next to the date. Once a message has been opened the red dot no longer displays.
3. Click on a message to open it.
4. Respond to the message, as required.

## Send Messages from the Portal

You can click **Ask a Question** in the patient portal to send an email message to your practice or a specific provider.

You can also add hyperlinks for third-party sites (such as Fitbit<sup>®</sup> or MyZone<sup>™</sup>) to send to your provider or clinical staff. We recommend that you use the hyperlink feature only when sending **Patient Health Information** portal messages.

Complete the following steps to send a **Patient Health Information** portal message:

1. Click **Messages**.
2. Click **Ask a Question**.
3. Select **Patient Health Information** from the **Subject** drop-down.
4. Enter a **Category**.
5. Enter the **Message**. Include the hyperlink to the third-party site in the message body.



**Important Note:** Copy and paste the link in its entirety. Do not forget to include the protocol (i.e., [http:](http://), [https:](https://)).

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6. Click **Send Message**.