

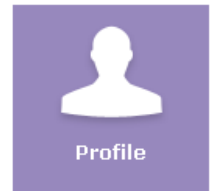
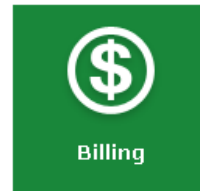
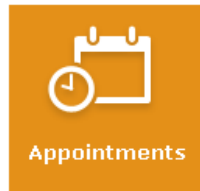
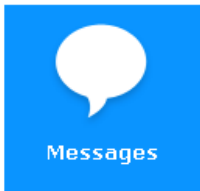
Quick Tip Sheet

Messaging

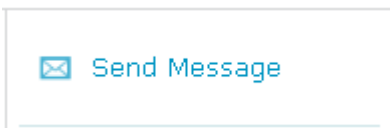


Q – How do I send a message?

A – Select the “Messages” button from the Home screen



Then select the “Send Message” button



Select the Provider you wish to send the message to, enter a subject, type your message, select Send.

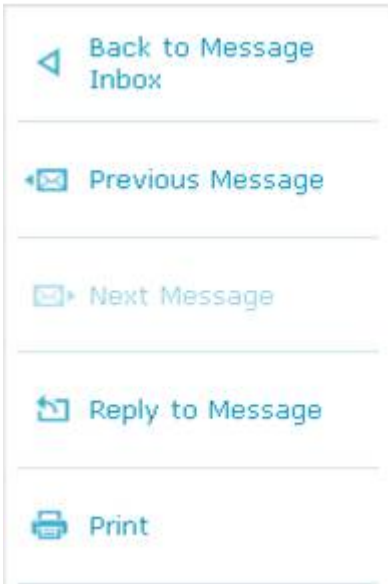
New Message

To

Subject

Q – How do I reply to a message?

A – Open the message you wish to reply to and select “Reply to Message” from the buttons listed on the right.



Q – Who can I send a message to?

A – You will be able to send a message to any provider/care team with whom you have had a previous **clinic** visit and who is also enabled to receive patient portal messages.

Q – When can I expect an answer?

A – Your provider and his/her nurse will make every effort to respond to your message within the same business day. For messages received after 4 p.m. please allow at least one business day. If this is an urgent matter, please call your provider.

Q – Can a proxy user send a message?

A – Yes, a proxy user may send a message on your behalf. This message will be visible to both the proxy user and the patient. The message will appear to the provider/nurse with the patient’s name as well as the name of the proxy user and the relationship.

Q – How do I review sent messages?

A – Open Messages from the Home page and select “View Sent Messages.”

[View Sent Messages](#)

Q – Will messages be part of my permanent medical record?

A – Yes. Anything you or your proxy writes to the care team in a message will become part of your permanent medical record.

Q – Who will respond to my message?

A – A member of the care team, for example your provider or provider’s nurse, will respond to your message.

Q – How will I know when I receive a response?

A – You will receive a real-time email notification when your care team responds to your message.

Q – How long will my messages be visible in my AveraChart portal?

A – Your sent messages will be visible for 30 days but your received messages will be available indefinitely within your portal.