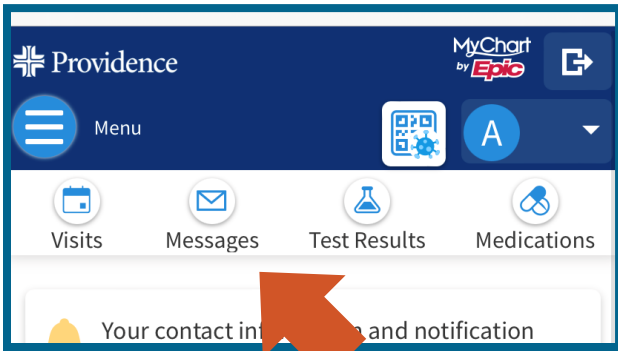
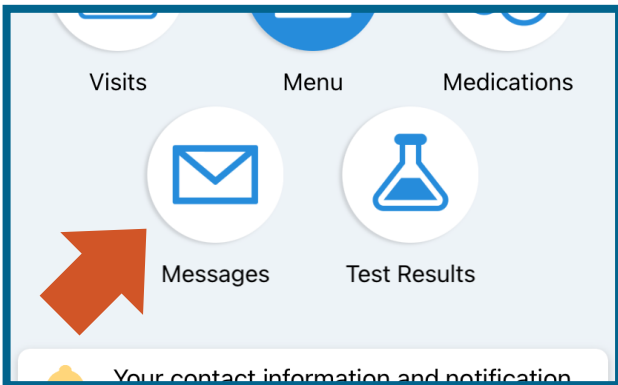


MyChart Patient Portal: How to Send a Message



Browser



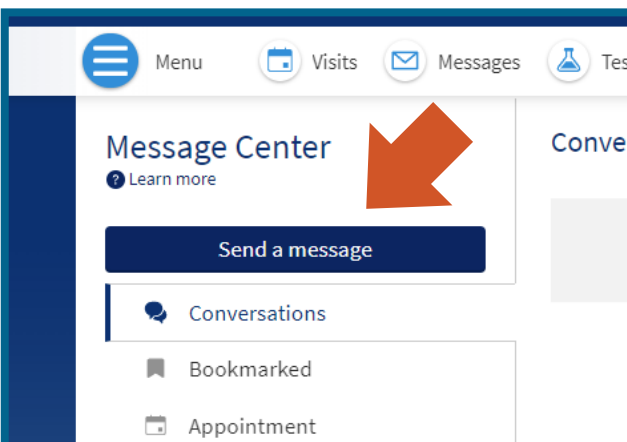
App

1. Click on **Messages**.

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.

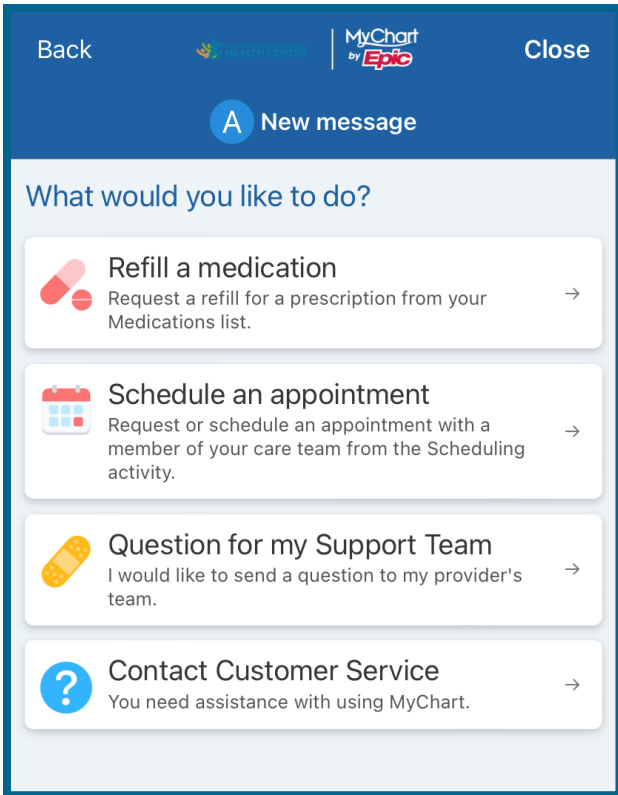
On the MyChart app: **Messages** is near the center of the screen.



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

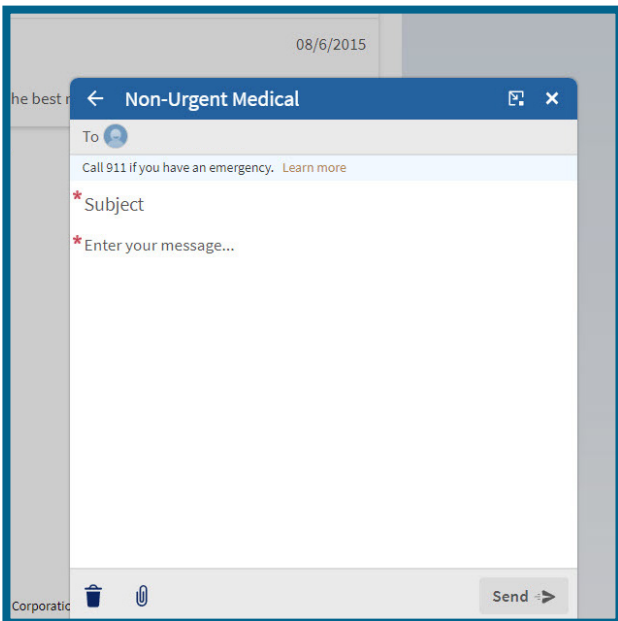
In a mobile browser or the MyChart app, the blue **Send a message** button will be closer to the bottom of the screen.

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



3. 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