



## Important Changes to MyChart

Dear Valued Patient or Caregiver/Proxy,

We are writing to inform you about upcoming changes that will affect how you use the **MyChart patient messaging feature**. These changes are to make sure that we can provide timely and quality care to all our patients. We have worked to improve several parts of MyChart including scheduling appointments directly online without calling in, streamlining refills with your pharmacy, and adding new options for care across our network.

These changes will take effect on January 2, 2024, and will apply to all MyChart users. Some of the key changes are:

- **MyChart patient messaging is only for non-urgent and routine matters such as follow-up questions, results and medication concerns. Do not use MyChart messaging for emergencies or urgent symptoms.**
- **In the event you send a message requiring a complex medical discussion, you may be directed to schedule an appointment.**
- **Expect a response from your care team within 3 business days.**

We make these changes to improve your experience and improve the quality of care that we provide for you and all our patients.

Attached is a MyChart Messaging Guidelines document for your reference.

Thank you for choosing us as your health care provider. We look forward to continuing to serve you through MyChart and other means of communication.

Sincerely,

Your care team

# MyChart Messaging Guidelines

## 1. What type of messages should I send?

Use MyChart for simple questions that you expect the provider's team to be able to answer for you. If you think that the doctor will need to use medical judgement, it is often best to have an appointment either in person or by telehealth when available. You can use MyChart to schedule an appointment with most providers.

## 2. How long can my message be?

Concerns that require a long message to communicate are too complex to address through MyChart and require an appointment. Messages will be restricted to 500 characters or less.

## 3. Can I send multiple messages?

We often receive more than one message about the same concern. Please send clear and concise information in a single message. This helps us to understand the need and respond efficiently. If you have already called and left a message for the doctor, please do not enter a message in MyChart about the same concern. Sending multiple messages may actually result in a delayed response.

## 4. When will I get a response?

Please allow up to three business days for your medical team to reply. This time frame allows us to complete a thorough review and response.

## 5. What about refills?

The most efficient way for refills is to contact your pharmacy. In many cases the pharmacy has refills available on your prescription(s) that can be immediately refilled. If you do require a new prescription from your doctor's office, the pharmacy will directly request a refill from your doctor.

## 6. Can I message about an emergency?

MyChart must never be used in an emergency or to communicate regarding urgent matters. **In an emergency, immediately dial 911 and/or go to the nearest emergency room.**

## 7. What happens if I use MyChart messaging outside of these guidelines?

Using MyChart messaging outside of established guidelines may result in suspension or termination of your access to MyChart messaging privileges. This will not impact your access to other features in MyChart. Improper activities include, but not limited to:

- the use of inappropriate or abusive language
- harassing behavior
- excessive messaging
- inappropriate requests
- activities that cause or are intended to cause a disruption to medical operations, MyChart operations, technology or medical records system