



MyChart Patient Message Guidelines

We are happy to offer options for you to message your provider and care team as we feel this improves your engagement in your health. We do, however, want to set some general expectations.

- Not all questions are the same. Based on the nature of your question or concern, the provider or a member of the care team may ask to you schedule a visit, either virtual or in-person.
- Our providers typically see patients throughout the day and do like to see their loved ones in the evenings. The message option is intended for non-urgent concerns. Our care teams strive to respond within 2 business days and will do their best to get back to you as soon as they can. Please do not send multiple messages for the same issue.
- These messages are part of the legal medical record. Please treat everyone with respect and courtesy. Failure to do so could result in termination of messaging privileges.