

Patient Portal Instructions for Patients to Send a File to Their Provider

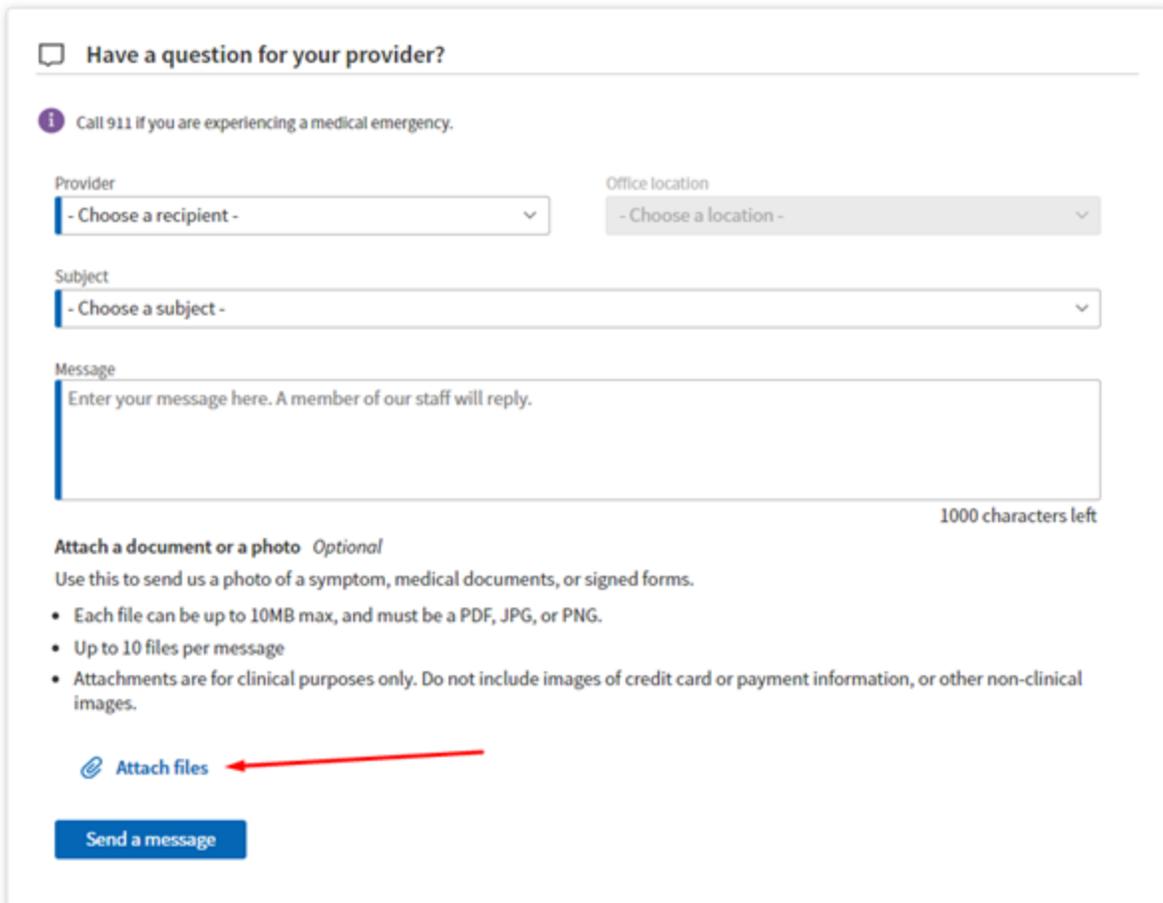
Overview

Patients can now send attachments to their care team such as pictures. Patients can log on to the patient portal from their smartphone or computer to attach a file to a message

Instructions

From a computer: Click on attach files at the bottom of the messaging window found on the homepage of the patient portal

Messages



Have a question for your provider?

i Call 911 if you are experiencing a medical emergency.

Provider
- Choose a recipient -

Office location
- Choose a location -

Subject
- Choose a subject -

Message
Enter your message here. A member of our staff will reply.
1000 characters left

Attach a document or a photo *Optional*
Use this to send us a photo of a symptom, medical documents, or signed forms.

- Each file can be up to 10MB max, and must be a PDF, JPG, or PNG.
- Up to 10 files per message
- Attachments are for clinical purposes only. Do not include images of credit card or payment information, or other non-clinical images.

 **Attach files** 

Send a message

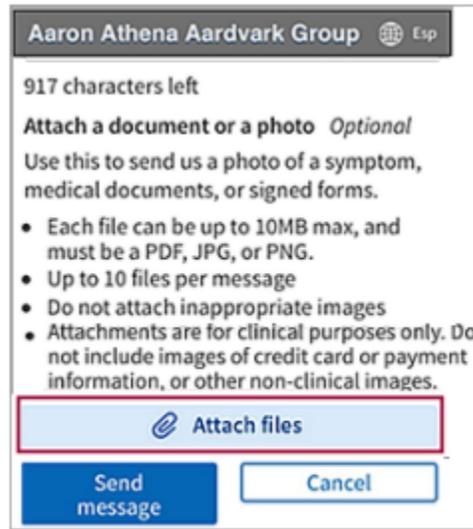
From a smartphone: log on to the [Patient Portal](#).

- 1) Tap **Messages** and then tap **Compose Message**.



The Compose message page opens.

- 2) **Provider** — Select the provider to whom you are sending the message. The list includes providers that you've seen in the past.
Note: The **Office staff** option appears in the list only when the **Provider-based message routing** option is disabled on the [Portal Settings](#) page
- 3) **Location** — Select the location for the provider you selected. The options in the **Location** list are the departments that the provider works in.
Note: This field is used to route the message to the appropriate [Clinical Inbox](#).
- 4) **Message type** — Select the type of message from the list, for example **Medical question** or **Appointments and scheduling**.
Note: When you select certain message types, other fields appear. For example, if you select **Prescriptions and refills**, you are prompted to select a prescription.
- 5) **Subject** — Enter a brief summary of the message.
- 6) **Message** — Enter a more detailed message.
- 7) If you want to send the provider a file:
 - a) Tap [Attach files](#).



- b) **Note:** You can attach files in the same way when you reply to a message from your provider.
- c) Select the appropriate file from your browser or photo library.
Note: If you attach the wrong file, delete it before you send the message by clicking the X next to the file name.
- 8) To send more than one file, tap [Attach files](#) again. You can attach as many as 10 files. **Note:** You must attach each file individually.
- 9) Click [Send message](#). The message is routed to the appropriate provider's [Clinical Inbox](#)

