

MyChart New Message Center



Audience: Patient-Facing Help Desk and Support

Assist patients and proxies with the New Message Center layout in MyChart.

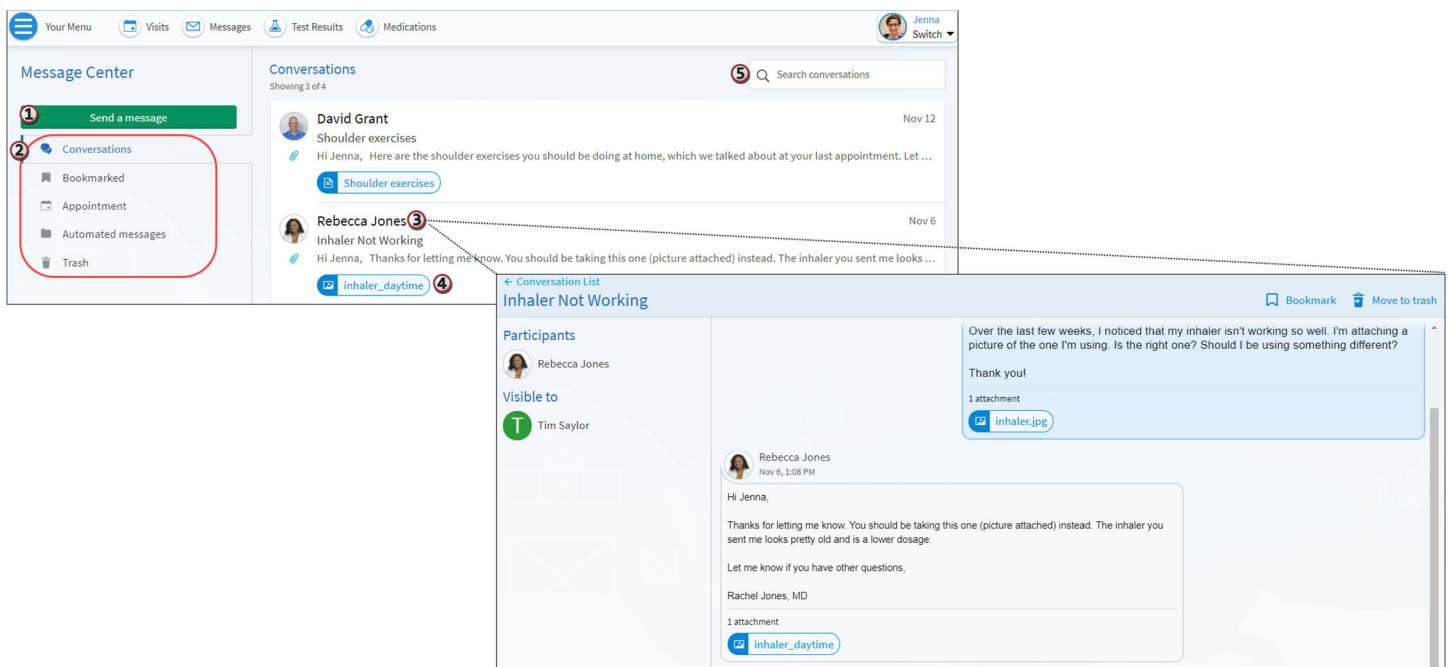
Get Familiar with the Message Center in MyChart

Navigate through past messages or send new ones in the updated Message Center in MyChart. Within each conversation, you can see previous messages in the order they were received, review attachments, and search for messages by keyword.

Meet the Message Center

From the Message Center, you can:


1. Send a new message to your provider or customer service staff.
2. View and organize messages for future reference in folders.
3. Click the latest message in a conversation to see the whole conversation history.
4. See which messages have attachments to review.
5. Search for a specific conversation by keyword.

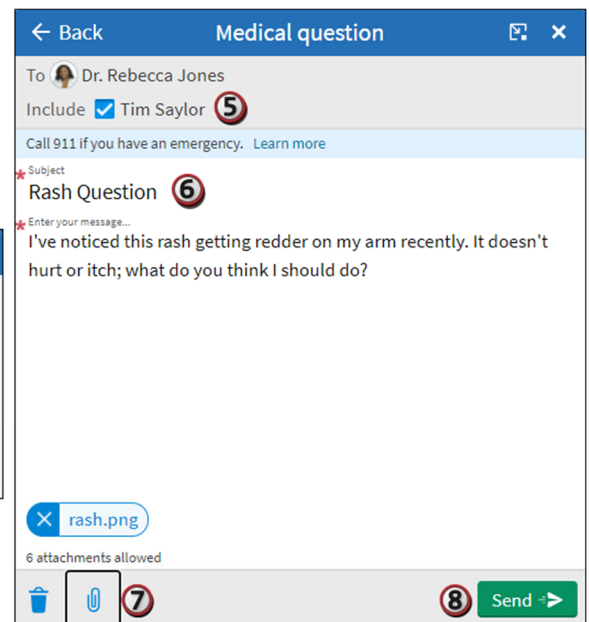
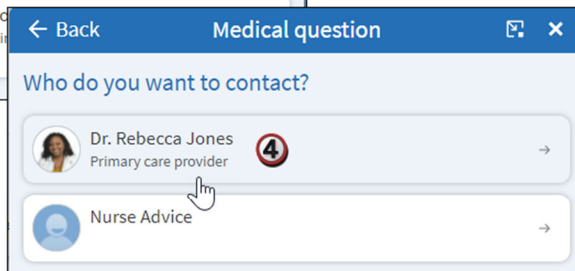
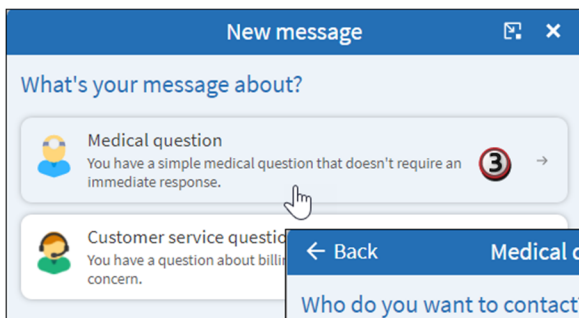


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Send or Reply to a Message

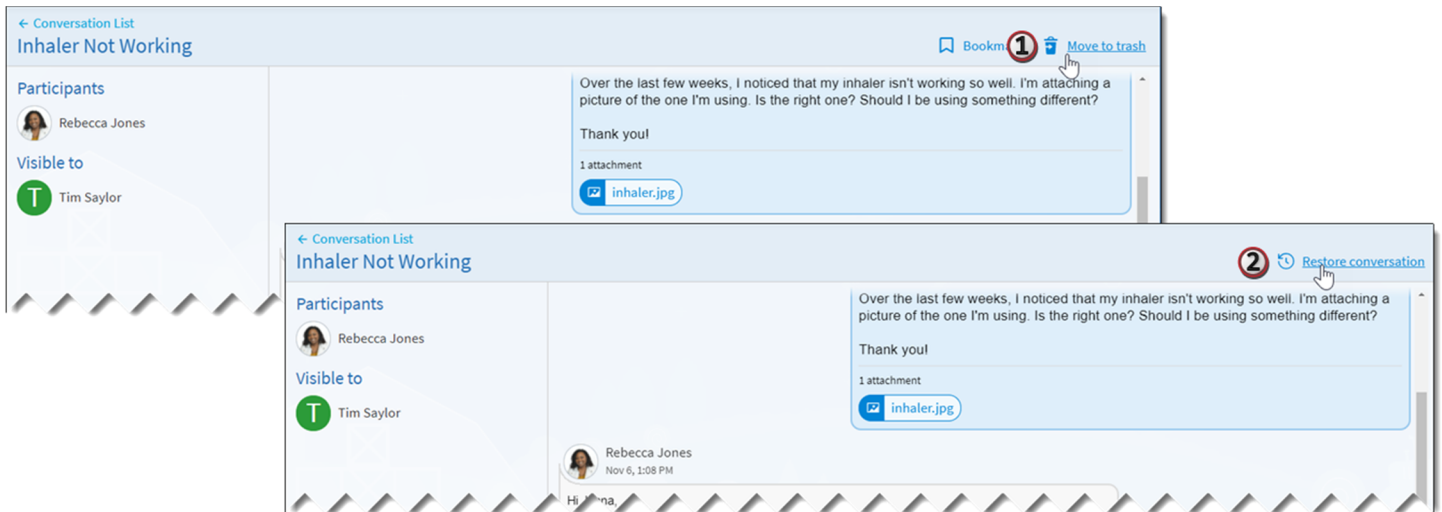
1. In the toolbar, click **Messages**.
2. To send a message to someone you don't have a current conversation with, click **Send a Message**. To reply to a message, select the message you want to reply to and click **Reply**. If you're replying to a message, skip to step 5.
3. Select the topic that best fits your message.
4. Select the provider or team you want to message.
5. To send a confidential message, clear the check box for anyone else who has access to your chart, like a spouse or a caretaker.
6. Enter a message subject (if you're creating a new message) and body text.
7. Click the  icon to attach a document or photo.
8. Click **Send**.




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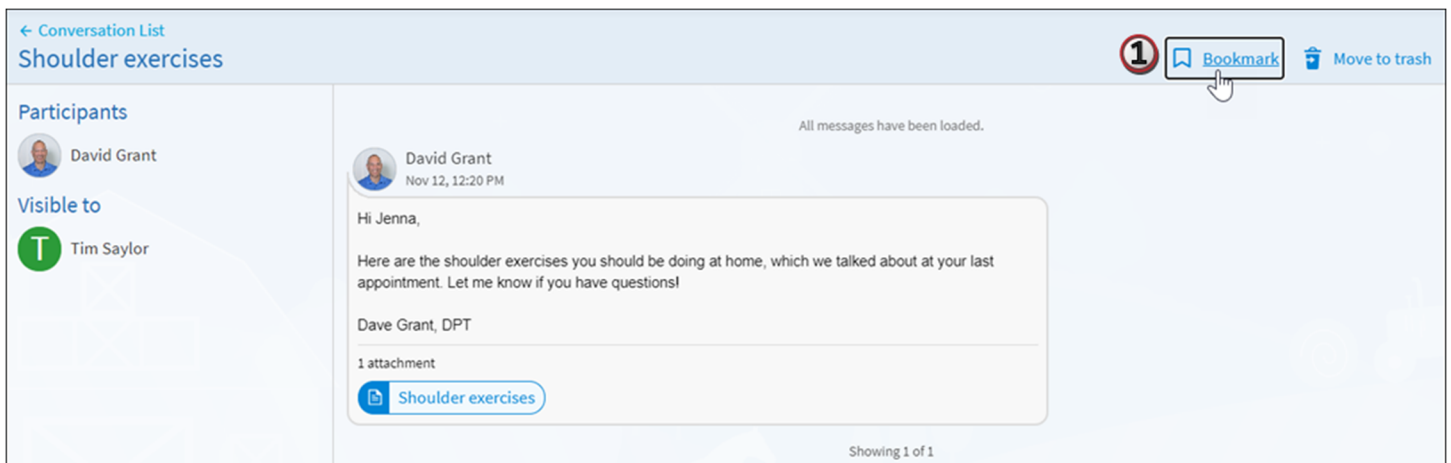
Delete and Restore Messages

1. If you don't think you'll need to see a conversation again, click **Move to trash** to move it to the Trash folder.
2. To restore the message to your main conversation list, go to the Trash folder and click **Restore conversation**.



Bookmark a Message

1. To flag a conversation for easy access in the future, click the  icon to bookmark it.
2. To find that bookmarked conversation, go to the Bookmarked folder.



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Find a Message by Keyword

Within each folder, you can also use a keyword search to find a message you're looking for.

1. Go to the folder you'd like to search.
2. In the Search conversations bar, enter a search term and press **Enter**. You can search by message subject, body text, or author.

The screenshot shows the MyChart Message Center interface. On the left is a sidebar with a 'Send a message' button and folders for 'Conversations', 'Bookmarked', 'Appointment', 'Automated messages', and 'Trash'. The main area is titled 'Conversations' and shows a search bar with 'shoulder' entered. Below the search bar, a message from David Grant is displayed with the subject 'Shoulder exercises' and a snippet of text: 'Hi Jenna, Here are the shoulder exercises you should be doing at home, which we talked about at your last appointment. Let ...'. A blue button labeled 'Shoulder exercises' is visible below the message. At the bottom of the search results, it says 'There are no more conversations to search.'