

MyChart

Dos and Don'ts



Adhere to MyChart Messaging's Character Limits

- MyChart messages are limited to 500 characters to encourage clear, concise communication about your question or concern.



Use MyChart for Urgent Questions or Concerns

- Urgent concerns include severe symptoms, sudden changes in a chronic condition, or urgent medication questions.



Select the Appropriate Type of Message for your Inquiry

- By choosing the right category for your message, you'll help our team respond as efficiently as possible.



Use MyChart Messaging for Complex Medical Concerns

- Complex concerns, involving multiple medical problems of different parts of the body, require a more in-depth discussion than MyChart allows.



Remember What Else You Can Do in MyChart

- Scheduling appointments, including same-day and specialty appointments
- Paying bills or viewing billing summaries
- Updating prescription information, including preferred pharmacies
- Updating demographic and insurance information
- Completing pre-visit forms and questionnaires
- Viewing recent and past test results

MyChart helps manage your patient experience without a call.



Use MyChart Messaging for Personal Conversations

- Please don't use MyChart messaging for personal conversations with your care team. While we love hearing from our patients, our providers would prefer to hear what's new with you at your next appointment!



Use MyChart to Request a Phone Call from your Provider

- If you need to speak directly with your primary care provider, we encourage you to make an in-person or virtual appointment.