

Firm Faculty Coaching Topic PGY1 #3

MyChart Communication with Patients

1. Go to In Basket. Click on New Patient Message to generate a new MyChart message to a patient. Chose patient and start message (a)
2. Generate a new message to patient. Decide if you want to delay message, allow the patient to reply back, or add attachment (b-e)
3. Take the same steps when replying to Patient Advice Requests. Click on Request and decide whether to
 1. Open the MyChart Encounter to place orders, write note, or route to clinic staff (f)
 2. Reply to the patient message if no other orders, notes, or routing needed (g)

a. Click New Patient Message

b. Add Title

c. Add Message

d. Delay Send?

e. Allow Reply?

e. Add Attachment?

f. Open MyChart Encounter?

g. Reply to patient in MyChart?

h. Make sure PCP is resident

j. search Resident and add as PCP to allow patient to message in MyChart