# MyChart Message Center

Epic

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.

| Pre-Defined Folders	Description
Conversation	New replies and non-automated messages
Bookmarked	Messages that have been marked by the patient to revisit later
Appointment	Appointment related messages, such as appointment scheduling requests or cancellations
Automated Messages	Messages sent automatically, such as payment confirmation or questionnaire submission confirmation messages
Trash	Messages that the patient has deleted.

From the Message Center, You Can:

1. Send a message.
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 view.
5. Search for a specific conversation by keyword.

Revised On: 8/23/221 DRR
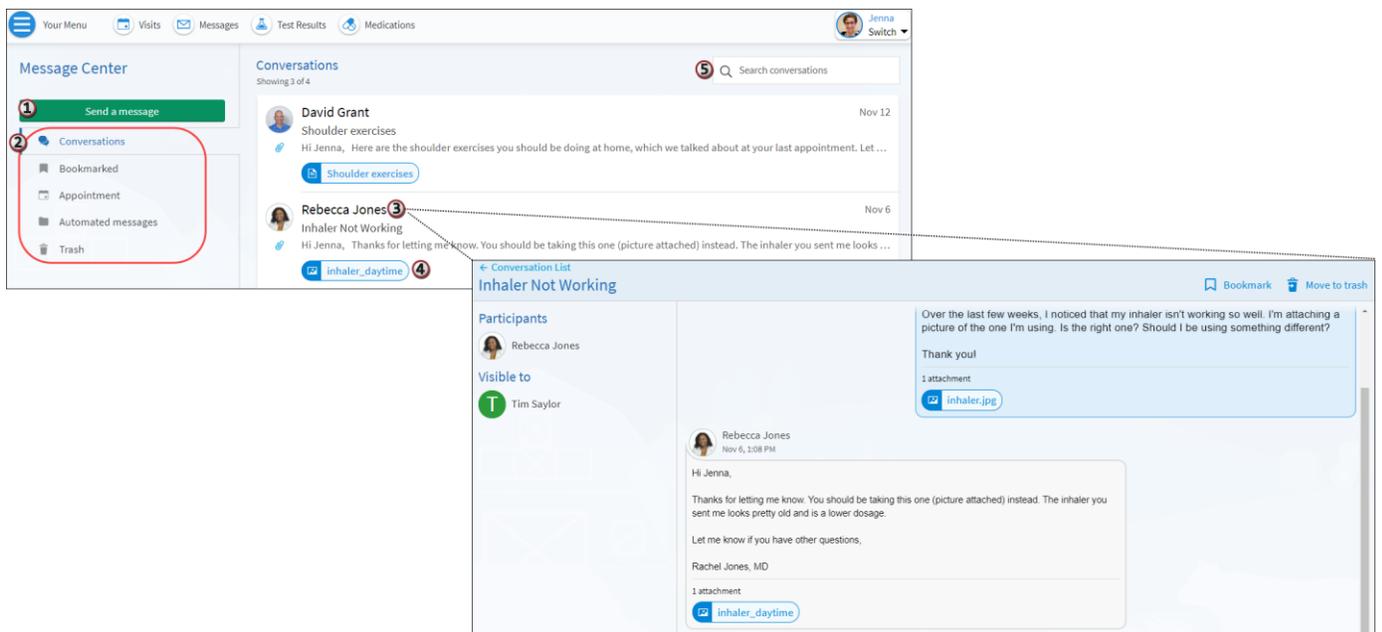
Send or Reply to a Message

1. From the toolbar, click **Message.**
2. To send a message, click **Send a Message**. To reply to a message, select the message and click **Reply**. Messages can be replied to for 30 days. 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, deselect the **Include** box.
6. Enter a message *Subject* (if you're creating a new message).
7. Click the 📎 icon to attach a document or photo.
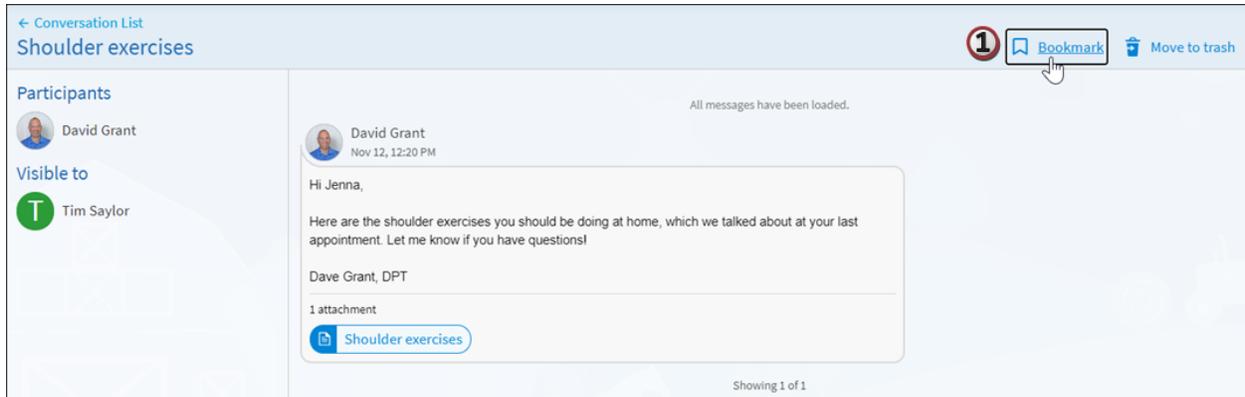8. Click **Send.**
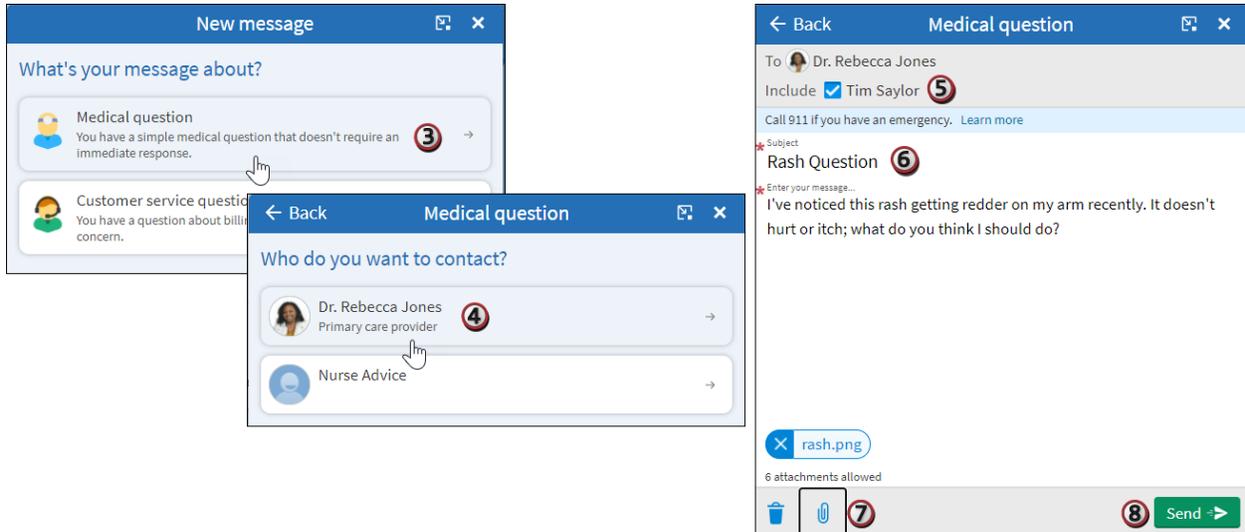
Delete and Restore Messages

1. If you don't think you'll need to see a message (conversation) again, click **Move to Trash**.
2. To restore the message, go to the Trash Folder, click message to highlight and click **Restore Conversation.**
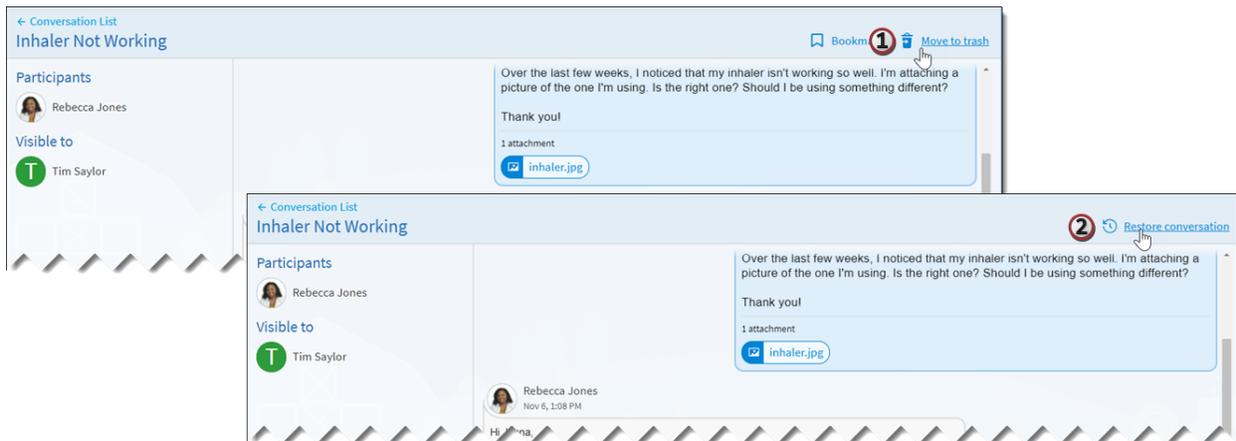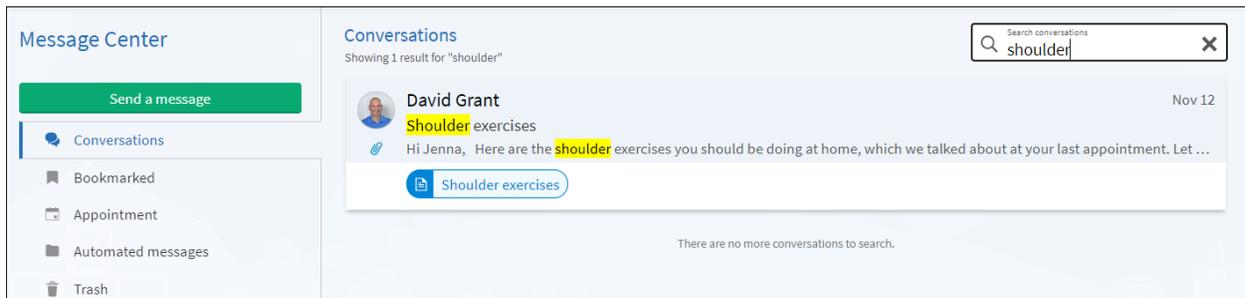
Bookmark a Message

1. To flag a message for easy access in the future, click the 🔖 icon to bookmark it.
2. To find the bookmarked message, go to the Bookmark folder.

← Conversation List
Shoulder exercises   ① 🔖 Bookmark   🗑 Move to trash

Participants   All messages have been loaded.
David Grant
                          David Grant
Visible to   Nov 12, 12:20 PM
T Tim Saylor
                          Hi Jenna,

                          Here are the shoulder exercises you should be doing at home, which we talked about at your last
                          appointment. Let me know if you have questions!

                          Dave Grant, DPT

                          1 attachment

                          📄 Shoulder exercises

                                                              Showing 1 of 1

Find a Message by Keyword.

1. Go to desired folder.
2. In the *Search Conversation* field type a keyword and press **Enter**. You can search by the message subject, keyword in the body of the message, or author.

Message Center   Conversations   Search conversations
                            Showing 1 result for "shoulder"   🔍 shoulder   ✕

    Send a message   David Grant   Nov 12
                            Shoulder exercises
💬 Conversations   📎 Hi Jenna, Here are the shoulder exercises you should be doing at home, which we talked about at your last appointment. Let ...
🔖 Bookmarked
                            📄 Shoulder exercises
📅 Appointment
📁 Automated messages   There are no more conversations to search.
🗑 Trash

Linked to the following Learning Home Dashboards: N/A
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