

# Using MyChart to Ask a Medical Question

If you have a non-urgent medical question, you can send a message to your doctor's office through MyChart. This message is secure. This means your information stays private when it is sent.

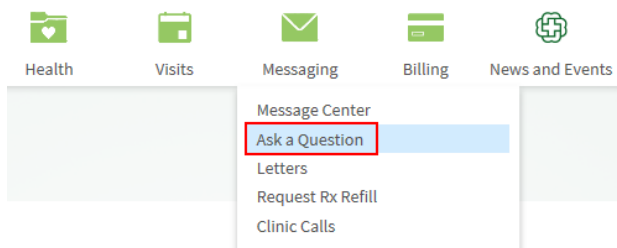
Use the Ask a Question option if you:

- Are not sure if you should come in for an appointment.
- Have a question about the dose of one of your medicines.
- Have a question about something that was discussed in a recent visit.
- Want advice about a common illness.

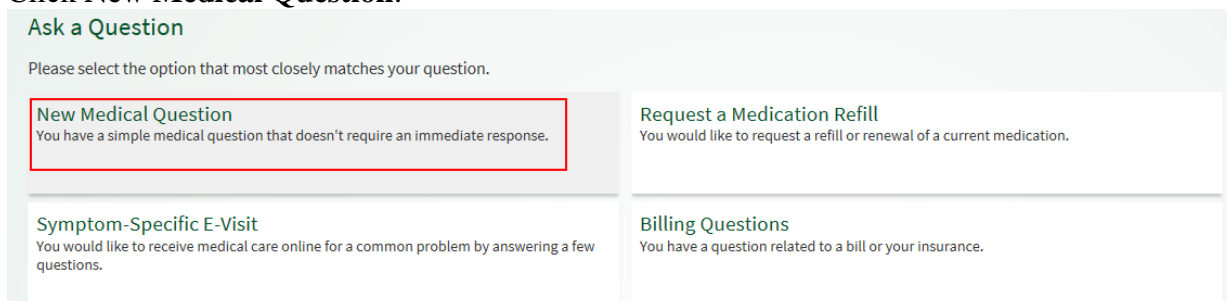
You can also attach a picture and other documents to the message.

Note: If you are using the MyChart app, the screens will look slightly different. Select Messages and follow the prompts.

1. Go to **Messaging** then click on **Ask a Question**.



2. Click **New Medical Question**.



3. Pick who you want to see your message. This list might include:

- Your primary care provider.
- Another provider that you saw at Bronson.
- The medical staff at the office.

- Pick a subject for your message and enter your question.

**Ask a Medical Question** ⓘ

Please provide as much information about your medical advice request as possible. Medical advice requests will be reviewed by the clinical staff of your healthcare provider. Your provider will be consulted if necessary to answer your question.

It is important that MyChart not be used as a social connection. We ask all of our patients to use this tool only for messages and questions about their appointments, medical care and billing with this office. Using MyChart for social messages may cause delays in our ability to respond quickly to other, important medical needs.

Expect a response within 2 business days.

Family Medicine, Physician, MD

Non-Urgent Medical Question

- To attach an image, click the **Attach an Image** button.

**ATTACH AN IMAGE** ⓘ

SEND CANCEL

- You can attach up to 3 files.
  - The allowed file types are BMP, JPEG, JPG, PDF, PNG, TIF, TIFF.
  - The maximum file size is 4 MB for images & PDFs.
- When you choose your image, a thumbnail will appear. You can enter a label for the image or delete the image.

**Attachments** ⓘ

15 of 30 characters left

Enter Label:  
this is my rash

SEND CANCEL

- When you are finished, click **Send**.

Someone at your clinic will respond to you within 2 business days. If you've chosen to receive an email for new messages in your MyChart account, you'll receive a message letting you know that the provider's office has responded to your request.