

Sending Secure Messages to Patients

07/08/2024 7:34 pm EDT

When a patient is signed up and connected to your practice with OnPatient, you can send secure messages to your patient directly. Your messages will be viewable in their OnPatient portal where the patient may directly message you, respond to your messages, or download any attachments you may have sent in the message.

There are two paths you can take to send a patient message:

- From the patient chart
- From the message center

Sending a Message from the Chart

1. To send a message to your patient open their chart and go to the **Communications** section.

The screenshot shows a patient chart for Laurie Sample. The left sidebar contains various menu items, with 'Communication' highlighted in green. An arrow points from this menu item to a green box labeled 'Communication' in the center of the chart. The main content area shows patient details, including name, gender, age, date of birth, phone, address, and email. Below this, there are tabs for 'Messages', 'Reminders sent', and 'Communication Logs'. A table of messages is visible, with columns for From, To, Title, and Date / Time. The 'Send Message' button is also visible in the top right corner of the message list area.

2. Click the **Send Message** button.

The screenshot shows the 'Send Message' button highlighted in blue. An arrow points from the button to the right. Below the button is a table of messages with columns for From, To, Title, and Date / Time. The table contains several messages from James Smith to Jenny (Jen) Harris, and one message from Jenny (Jen) Harris to James Smith.

From	To	Title	Date / Time	
James Smith	Jenny (Jen) Harris	James Smith send you a document	Sep 04, 2020 11:20 a.m.	Retract from onpatient
James Smith	Jenny (Jen) Harris	James Smith send you a document	Sep 04, 2020 11:19 a.m.	Retract from onpatient
James Smith	Jenny (Jen) Harris	James Smith send you a document	Sep 04, 2020 11:18 a.m.	Retract from onpatient
James Smith	Jenny (Jen) Harris	James Smith send you a document	Sep 04, 2020 11:18 a.m.	Retract from onpatient
Jenny (Jen) Harris	James Smith	Re: Hi Jenny	Sep 04, 2020 11:09 a.m.	
James Smith	Jenny (Jen) Harris	Hi Jenny	Sep 04, 2020 11:08 a.m.	Retract from onpatient

3. Enter a **subject**, compose your **message**, add any **attachments** (if necessary), and click **Send Message**.

Send message to Jenny (Jen) Harris [HAJE000001]

To: Jenny (Jen) Harris [HAJE000001]

Subject: Following Up

Message: A Normal text | Bold | Italic | Underline | x₂ | x² | [List Icons]

Hi Jenny,
Just wanted to follow up from your appointment.

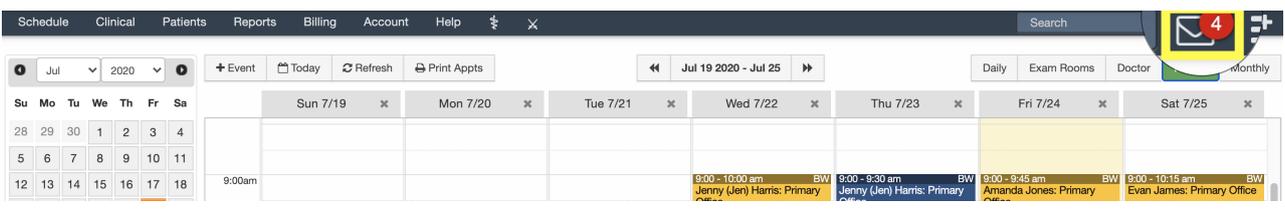
Attachments: Attach a file

Send Message

Note: The max file size for an attachment is 100MB.

Sending a Message from the Message Center

1. Navigate to the message center by clicking on the () icon.



2. Click on **Patient Messages** on the left. Then click **Send Message**.

- ALL MESSAGES
 - Incoming Messages
 - ★ Starred
 - All Messages
- FAX
 - Incoming Fax
 - ← Outgoing Fax
- LAB RESULTS
 - Lab Results
- ERX
 - eRx Requests
- REFERRALS
 - ← Outbound Referrals
- Contacts
- ONPATIENT
 - Online Appointments
 - Patient Message
 - Sent Message

Patient Message ?

<input type="checkbox"/>		From	Title	Associated patient
<input type="checkbox"/>	☆	Jenny (Jen) Harris	Re: Hi Jenny	Jenny (Jen) Harris
<input type="checkbox"/>	☆	Homer J. Simpson	hey	Homer J. Simpson
<input type="checkbox"/>	☆	Homer J. Simpson	Re: Re: Refill	Homer J. Simpson
<input type="checkbox"/>	☆	Homer J. Simpson	Refill	Homer J. Simpson

3. Click on the **Recently Seen Patient's** name or **Search for a Patient**.

Recently seen patients

Patient	Date	Time	Reason
Jenny (Jen) Harris	Fri 09/04/2020	1:30 PM	Back pain
Jenny (Jen) Harris	Fri 09/04/2020	12:00 PM	
Jenny (Jen) Harris	Thu 09/03/2020	8:27 AM	
Michelle Harris	Wed 09/02/2020	3:40 PM	

4. Enter a **subject**, compose your **message**, add any **attachments** (if necessary), and click **Send Message**.

Send message to Jenny (Jen) Harris [HAJE000001]

To: Jenny (Jen) Harris [HAJE000001]

Subject: Following Up

Message: Hi Jenny,
Just wanted to follow up from your appointment.

Attachments: Attach a file

Send Message

Note: The max file size for an attachment is 100MB.

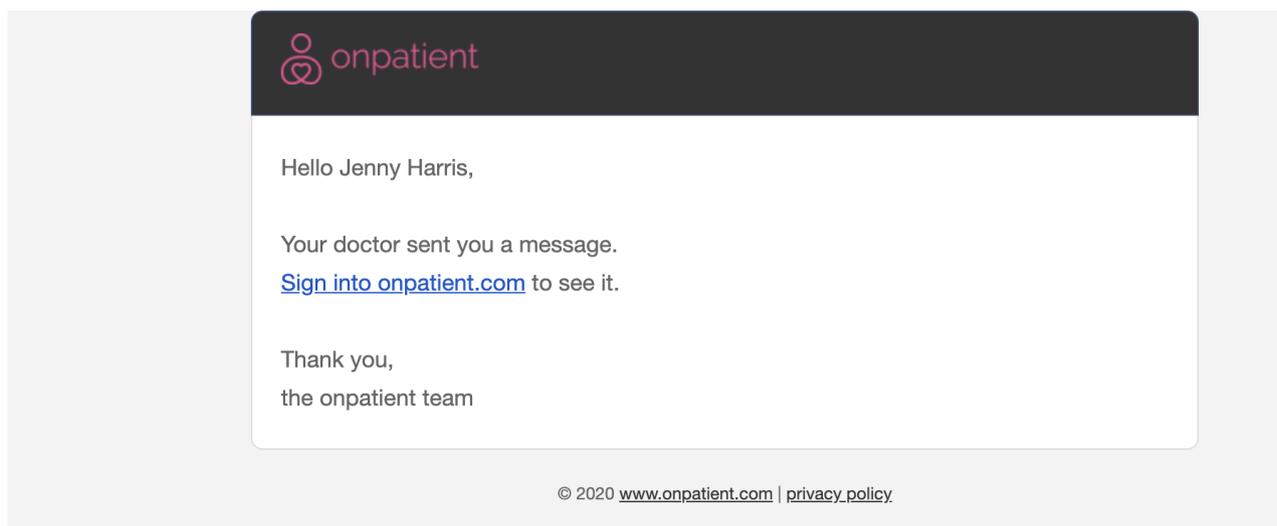
Messaging for the Patient

1. The patient will receive a notification that they have a message from their provider.

You have a new message Inbox x

no-reply@onpatient.com
to me

Fri, Sep 4, 11:08 AM (6 days ago)



2. In OnPatient under **Messages**, patients can view messages or send a message to their provider.

Messaging

Send Message

	Sender	Title	Summary	Date	
Inbox	☆ James Smith	Hi Jenny	Following up from your visit.	6 days ago	🗑️
Starred					
Sent					
Archived					

3. Once in a message, patients can click **Reply** to respond to the message from their provider.

Messaging

Send Message

Inbox

Starred

Sent

Archived

James Smith
Hi Jenny
6 days ago

Following up from your visit.

Attachments:

[↩ Reply](#)

