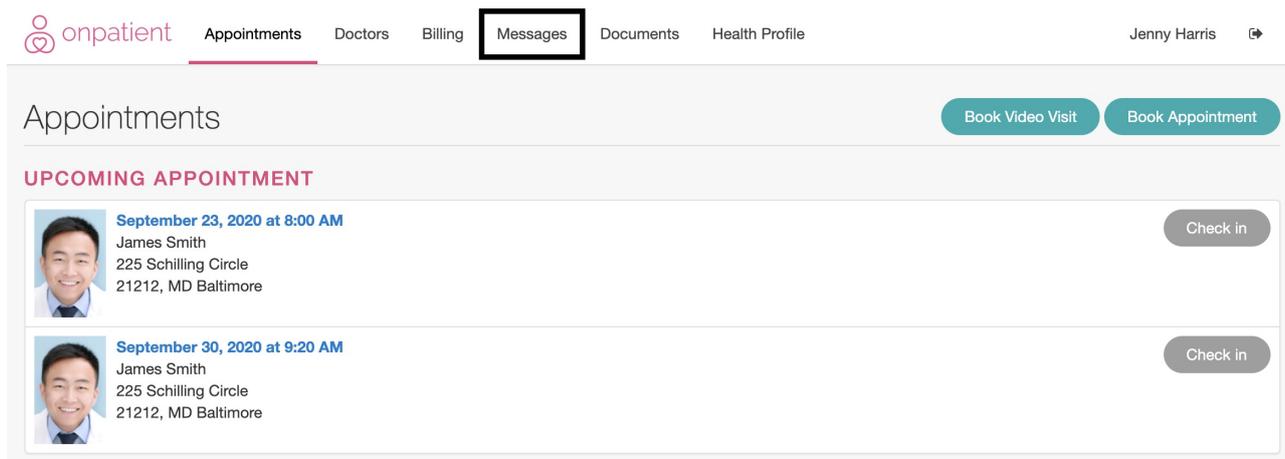


Sending a Message or Picture to a Provider through OnPatient

07/08/2024 7:37 pm EDT

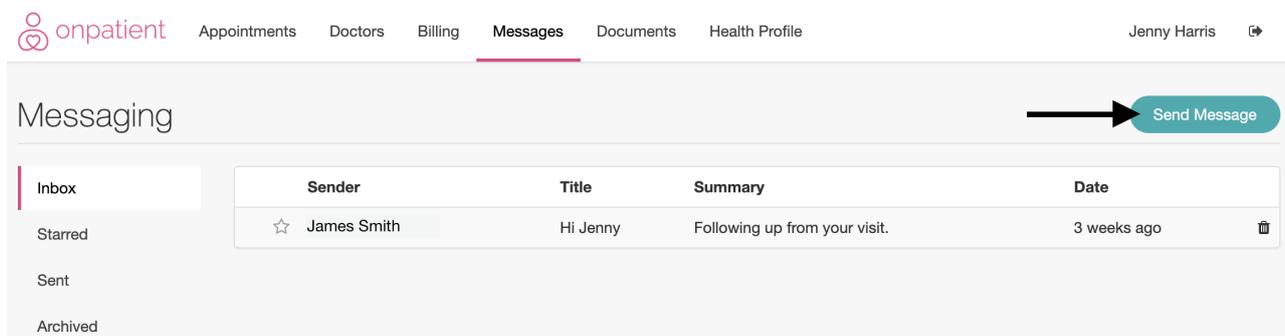
The OnPatient portal provides a secure channel for your patients to send health information to you. The OnPatient messaging system is secure, intuitive, and a familiar method of communication.

1. When your patient first logs in, they will first come upon their dashboard. From there they will need to click on the **Messages** tab to access the messaging center.



The screenshot shows the OnPatient dashboard with the 'Messages' tab highlighted in a black box. The dashboard includes navigation tabs for Appointments, Doctors, Billing, Messages, Documents, and Health Profile. The user's name, Jenny Harris, is visible in the top right corner. Below the navigation, there are buttons for 'Book Video Visit' and 'Book Appointment'. The main content area is titled 'Appointments' and displays 'UPCOMING APPOINTMENT' with two entries for James Smith, each with a 'Check in' button.

2. The messaging center is structured similarly to an email inbox, with the option of viewing the inbox, starred messages, sent messages, and archived messages. For your patient to send you a new message, they will need to select the **Send Message** button to the right of this page.



The screenshot shows the OnPatient messaging center with the 'Messages' tab selected. A black arrow points to the 'Send Message' button in the top right corner. The main content area is titled 'Messaging' and displays a table with columns for Sender, Title, Summary, and Date. The table contains one message from James Smith with the title 'Hi Jenny' and the summary 'Following up from your visit.' The date is '3 weeks ago'. On the left side, there are navigation options for 'Inbox', 'Starred', 'Sent', and 'Archived'.

	Sender	Title	Summary	Date	
☆	James Smith	Hi Jenny	Following up from your visit.	3 weeks ago	🗑️

3. The first step in sending a new message is to choose the **Recipient**. Your patient will be able to send messages to any provider within your practice group that has enabled the OnPatient communications setting under **Account > OnPatient Settings > Communication**.

Messaging

Inbox 2

Starred

Sent

Archived

Warning! If this is an emergency, please dial 911 or seek immediate medical attention.

Recipient



Jane Smith

Dr. James Smith

Dr. James Smith (on behalf of Michelle (Shelly) Harris)

Message

Attachment

Please select a doctor before adding attachments.

Send Message

4. Once the recipient is selected, the patient will then fill out the message that they wish to send you. If they would like to send a file or a picture, they can drag and drop the file to the attachment area or click on the attachment area to browse for the file. Click **Send Message** when finished.

Messaging

Inbox

Starred

Sent

Archived

Warning! If this is an emergency, please dial 911 or seek immediate medical attention.

Recipient

James Smith

Subject

Refills

Message

Could I get a refill on my medication?

Thank you!

Attachment

Click or Drop attachment here to upload

Send Message