

# Send Messages to Patients

## PURPOSE

1. Ensure patient communication is documented in the Patient Portal instead of personal e-mail.
2. To create continuity among staff by allowing everyone to view communication history.

## PROCEDURE

*Expected time frame: As needed*

1. Open the patient's chart.
2. Click on the blue bubble in the top-right corner of the patient's picture:



3. Title: [brief description of message subject]
4. Message:  
Hi, [patient name],  
  
[your message]  
  
[your signature]
5. Click "send this message."