Messaging with Providers

07/24/2024 6:50 pm EDT

Patients can use the OnPatient mobile app to view, send, and respond to messages from their provider(s).

1. Go to the Messages menu at the bottom of the screen.









) icon.

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		Messages			
↓	Inbox			>	
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1	Sent			>	
	Archived			>	



3. Choose the provider to message by tapping in the **Subject** line.

Cancel	Compose	Send	Can	cel	Compose		Send
То:	Tap to add recipient		То:	Tap here	to add a recip	pient	
Subject:	Enter a subject		۲ C	r. James Smi hiropractor	th		
	Attach & Photo		J	ill Smith amily Practitioner	r		
	Attach A Photo)					
Profile	Appointments Messages	S O Account	Profi	e Appointmen	4 Messages	\$ Billing	Account

4. Enter a **Subject**, write the message, and tap **Done** and **Send**.

Cancel	Compose	Done	Cancel	Compose	Sei
То:	Jill Smith		То:	Jill Smith	_
Subject:	Medication Question		Subject:	Medication Question	
I have a c	I have a question about my medication.			question about my medication.	



5. When the provider responds, the patient will see a notification next to Messages.

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		Messages	Ď
~	Inbox		
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6. Tap on the message to view it. The patient can also reply to the message by selecting the reply icon.



September 1, 2022

Hi Laurie,

Here is some more information for you.



7. Patients can swipe on a message to **Star** or **Archive** it. They can find these messages in the app message center under **Star** and **Archived**.

Star	Archive
	Star

Messages	ľ
Inbox	1 >
Starred	>
Sent	>
Archived	>
	Messages Inbox Starred Sent Archived







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