

Can I communicate with my doctor using OnPatient?

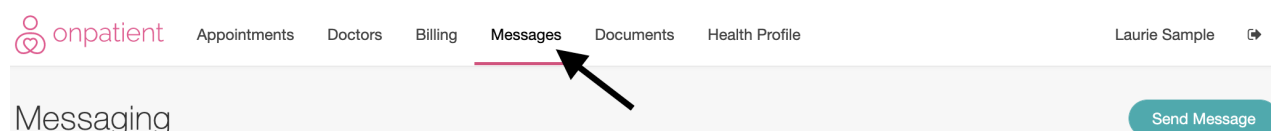
07/24/2024 1:00 pm EDT

Many patients have the ability to communicate with their healthcare providers using OnPatient. If your healthcare provider has made this option available for their practice, you will be able to access this communication channel as follows.

Web

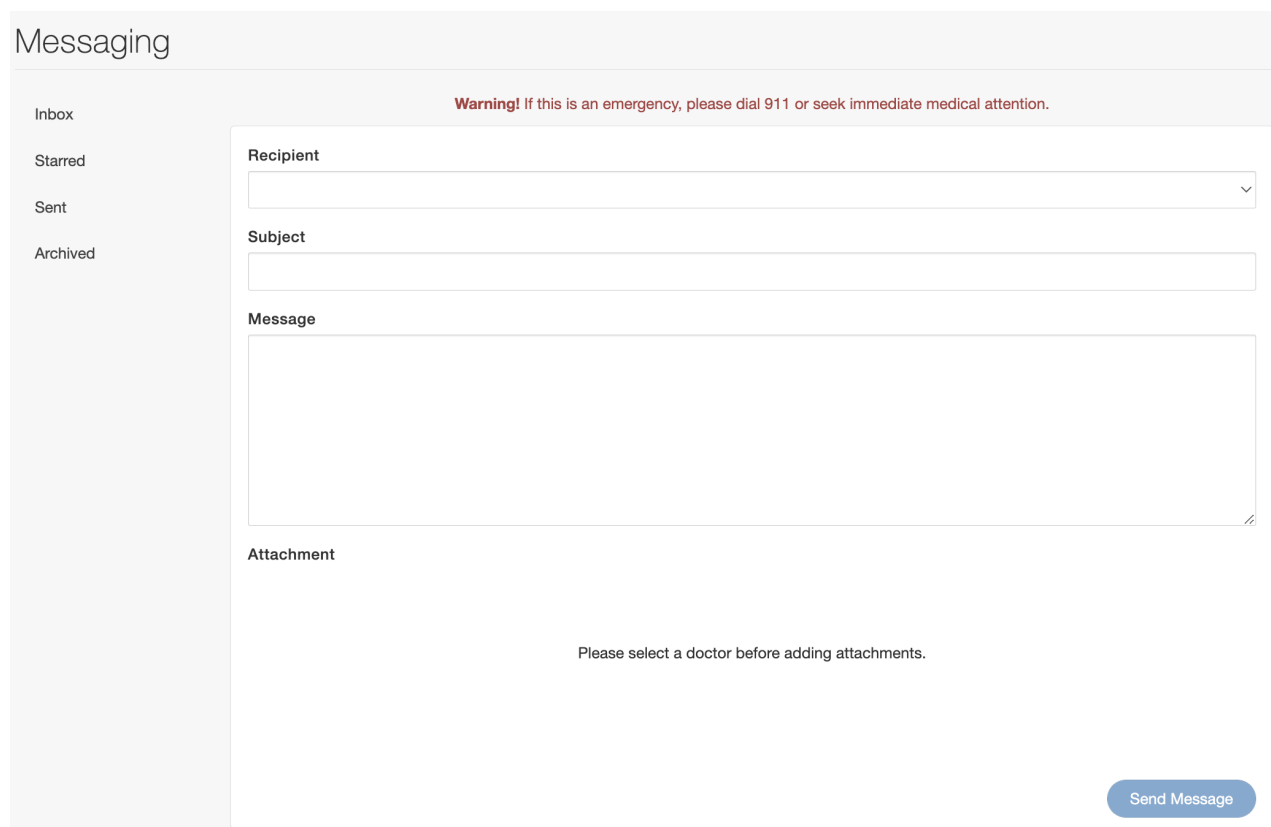
Log into OnPatient and click **Messages** at the top of the screen.

If communication with your healthcare provider is available via OnPatient for your healthcare provider's practice group, you will see a **Send Message** option on the upper right side of the screen as pictured below. To send a message, click **Send Message**.



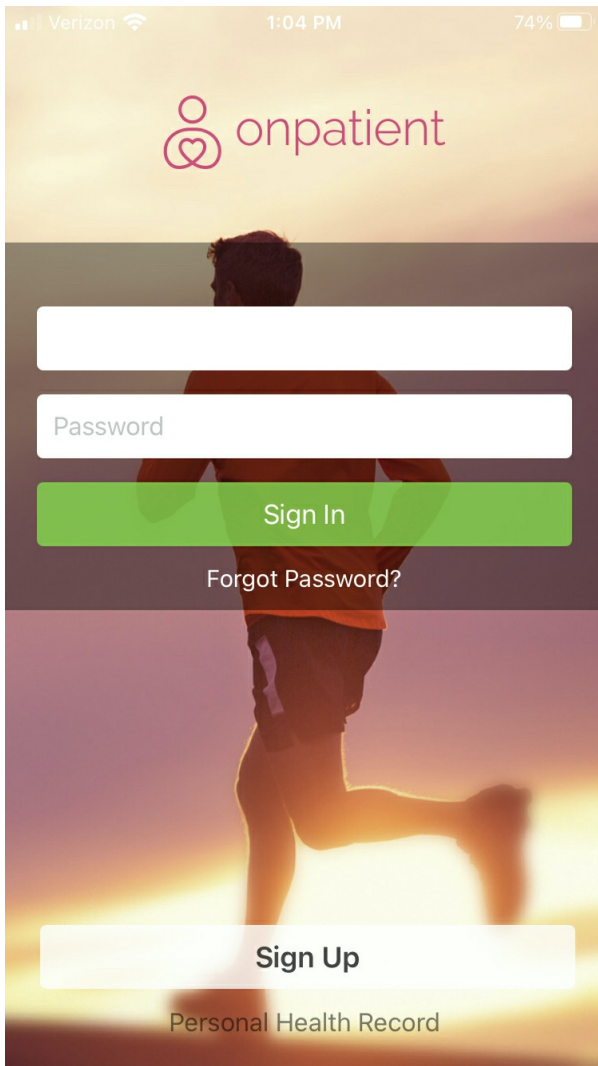
Note: If communicating with your provider via OnPatient using the Messages feature is not available to you we recommend that you reach out directly to your healthcare provider via telephone or fax to communicate as appropriate.

Enter the contents of the message you wish to send, including the name of the healthcare provider you wish to send the message to (in the **To** drop-down list). Lastly, click **Send Message**.

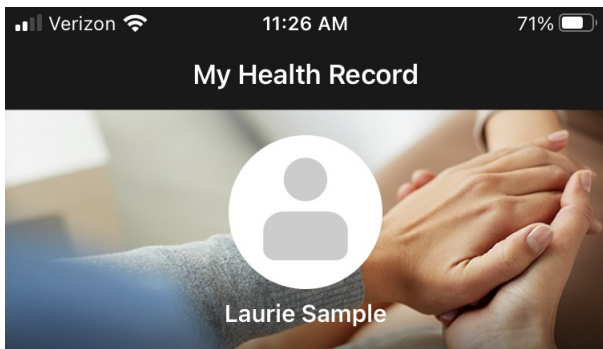
A screenshot of the OnPatient web interface showing the 'Send Message' form. The form is titled 'Messaging' and has a warning message at the top: 'Warning! If this is an emergency, please dial 911 or seek immediate medical attention.' On the left side, there is a sidebar with navigation options: 'Inbox', 'Starred', 'Sent', and 'Archived'. The main form area contains the following fields: 'Recipient' (a dropdown menu), 'Subject' (a text input field), 'Message' (a large text area), and 'Attachment' (a section for adding files). Below the attachment section, there is a message: 'Please select a doctor before adding attachments.' At the bottom right of the form, there is a blue 'Send Message' button.

iPhone

1. Log into OnPatient.



2. Tap **Messages** at the bottom of the screen.



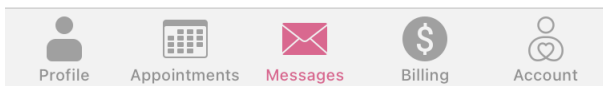
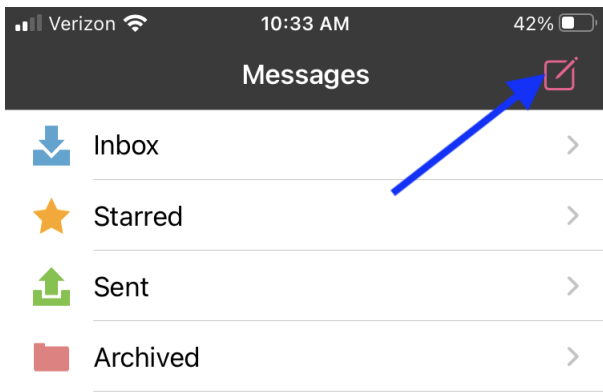
- Medications >
- Medical Conditions >
- Allergies >
- Lab Result >
- Immunizations >



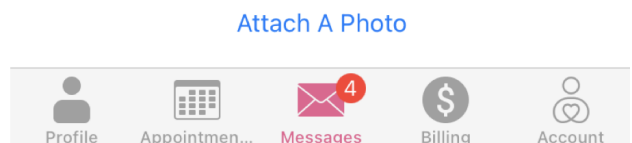
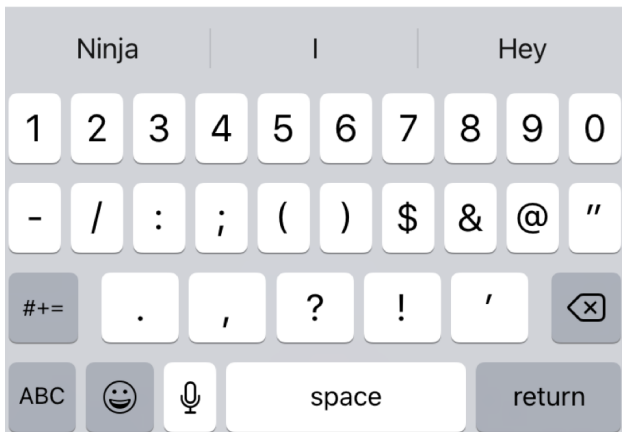
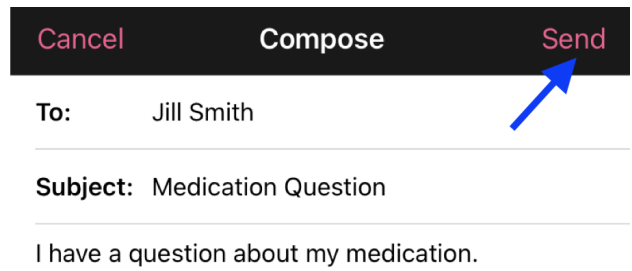
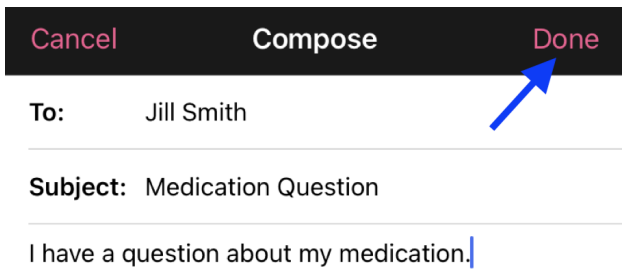
3. Tap the Pencil/Paper(



) icon in the upper right corner of the screen to begin your message.



4. In the **To** field, select a healthcare provider from the dropdown list and enter the contents of the message you wish to send. When finished composing your message, tap **Done** in the upper right corner of the screen and then **Send**.



Note: As described above, if communicating with your provider via OnPatient using the Messages feature is not available to you, we recommend that you reach out directly to your healthcare provider via telephone or fax to communicate as appropriate.