

Message My Doctor's Office provides another option for our patients to contact their providers (regarding non-urgent medical questions) at a time that is convenient for you. Our goal is not to replace the personal connection formed when visiting your provider in person, but to enhance the provider-patient relationship with an additional communication vehicle.

## Valuable tips for getting the most benefit from the Message My Doctor's Office feature:

**1. This feature is intended for non-urgent and relatively uncomplicated, simple messages that do not require an immediate response.**

If you feel that you have an urgent medical need, please contact the office directly or call 911. It is best to send messages that are brief, straightforward, and focus on only one medical problem or concern.

**Here is an example of an uncomplicated, simple message:**

*"Dear Dr. Jones. I will be running out of my thyroid medication in about three weeks. Should I have my blood checked before I have it refilled?"*

**2. Your provider's office may respond that it is more appropriate for you to make an appointment to discuss your concerns.**

Even if your message seems simple and straightforward to you, the office may still feel that it is best for you to schedule an appointment. Although Message My Doctor's Office can help resolve many small problems or concerns, it is important to understand that not all medical questions can or should be addressed through messaging.

**3. You may use this feature to message your mid-level healthcare providers.**

This includes providers such as nurse practitioners, physician assistants, physical therapists, occupational therapists, and speech therapists.

**4. You may get a response from a member of the healthcare team other than your physician.**

This includes nurses, medical assistants, patient service representatives, and mid-level providers such as physician's assistants and nurse practitioners.

**5. Your provider or a member of your healthcare team will respond to your message within 3 business days.**

A business day is Monday through Friday, 8 a.m. to 5 p.m. EST. We are unable to respond to messages during evenings, weekends, and holidays. We ask that you do not call your provider's office to inquire about the status of the message if it is still within that three business day timeframe from when it was submitted.

**6. This feature is only available for your established providers.**

You may message specialty providers you have seen in the last three years. An office visit and examination within this time-frame is essential for your providers to be able to provide accurate responses to medical questions through MyChart.

You may message your primary care provider at any time, regardless of when you were last seen.

**7. Please use Message My Doctor's Office for medical questions only.**

- **For MyClevelandClinic technical support,** please contact the MyChart® Customer Support at [mychartsupport@ccf.org](mailto:mychartsupport@ccf.org) or **1.866.915.3383**.

**Current MyClevelandClinic Users:** For technical support, please log in to MyClevelandClinic and select **Technical Support** in the Message Center.

- **To schedule an appointment,** please use the Schedule My Appointment or Request an Appointment feature within MyClevelandClinic. To schedule an appointment by phone, please call the Appointment Center at **1.866.320.4573**.
- **For questions or concerns related to billing and insurance,** please call Patient Financial Services at **1.866.621.6385**.
- **For complaints or concerns regarding the quality of care you have received at Cleveland Clinic,** please call the Ombudsman's Office at **1.800.223.2273, ext. 42544**.

**8. You may include up to 5 images or files with your message.**

Images and documents should be related to your medical care; however, providers are not able to provide a diagnosis through Message My Doctor's Office.

**9. Please use the Request RX Renewal feature of MyChart to renew or refill your medications.**

Message My Doctor's Office is only for medical messages, not prescription renewals or refills.

**10. Do not use Message My Doctor's Office for questions related to anyone other than yourself.**

Message My Doctor's Office is designed only for messages associated with the patient's MyClevelandClinic account being accessed. Since all information entered within your MyClevelandClinic account will become part of your permanent medical record, it is important that you do not use your personal MyClevelandClinic account to send a message related to another family member who is not recognized as a dependent adult or minor child on your MyClevelandClinic account.

If you have access to a loved one's account, you'll need to initially access the appropriate patient's MyClevelandClinic account from the tabs located at the top of your screen. Once you are in the correct account, you may use the Message My Doctor's Office feature as you do for yourself.