

## How Patients Send Secured Messages via Patient Portal:

Description: This document was created to be used to assist patients with sending a message from the Patient Portal to their provider or clinic.

- Log-in to the Patient Portal
- There are 3 ways to send a message:
- 1. From the Messages tile

ChristianaCare	r		Hom	Health Record	d Health Library	Messages
		[ ]	Ð		B	
	Schedule Appointment	Messages	Health Record	COVID-19 Results	Medications/Refill	Health Library

2. From the Dashboard view upon logging into the Patient Portal. This will also display any unread messages.

Inread Message (	1 of 1)	Inbo
No subject		
→ H/	AISY CERTBRIDGE	
Jan 19, 2021		
08:59 a.m. EST		

3. Select Messages from the top navigation bar.

😵 ChristianaCare		Home	Health Record	Health Library	Messages	Appointments
Messages	Inbox					
Inbox	in box					
Sent	Send a message					Arrange by 🗸
Trash	No subject					Jan 19, 2021
	→					08:59 a.m. EST

- The Inbox shows the subject link either in Bold (unread message) or standard (read message), the date and time it was sent and who sent the message. The arrow shows the direction of the message.
- To send a new message click on Send a message (see next page).



ChristianaCare		Home	Health Record	Health Library
Messages	Inbox			
Sent	Send a message			

- Type in at least 2 characters of your physician's name. The system will start to search, and your physician's name should appear. If you cannot find your provider, call the practice.
- You can also submit any attachments that are relevant to your health care including documents and images. We are unable to accept attachments that are High Efficient Image Format (.HEIC) and Excel (.xclx). Please consider converting to a .pdf or .jpeg. (See next page).

< New Message
* Indicates a required field.
Patient Name MELISSA ZZTEST
* To
Select a recipient
* Subject
Attachments Maximum file size is 10MB
Add another attachment
* Message
Send Cancel

- Complete all necessary sections and then select "Send".