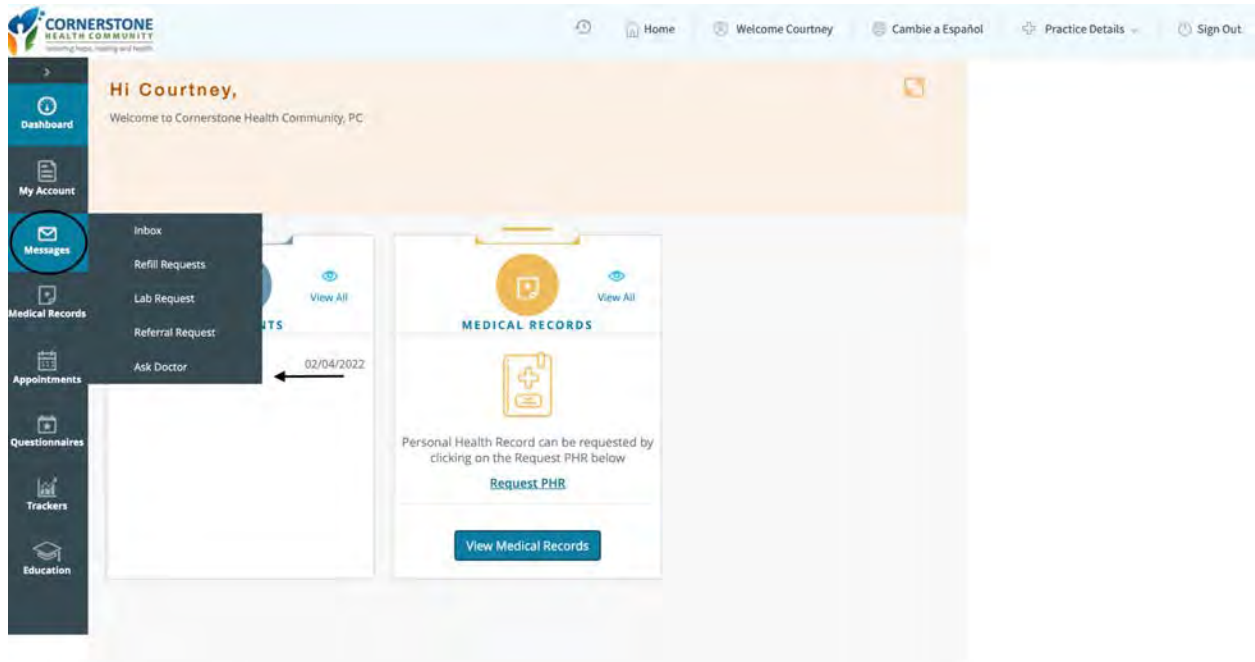


## How to send a message to your provider (for NON-Urgent Communication):

1. Hover over the messages tab on the left and then click on “Ask Doctor” (see picture below).



2. Fill out details about respective provider, subject, and message. If you need to send a message to a Medical Assistant, nurse or front office staff member, address note to your provider and type in the message section the specific person you are trying to contact.

The screenshot shows the 'COMPOSE NEW GENERAL MESSAGE' interface. The 'To:' field is labeled 'General Messages'. The 'Addressed To:' field contains 'Mote, Christopher'. The 'Subject:' field contains 'Test Message'. The 'Message:' field contains 'Test message'. A red note at the bottom right says 'Please include as MANY details as possible'. Navigation buttons 'Submit' and 'Cancel' are at the bottom.

\*Please note, add as many details as possible to your message so we are able to help you quicker!

- a. For **prescription refills**, please include specific pharmacy, prescription, strength.  
Ex: Hello! I need a refill on my prescription of Ibuprofen 800mg daily sent to Walmart on 1111 Happy Dr. in Sunnyside, FL 6464.
- b. For **symptoms and health concerns**, include as many descriptions as possible like location, onset, duration, medications tried.  
Ex: Hello! I have been having pain in my right arm which began 1/2/2022. This pain is a sharp, constant pain. I have tried taking Ibuprofen which has not helped alleviate pain.
- c. For questions about **protocols**, please include which protocol you are on and which phase you are on.  
Ex: Hello! I am on the H. pylori protocol, and just finished phase II. I have been having increased diarrhea for 2 days, is this normal and how should I proceed?