

MESSAGING YOUR PROVIDER

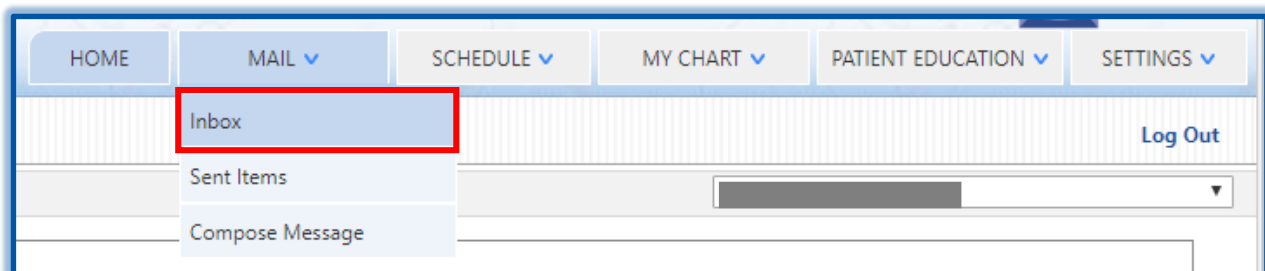
You can send messages to your provider at BVCHC via the Patient Portal as well as receive correspondence from the practice. When you receive a message you will also receive an email to your registered email account notifying you of a new message.

With your Patient Portal inbox, you can also:

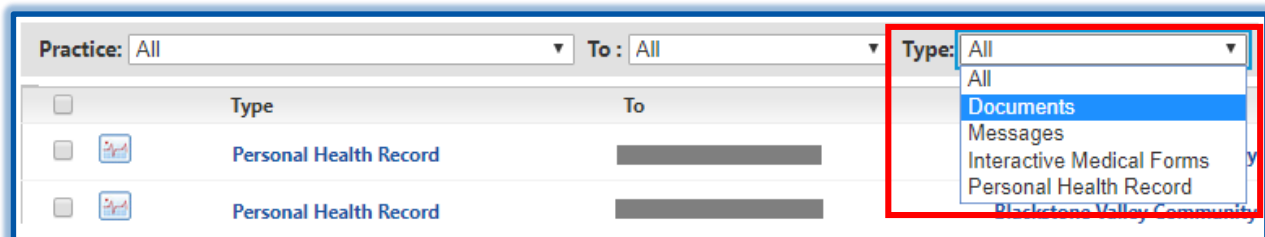
- Reply to messages sent by the practice
- View documents sent by the practice

VIEW MESSAGES

1. From the Patient Portal home page click the **Mail** tab and then select **Inbox**.

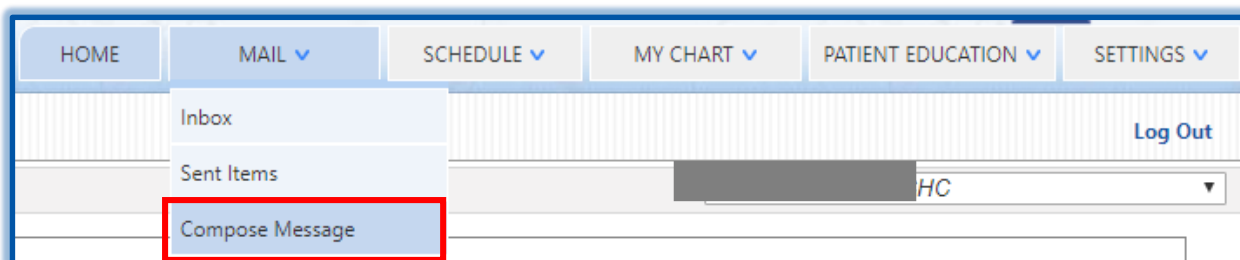


2. By default, you will see all of your messages. You can filter which messages to view by clicking on the **Type** drop-down menu from the inbox.



SENDING A MESSAGE

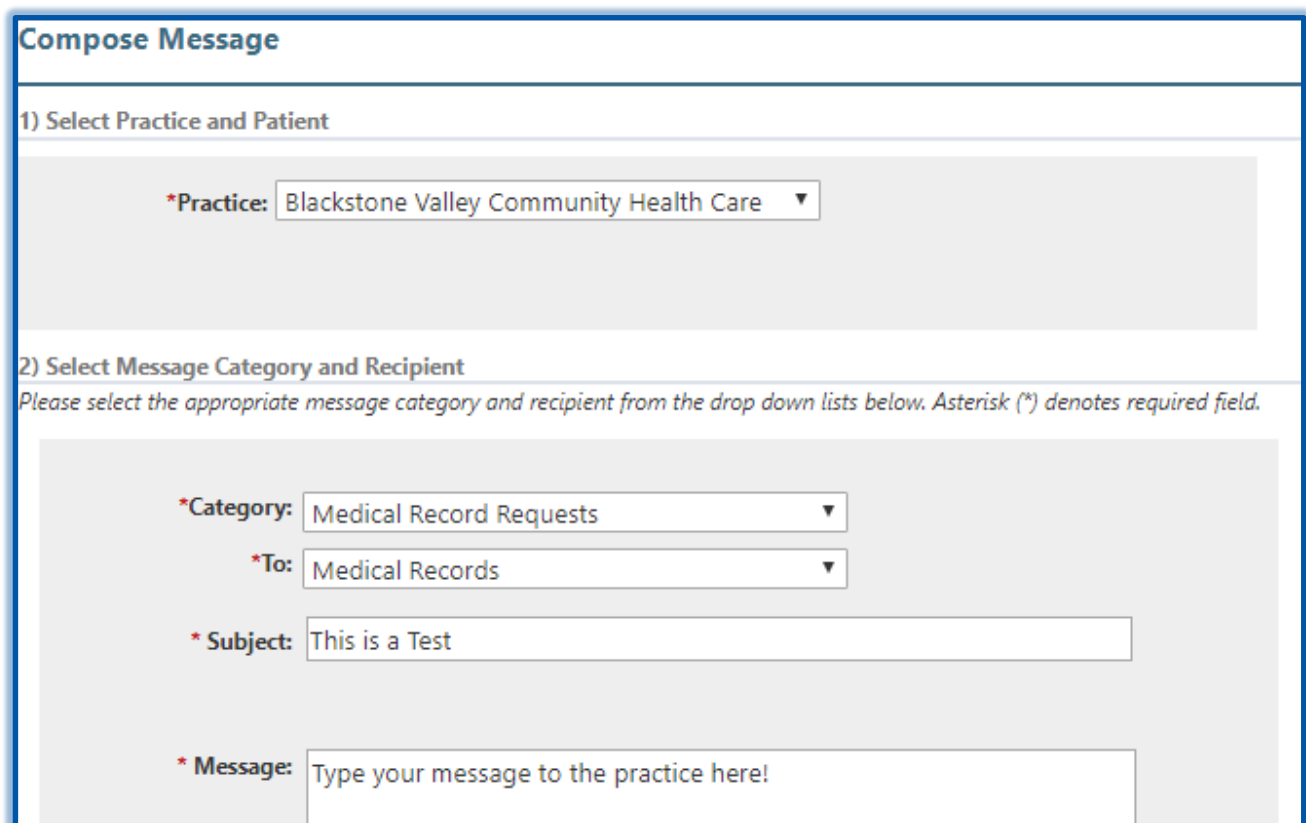
1. From the Patient Portal home page, click on **Mail** and then **Compose Message**.



2. Select kind of message you would like to send using the *Category* drop-down. Choosing the correct category is important so that your message is received by the appropriate staff and to prevent delays in receiving a response.

** Red asterisk (red stars) indicates that the information is required. **

3. Dependent on the category, the options under the **To** menu will change.
 - Messages regarding billing or medical records requests will be sent to those departments.
 - Messages regarding medications, lab results, dental, optometry or sick questions will be sent to the chosen provider. Please choose the provider you are seen by or would like to be seen by.



Compose Message

1) Select Practice and Patient

*Practice: Blackstone Valley Community Health Care ▼

2) Select Message Category and Recipient

Please select the appropriate message category and recipient from the drop down lists below. Asterisk (*) denotes required field.

*Category: Medical Record Requests ▼

*To: Medical Records ▼

* Subject: This is a Test

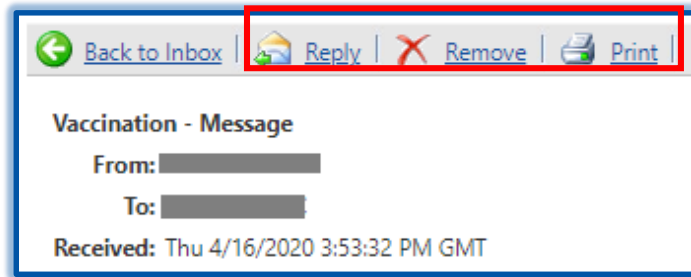
* Message: Type your message to the practice here!

4. Click **Submit** to send your message. We will respond to all messages within one business day (between 8am and 5pm, Monday through Friday).

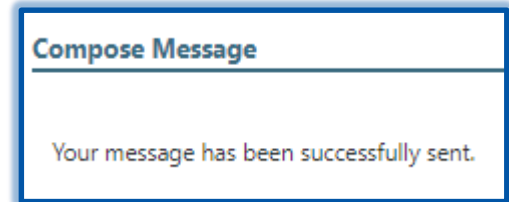
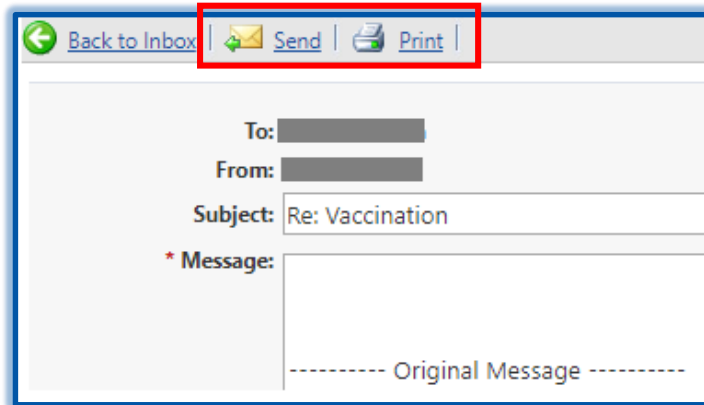
REPLYING TO MESSAGES

You can reply to messages sent by the practice, however if a message was marked as *do-not-reply*, you cannot reply to that message.

1. Click into a message to see options such as *Reply*, *Remove* and *Print*.

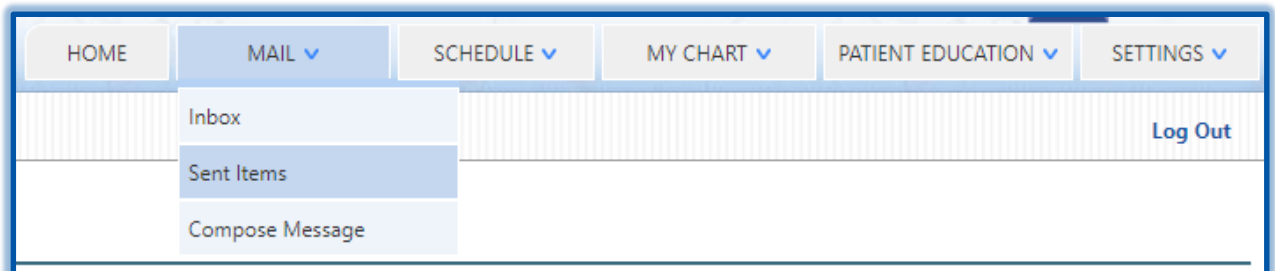


2. Once you finish typing your reply message, click on **Send** at the top of the reply window. You will see a notification that your message was sent.

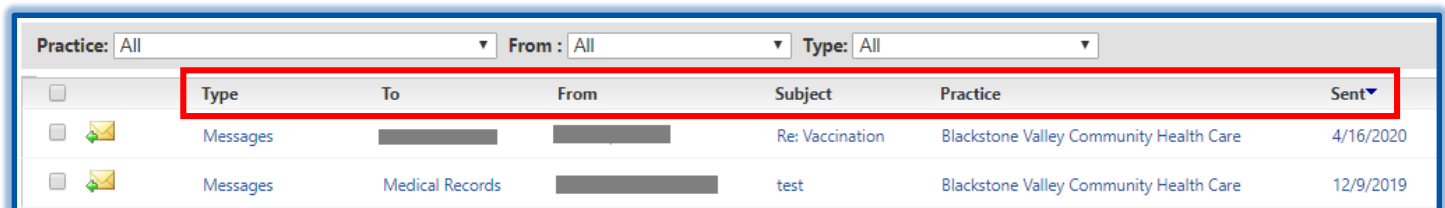


VIEW SENT MESSAGES

1. From the Patient Portal home page, click on **Mail** and then **Sent Items**.



2. You can:
 - Filter messages
 - Sort by ascending or descending order. To sort messages, click on any of the headers to switch from ascending or descending order

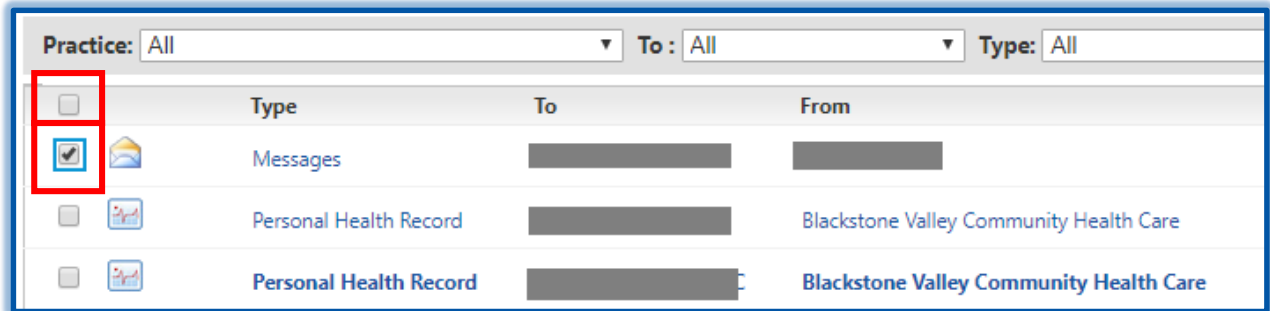


- View messages on a specific page
- Print messages. Click into a message to print it.

DELETING MESSAGES

1. To delete a message, navigate to the inbox and check mark the message you would like to delete then click **Delete** at the bottom of the inbox.

You can delete multiple items by checking them, or click the very first check box to select all.



If you experience any problems with the NextGen Patient Portal, please contact our practice at 401-312-5233 or patientportal@bvchc.org.