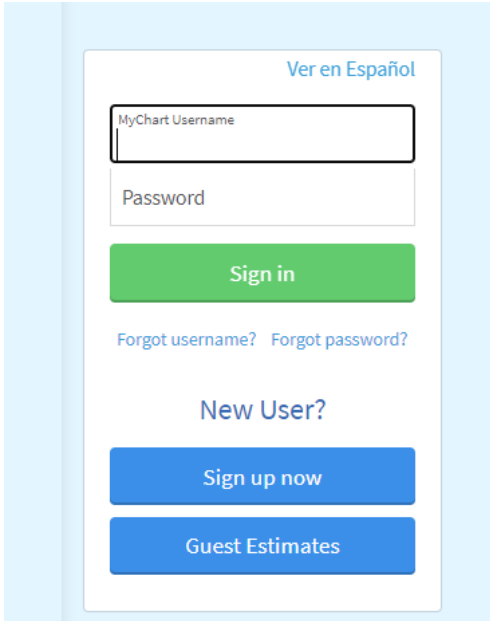
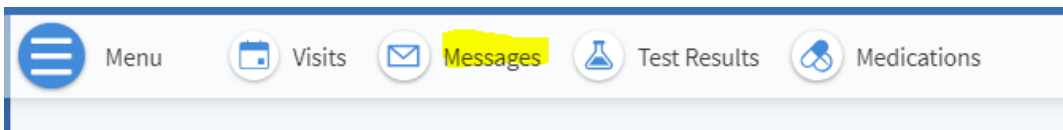


MyChart - Sending a Message

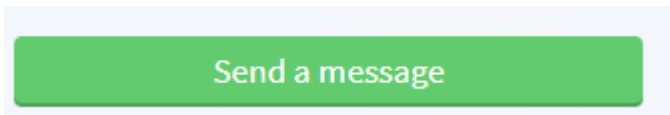
Step 1: Login to Alameda Health System’s MyChart from <https://www.my-ahs.org/> or the MyChart app






Step 2: On the dashboard, select “Messages”



Step 3: Click on “Send a Message”



Step 4: Select Type of Message.



-  **Refill a medication**
Request a refill for a prescription from your Medications list. →
-  **Ask a customer service question**
You have a question about billing, insurance, or a different non-medical concern. →
-  **Ask a medical question**
You have a simple medical question that doesn't require an immediate response. →

What type of customer service question?

- Benefits and Coverage Question →
- Request for Copy of HIPAA Release →
- Appointment Scheduling →
- Request for Copy of Medical Records →
- Billing/Statement Inquiries →

What type of medical question?

- Non-Urgent Medical Question →
- Prescription Question →
- Test Results Question →
- Referral Request →

← **Non-Urgent Medical Question**  

Who do you want to contact?

Step 5: Select Message Recipient, Type in Subject and Message

Call 911 if you have an emergency. [Learn more](#)

* Subject

* Enter your message...

Discard Attach Send =>

Step 6: Add any Attachments

Note: When sending an image, due to file size restrictions, it is **recommended to screenshot the image and attach the screenshot.**

Discard Attach Send =>

Step 7: Click Send to send the Message