

Help – Ask a Medical Question

1. Patients are encouraged to utilize convenient appointment options for most medical questions. You can schedule an appointment with our primary care team in MyChart.
2. Requests for form completion or medical letters may require an appointment. Please note that a processing charge may apply.
3. Please allow up to 3 days for a response from a member of your care team. In most cases, messages are sent to the clinical staff (not directly to the provider) to triage your health care needs.
4. ***If you need a new prescription, blood work, or have not seen your provider in the past 6 months, please use the “Schedule an appointment” button on the visits tab instead.***
5. Refill requests are generally processed in 1-3 business days.
6. If this is a request for a prior medication not recently prescribed, a visit may be required before authorizing.
7. If this is a request for a medication that has never been prescribed by your provider, a visit will be required.
8. Messages are not monitored during weekends and holidays, or outside of normal business hours.
9. The MyChart Help Desk (contact number 833-254-3600) is not able to add or remove providers from your provider list. Please contact their practice directly to have the provider removed as a member of your care team.
10. Luminis Health Hospital Inpatient and Emergency Room providers are not available for messaging.
11. Some clinical staff may not appear on this list, such as nurses and medical assistants.
12. You may not be able to reply to automated messages, such as those related to appointments.
13. If your provider is not listed, contact their office directly as your provider may have chosen not to be set up for MyChart messaging.