

# MyHealth – Managing Messages

## Adult Cystic Fibrosis Patients



### Quick Reference Guide

Applies to:	Island Health cystic fibrosis patients with active MyHealth accounts.
Purpose:	To learn how to manage cystic fibrosis messages through your MyHealth account.

Messaging is an engagement tool that enhances patient and clinical communication for cystic fibrosis patients. It is viewable to all authorized PowerChart users who have access to a patient’s record.

Messaging offers the following features:

- Reviewing a Secure Message – **Inbox**
- Sending a Secure Message – **Sent**
- Reviewing an Old Message – **Trash**

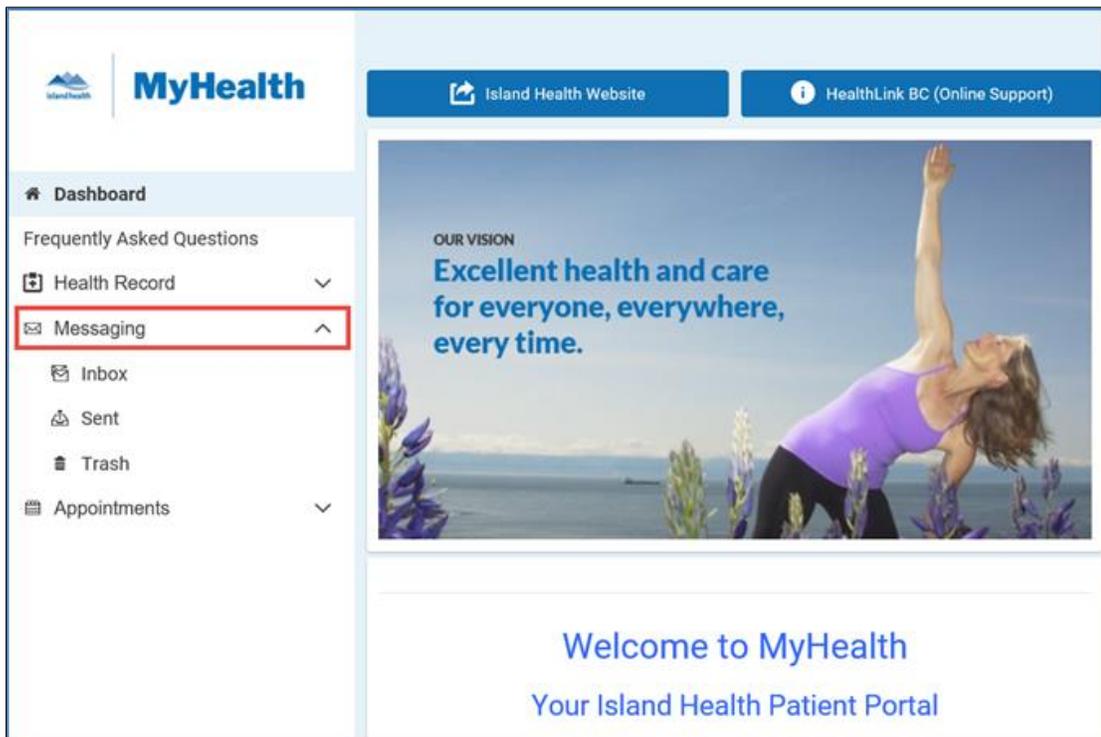
**Important!** Messaging is not intended for urgent matters. If you have immediate concerns about your health, please contact your respective healthcare provider, office or clinic directly. For emergencies, call 911.

## Reviewing a Message

The **Inbox** contains updated responses and messages received from Island Health care providers.

To review messages:

1. From the MyHealth **Dashboard** menu, select **Messaging**, and then select **Inbox** to review messages.



- Your messages will appear on the right side of the screen.

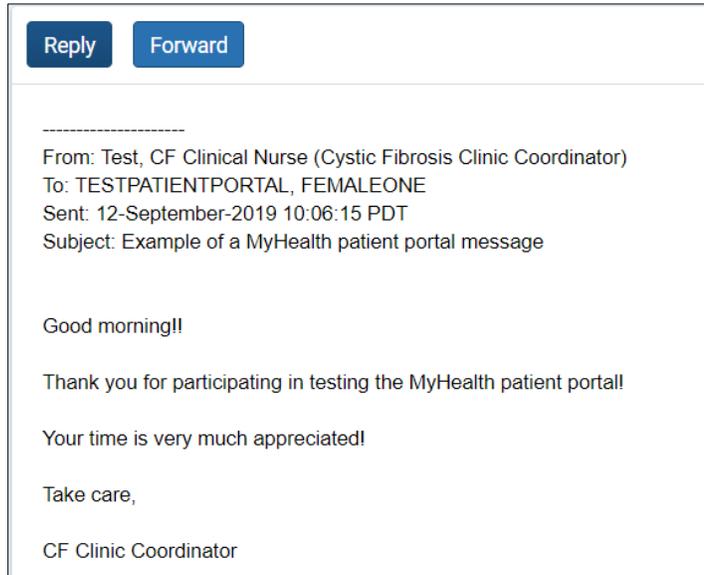
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- Each message shows who sent it, your name, when it was sent, and the subject of the message.



## Filter Options

Your newest message appears at the top of the screen; your oldest message appears at the end of your messages.

**If you want to change the order in which your messages are listed:**

1. Click the **Arrange by** drop-down arrow and select how you want your messages to appear.



## Downloading Messages and Attachments

You can download (save) messages and attachments to your home computer so you can keep them for your files.

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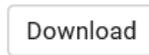
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#### To download messages and attachments:

1. Click on the message to open it.
2. Click the **Download** button in the bottom right of the message.



**Alert!** Before you download, please be advised! If you click on **Download**, a copy of this document will be downloaded to the local computer that you are accessing it from. Island Health has neither the ability to control nor legal responsibility for the security of copies of documents downloaded from MyHealth.

- For further information, please review the *MyHealth Terms of Use*.

## Reviewing a Sent Message

#### To review a sent message from the MyHealth dashboard menu:

1. Click **Messages**.
2. Then click on **Sent**.
  - All previously sent messages display in the viewing pane to the right of the **Dashboard**:



3. Click on the title/topic (highlighted in blue text) to review a specific message.
  - The message status displays at the bottom right of the message (e.g., reviewed, unopened etc.)
  - Sent messages contain the sender's name, recipient's name, the date sent, and message content.
4. Click the **Delete** button to move sent messages to the **Trash** section.
5. Click the back arrow  to return to the main **Sent** page.

## Sending a Message

You can send a message from either the **Inbox** or the **Sent** section of your MyHealth account.

#### To send a secure message:

1. Open the **Inbox** or **Sent** section of your account, and click **Send a message**.
  - A New Message window appears.

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- You'll notice that the **To** field already has *Cystic Fibrosis Clinical Coordinator* in it. This is so you do not need to type in the email address.
  - Mandatory fields (fields you have to fill in), such as **Subject** and **Message**, have a red asterisk \* beside them.
2. In the **Subject** field, type the topic or title you want your message to have, so it is clear to the care provider who gets your message.
    - **Do not** type confidential (private) or sensitive information in the Subject field.
  3. Type your question or comments in the **Message** field.
    - No one can see what is in the Message field until the care provider opens it; therefore, if you have private comments or questions, it is safe to add that here.
  4. When you are finished typing your message, click **Send**.
    - You'll get a message telling you that your message has been sent.

## Reviewing Old Messages

The **Trash** section contains messages that have been removed from the **Inbox**.

### To review old messages:

1. In the menu, click **Trash**.
  - Your old messages will appear.
2. To read one of the messages, click on the blue text (the message's title/subject).
  - You will also see any replies (answers) associated with the original message.

**Note:** Click **Delete** to get rid of message permanently. Click **Move to Inbox** if you want to keep the message. Both options appear in the top left part of the message.