

Applies to:	Island Health patients who have an active MyHealth account.
Purpose:	To learn how to manage your messages through your MyHealth account.

The MyHealth Messaging function is a tool that helps you communicate with your healthcare team.

Its important to note, all authorized Island Health clinicians and support staff who have access to your electronic health record can view messages.

Messaging includes the following features:

- [Reviewing a Message](#)
- [Replying to a Message](#)
- [Reviewing an Old Message](#)

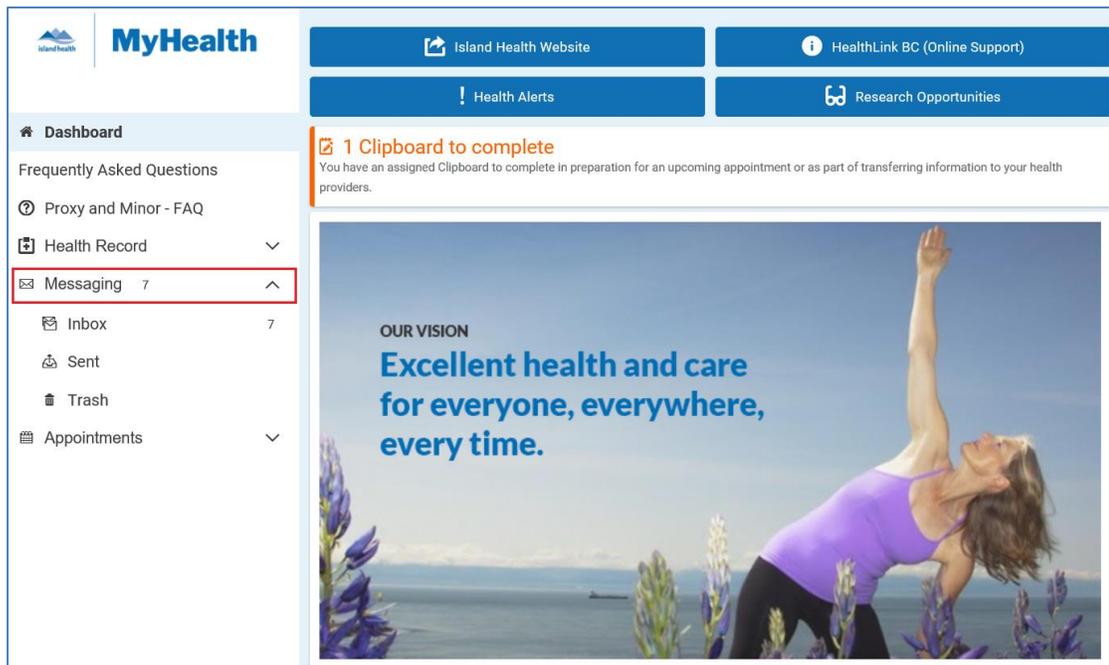
Note: You should only use Messaging for non-urgent matters. If you have immediate concerns about your health, please contact your respective healthcare provider office or clinic directly. For emergencies, call 911.

Reviewing a Message

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

To review your messages:

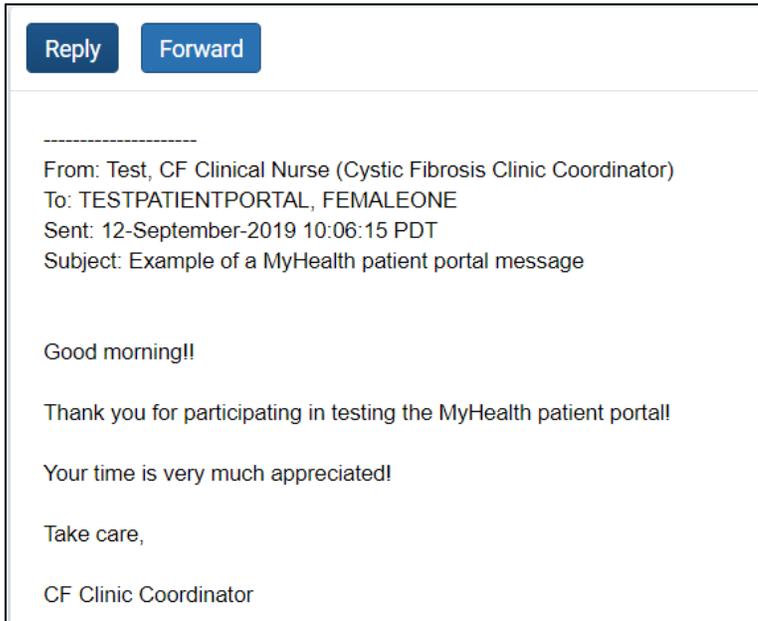
1. From the MyHealth **Dashboard** menu, click **Messaging**, and then select **Inbox** to review messages.



- 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.

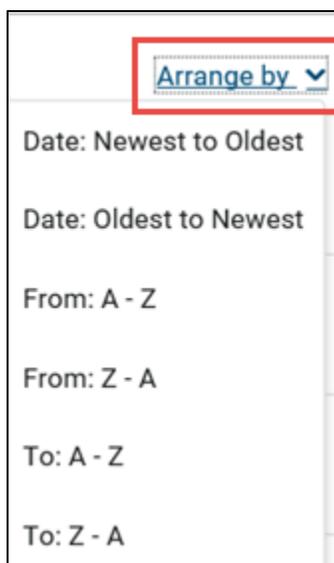


Filter Options

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.

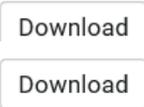


Downloading Attachments

You can download and save attachments to your computer if you want to keep them for your own records.

To download attachments:

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



Note: When you click **Download**, a copy of the attachment is downloaded to the computer you are using. Island Health cannot control and is not legally responsible for the security of documents downloaded from MyHealth.

- For further information, please read the [MyHealth Terms of Use](#).

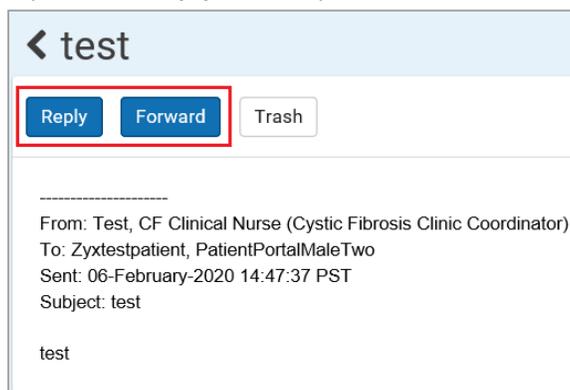
Replying to a Message

When you receive a message from a provider office or clinic, it may be:

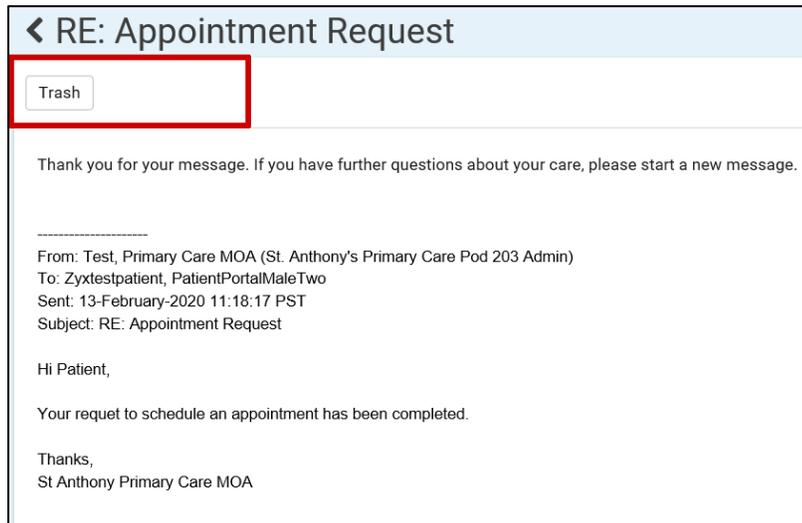
- A question that you need to reply to.
- A message with information only.
 - **Note:** You may not be able to respond to this type of message.

To determine if you can reply to a message:

1. From the **Messaging** menu, click **Inbox**.
2. Select a message you want to view and look at the top left corner:
 - If you see a **Reply** button, you can click and send a message back to the clinic.



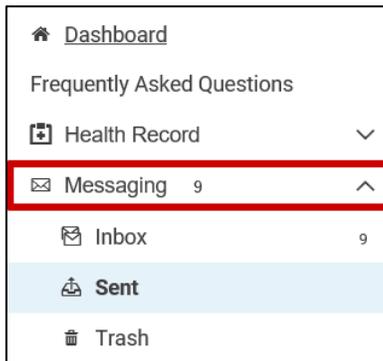
- If you do not see a **Reply** button, you will not be able to reply to the provider office or clinic using MyHealth Messaging.



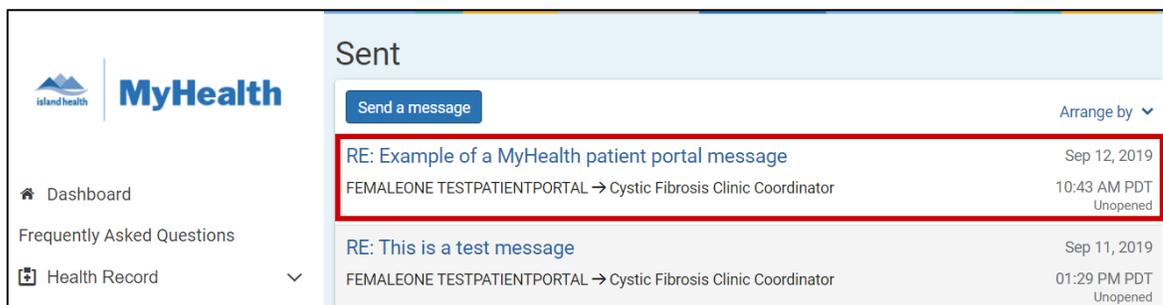
Reviewing a Sent Message

To review a sent message from the MyHealth dashboard menu:

1. Click **Messaging**, and then click **Sent**.



- All previously sent messages display in the viewing pane to the right of the **Dashboard**:



2. Click the message title (blue text) to review a specific message.
 - The message status displays at the bottom right of the message (e.g., **Reviewed**, **Unopened**, etc.)

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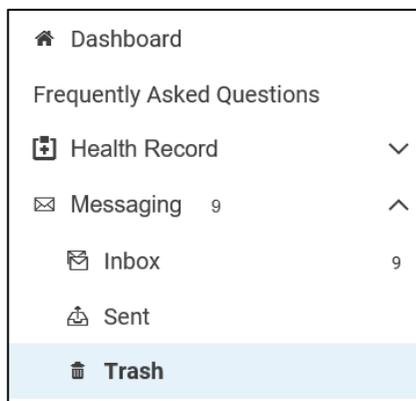
- Sent messages contain the sender's name, recipient's name, the date sent, and message content.
3. Click **Delete** to move sent messages to the **Trash**.
 4. Click the back arrow  to return to **Sent** messages.

Reviewing Old Messages

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

To review old messages:

1. From the **Messaging** menu, click **Trash**.
 - Your old messages will appear.



2. To read one of the messages, click the message title/subject (blue text).



- You will also see all replies (answers) to your original message.

Note: Click **Delete** to remove the message permanently. Click **Move to Inbox** if you want to keep the message.

