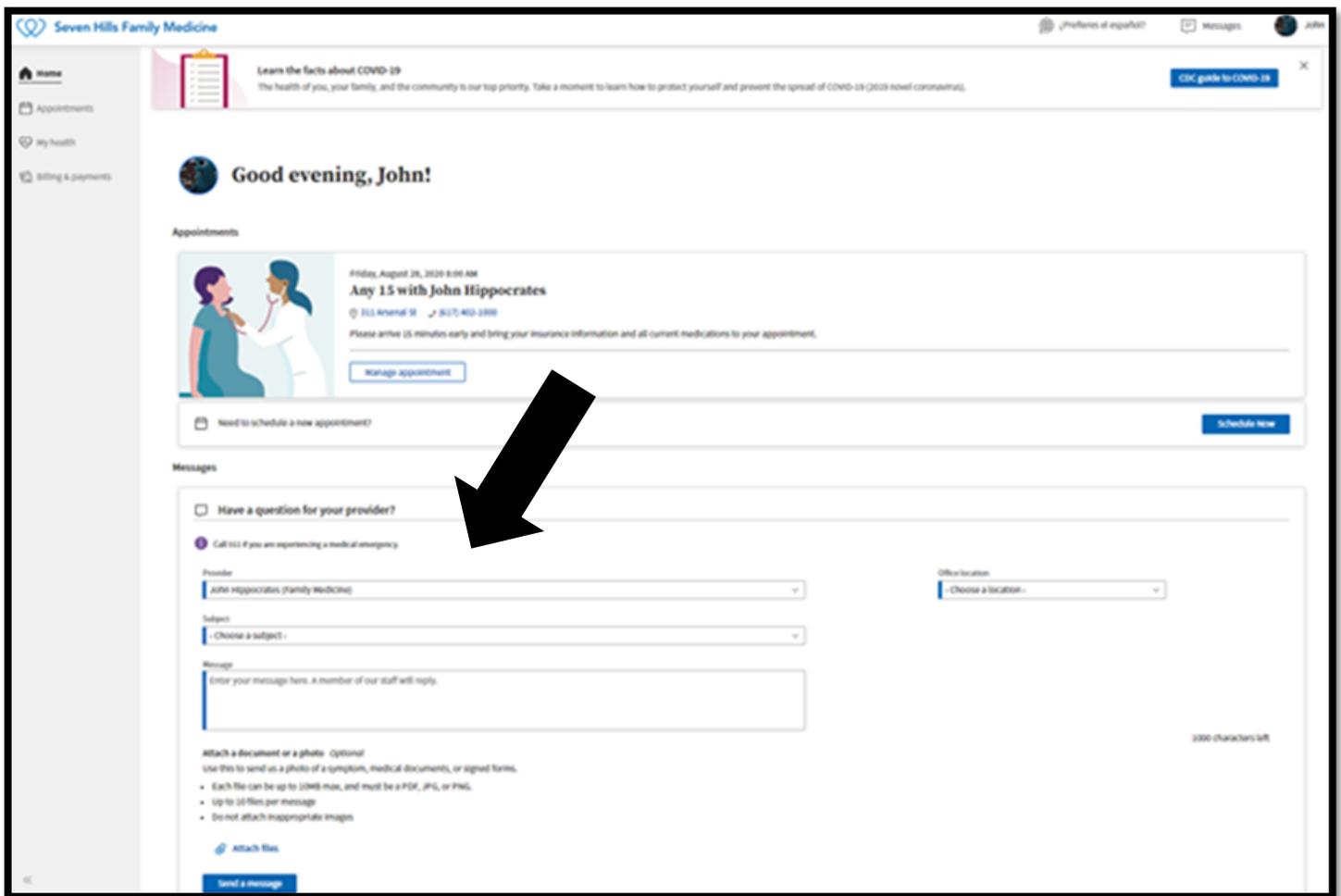


How to send medical documents and images to your Provider through your Portal Account :

The following instructions describe the steps to follow to send your provider and/or nurse a secure message with one or more attachments, from your desktop computer.

1. Sign in to your Patient Portal account from a browser on your desktop computer.

Please Note: When accessing the Patient Portal from a desktop browser, the send attachments workflow can only be initiated from the main homepage (as seen below). The desktop messaging workflow accessed from the “Messages” link, opens the Messages page where patients can compose and send messages without attachments.



The screenshot displays the patient portal interface for Seven Hills Family Medicine. The top navigation bar includes 'Home', 'Appointments', 'My health', and 'Billing & payments'. A central banner reads 'Good evening, John!' followed by an appointment for 'Any 15 with John Hippocrates' on Friday, August 26, 2022 at 8:00 AM. Below this, a 'Messages' section is visible, featuring a 'Have a question for your provider?' heading and a 'Send a message' button. A large black arrow points to the 'Send a message' button. The message form includes fields for 'Provider' (set to John Hippocrates Family Medicine), 'Office location' (set to Choose a location), 'Subject' (set to Choose a subject), and a 'Message' text area. A 'Send a message' button is located at the bottom of the form.

2. **Provider Box**— Select the provider to whom you want to send the message. This list includes providers providers you have seen in the past.

3. **Location Box**— Select the location appropriate to the provider you're messaging. The options in the Office Location list are the departments the provider works in. This field is used to route the message to the appropriate provider.

4. **Subject Box**— Select from a list of potential subjects:
 - Medical question
 - Appointments and scheduling
 - Prescriptions and refills
 - Billing and payments
 - My profile
 - Insurance
 - Other
5. **Message**— Enter your message details.
6. **Attach Files**— To attach your document and/or image, click the blue “Attach Files” link and select the appropriate file to upload from your desktop computer.

Additional Notes:

Attach a document or a photo *Optional*

Use this to send us a photo of a symptom, medical documents, or signed forms.

- Each file can be up to 10MB max, and must be a PDF, JPG, or PNG.
- Up to 10 files per message
- Attachments are for clinical purposes only. Do not include images of credit card or payment information, or other non-clinical images.

Attached:

 rash.png X

 [Attach files](#)

[Send a message](#)

- You can attach up to 10 files, but you must click “**Attach Files**” and attach them individually.
- If you attached the wrong file, you can delete it by clicking the “**X**” to remove it.
- Please do not send any credit card information through to your provider.

7. Click “**Send A Message**” to send your message/attachment. Your message will then be routed to your provider’s inbox and you will receive a “**Message Sent!**” confirmation.