

Secure Messaging – Health Link

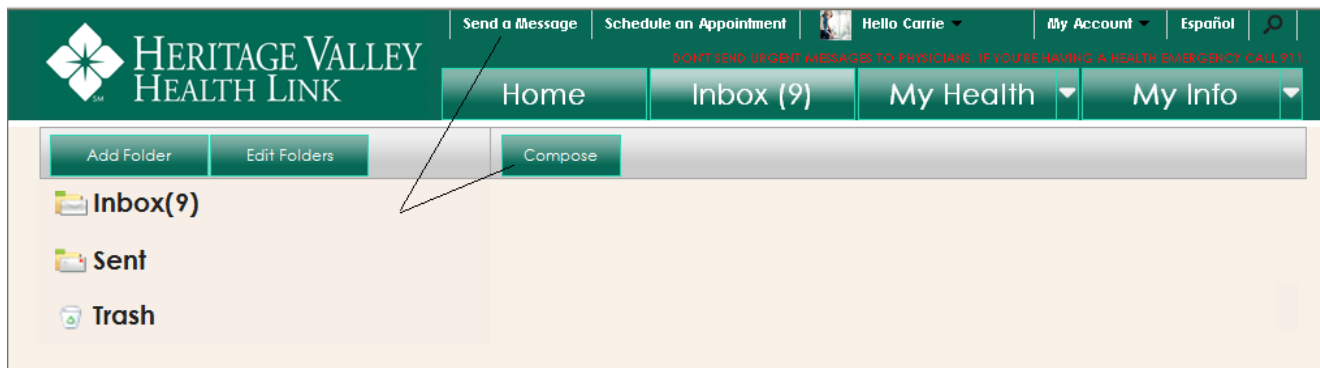
Process to send a secure message to a Heritage Valley Provider via Health Link Patient Portal

Please read before proceeding:

- Secure Messaging is not meant for situations or conditions that require urgent or emergency attention. Do not send urgent messages to your provider, **if you are having a medical emergency call 911.**
- Secure Messaging is another option of communication to your provider. Your secure message will be answered by your provider's office within **2 business days.**
- The Secure Messaging option is available for participating providers

Login to Health Link Patient Portal

- 1) There are two options when sending a Secure Message to your provider.
 - Select **Send a Message** from the top screen menu.
 - Select the **Inbox** tab and select the **Compose** button.



- 2) A warning message will display. **Please Remember** - Secure Messaging is not meant for situations or conditions that require urgent or emergency attention. Do not send urgent messages to your provider, **if you are having a medical emergency call 911.** Your secure message will be answered by your provider's office within **2 business days.**



3) To compose a secure message

- Select a provider from the To: field that you would like to send the secure message to.
 - i. Only providers that you have previously seen will be available in the list.
- Enter a brief description in the Subject field.
 - i. This is a free text field.
- Enter the main text of your message in the Body field.
 - i. This is a free text field.
- Secure Messaging is not meant for situations or conditions that require urgent or emergency attention. Do not send urgent messages to your provider, **if you are having a medical emergency call 911**. Your secure message will be answered by your provider’s office within **2 business days**.

The screenshot shows a 'Compose Email' window with three main sections: 'To:', 'Subject:', and 'Body:'. The 'To:' field has a dropdown menu with the text 'Please select a provider'. The 'Subject:' field is an empty text box. The 'Body:' field is a larger empty text area with a character count of '0 / 1000'. At the bottom, there are 'Send' and 'Cancel' buttons.

1. Select a Provider from the To: field that you would like to send the message to. Only previously seen providers will be available to you in this list for secure messaging.
 2. Enter a brief description in the Subject: field. This is a free text field.
 3. Enter the main text of your message in the Body: field. This is a free text field.
- * Important - Please remember, do not send urgent messages to your provider. If you have a health emergency Call 911.

This screenshot shows the 'Compose Email' form with an example message. The 'To:' field is filled with 'Your ProviderName, MD' and has an 'EXAMPLE' button next to it. The 'Subject:' field contains 'Appointment Question'. The 'Body:' field contains the following text: 'Good Morning, I have an appointment on Monday April 6th. Is there anything I need to bring with me to my appointment? Regards, Carrie Carecard Cell Phone 999 - 555 -1212'. The character count is '173 / 1000'. 'Send' and 'Cancel' buttons are at the bottom.

- 4) Select the Send button to send your secure message to the selected provider’s office. When the message has sent you will receive a message stating “Email Sent!”

The screenshot shows a 'Message' dialog box with the text 'Email Sent!' and an 'Ok' button at the bottom right.

- 5) When your provider’s office has replied to your message you will receive a notification message in your contact email. You will then login to Health Link to view your message in your Health Link Inbox.