

Important Reminders about MyChart Messaging

MyChart Messaging is an important tool that lets you communicate with your healthcare team on non-urgent issues. To help you get the most out of MyChart Messaging, please review the frequently asked questions below.

How quickly will I get a response to my message?

- We will read your message within 2 business days.
- Some replies may take more than 2 business days based on topic of the message. Messages are only reviewed from 8am-5pm on weekdays.
- Clinical staff review MyChart messages before sending them to your doctor.
- We read all messages.

Can I use MyChart Messaging for urgent questions?

Do not send urgent messages through MyChart. Please call the clinic directly for any urgent questions. If this is an emergency, call 911 or go to the nearest ER.

Urgent mental health support can be provided by Colorado Crisis Services; call 1-844-493-TALK (8255) or Text TALK to 38255. For more information and walk-in crisis center locations, visit www.ColoradoCrisisServices.org

Can I use MyChart Messaging to ask for a medication refill?

For refill requests, please use the "Refill a medication" button when available or call your pharmacy and ask them to send us an electronic refill request.

I have a question about my child that isn't related to the specialty clinic that I am messaging. Can the team help?

Your healthcare team can't answer questions that are not specific to their clinical specialty. Please call your primary care doctor for issues unrelated to the specialty where they are seen.

I asked my care team a question and they told me to make an appointment. Why couldn't they help me through MyChart?

MyChart Messaging is a great tool to help you communicate with your doctor(s) and healthcare team about simple, non-urgent questions. To provide the best possible care for your child, you may be asked to make a phone call or schedule a visit for more complicated questions or concerns.

What are the expectations for communicating through MyChart?

Patients and the healthcare team are expected to use respectful language. If language is not respectful, we may need to stop communicating through MyChart. We look forward to working together to care for your child.

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The information presented is intended for educational purposes only. It is not intended to take the place of your personal doctor's advice and is not intended to diagnose, treat, cure or prevent any disease. The information should not be used in place of a visit, call or consultation or advice of your doctor or other health care provider.

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