

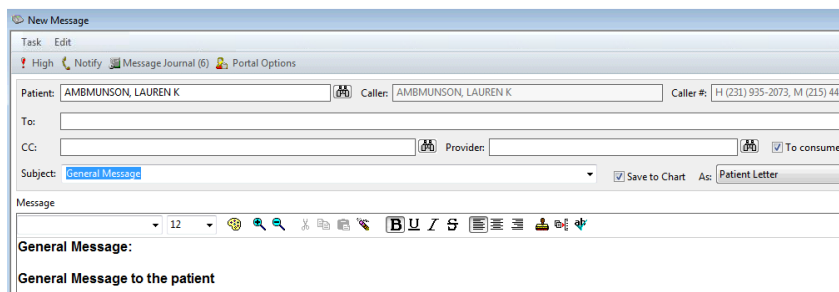
## Sending a Secure Message to the Portal

Hello, and welcome to today's educational recording on (how to send a secure message to a patients' portal account). Today, we'll be learning how to effectively send a secure message to a patient so that the message or documentation can be read, and in some circumstances, responded too, within their portal account.

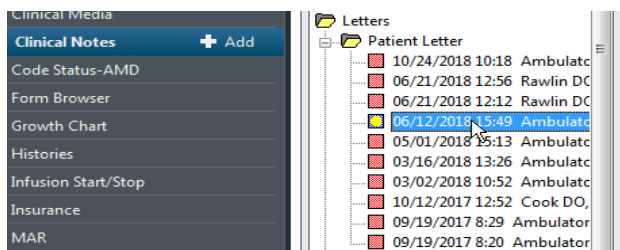
1. To begin, log into PowerChart, select 'Communicate' then 'Message'



2. Complete fields specific to your message or response. Ensuring that the Patient, responsible provider, to consumer, subject, & contents of the message are completed. If you get this far, and forgot to confirm if a patient is active in the portal, the 'TO CONSUMER' check box will be dithered. A patient must be active in the patient portal to communicate with electronically. Follow the steps in the Patient Portal Enrollment session to complete the enrollment steps.



3. Once a message has been sent, it will electronically go to the patient portal inbox, but is also saved in the patients' electronic chart under 'Clinical Notes', 'Patient Letter'



4. Patient is notified of pending message in their portal inbox. (show patient facing side of portal)

