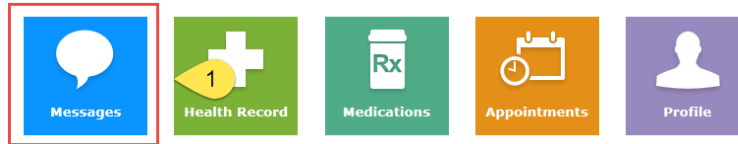
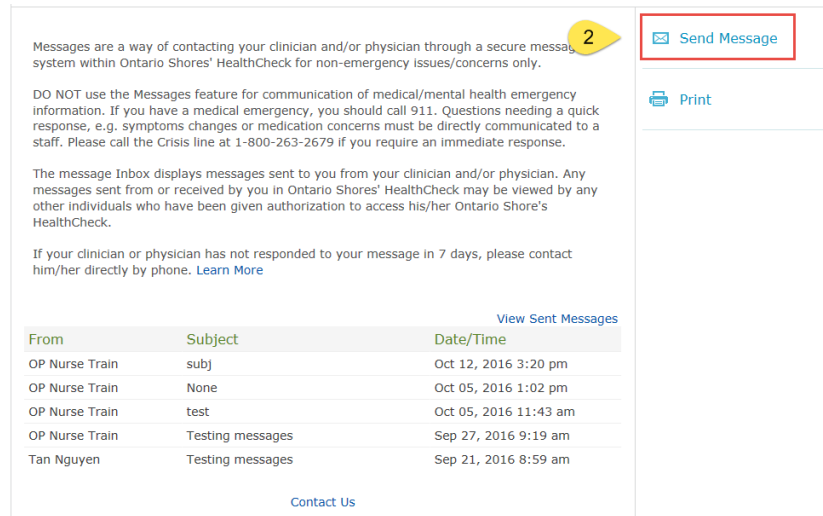


1. Login to the *My Health My Way* Patient Portal and click the Messages icon



2. Click on “Send Message”



The screenshot shows the 'Send Message' page. At the top right, there is a 'Send Message' button with an envelope icon, highlighted with a red box and a yellow callout bubble with the number 2. Below it is a 'Print' button with a printer icon. The main content area contains text explaining the messaging system, a table of sent messages, and a 'Contact Us' link.

Messages are a way of contacting your clinician and/or physician through a secure message system within Ontario Shores' HealthCheck for non-emergency issues/concerns only.

DO NOT use the Messages feature for communication of medical/mental health emergency information. If you have a medical emergency, you should call 911. Questions needing a quick response, e.g. symptoms changes or medication concerns must be directly communicated to a staff. Please call the Crisis line at 1-800-263-2679 if you require an immediate response.

The message Inbox displays messages sent to you from your clinician and/or physician. Any messages sent from or received by you in Ontario Shores' HealthCheck may be viewed by any other individuals who have been given authorization to access his/her Ontario Shore's HealthCheck.

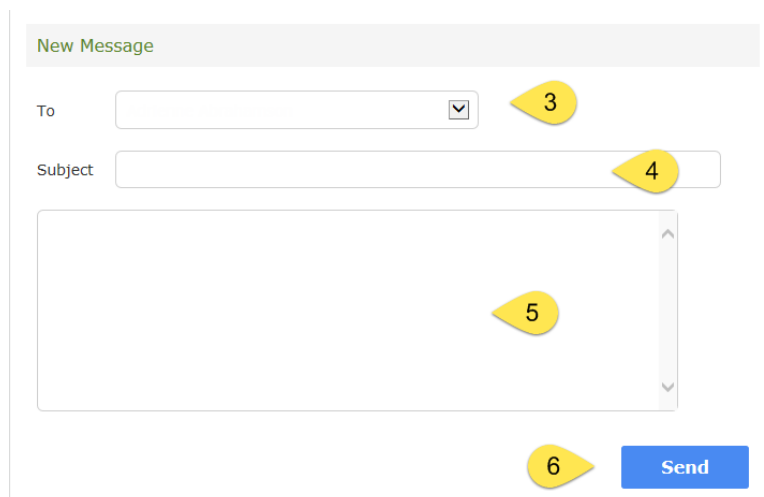
If your clinician or physician has not responded to your message in 7 days, please contact him/her directly by phone. [Learn More](#)

[View Sent Messages](#)

From	Subject	Date/Time
OP Nurse Train	subj	Oct 12, 2016 3:20 pm
OP Nurse Train	None	Oct 05, 2016 1:02 pm
OP Nurse Train	test	Oct 05, 2016 11:43 am
OP Nurse Train	Testing messages	Sep 27, 2016 9:19 am
Tan Nguyen	Testing messages	Sep 21, 2016 8:59 am

[Contact Us](#)

3. Select the clinician you would like to send a message to. (Please note that only the clinicians you have had an appointment with will appear in the drop down list).
4. Enter in a subject for the message
5. Enter in your message
6. Click Send when complete



The screenshot shows the 'New Message' form. It has a 'To' dropdown menu with a yellow callout bubble containing the number 3. Below it is a 'Subject' text field with a yellow callout bubble containing the number 4. Underneath is a large text area for the message content with a yellow callout bubble containing the number 5. At the bottom right is a blue 'Send' button with a yellow callout bubble containing the number 6.