



NORTHERN BERKSHIRE PEDIATRICS, LLP
GREYLOCK MEDICAL CENTER, 77 HOSPITAL AVE., SUITE 302
NORTH ADAMS, MA 01247
PHONE: (413) 663-8365 FAX: (413) 662-2363

To Whom It May Concern,

Healthcare is rapidly improving and advancing. Our practice has recently developed guidelines for the appropriate use of the MyChart patient portal in order to improve the use of messaging, which is an important part of these advances. We want to share these parameters, which clarify how portal messages should be used, and what messages should not be sent through this form of communication.

MyChart messages may be used to make simple requests and refills for medications. It is an excellent way to give your provider follow up information from a visit or help them prepare for an upcoming visit. It can be used for simple questions that can easily be answered with a quick reply.

MyChart messages should **not** be used for urgent or complicated questions or diagnosing. Please call the office with urgent needs. Our practices are being overwhelmed with messages, so it may take up to two business days for our care team to provide a response.

Examples of good ways to use the portal message:

- Request a non-urgent prescription refill.
- Request scheduling of non-urgent appointments.
- Send photos or information for your provider prior to an appointment.
- Securely message your provider a non-urgent simple medical concern.

Examples of way not to use portal messages:

- Discuss complex medical issues or new medical symptoms. These should be addressed by scheduling a visit with your provider either in the office, via virtual visit or through a phone call to our nurses.
- Ongoing conversations with providers - if the problem cannot be resolved within a couple of back-and-forth emails, then a visit should be scheduled.

It is important to note that MyChart messages are not private and may be answered by your provider, another member of your care team, or their staff.

Finally, MyChart responses that require your provider's clinical time and expertise to answer may be billed to your insurance. There may be a co-pay based on your insurance plan's guidelines.

Thank you for taking the time to read about this update and how MyChart messages may best be used.

Sincerely,
Northern Berkshire Pediatrics