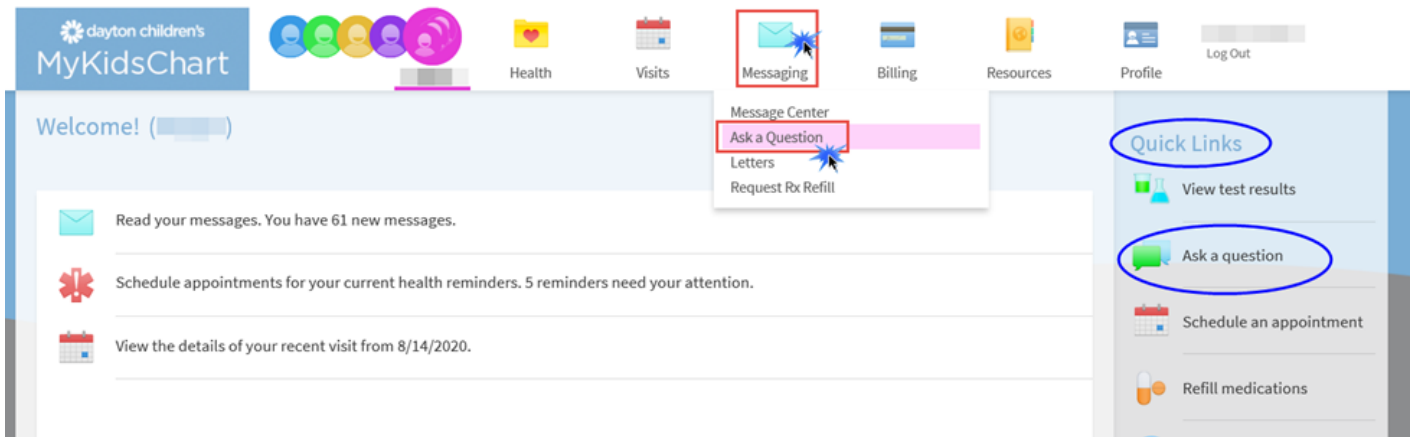
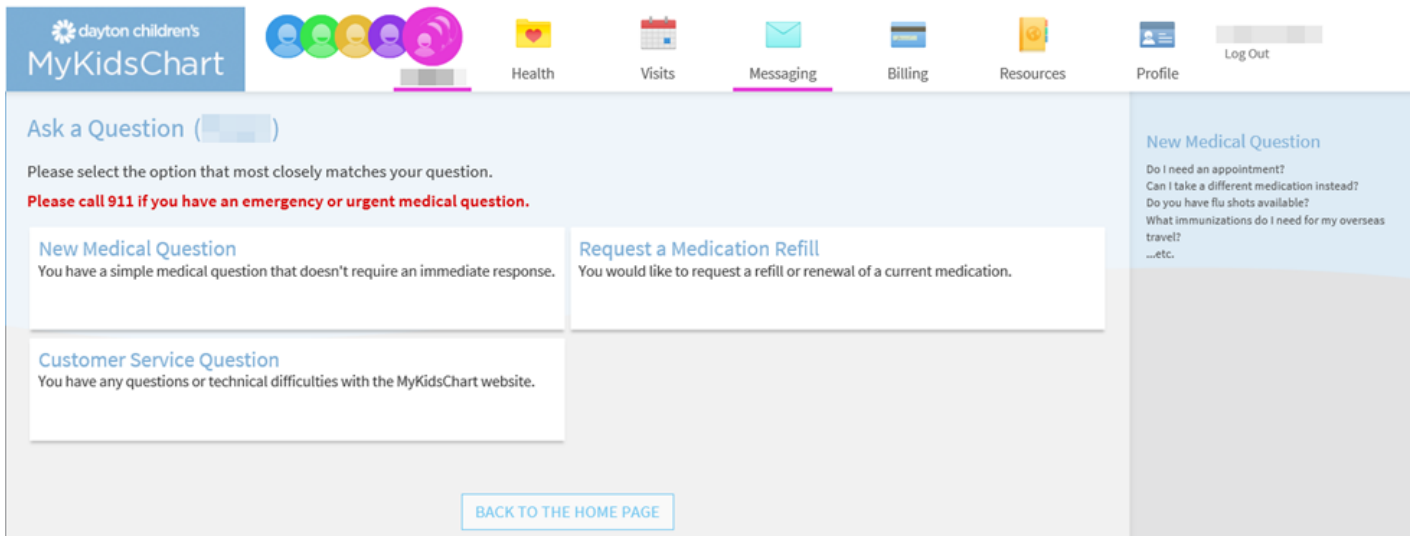


messaging and uploading attachments

- Click Messaging, then “Ask a Question,” or click “Ask a question” under Quick Links



- Three options to choose from:
 1. **New Medical Question:** Messages that go to the clinical staff for your provider.
 2. **Request a Medication Refill:** Go to the clinical staff for review by your provider.
 3. **Customer Service Question:** For questions or technical difficulties related to the MyKidsChart website or app. **These do not go to clinical staff.**



new medical question

These are messages that go to the clinical staff for your provider.

- Click "New Medical Question", then choose the recipient and subject.

The top screenshot shows the 'Ask a Question' page with the following options:

- New Medical Question**: You have a simple medical question that doesn't require an immediate response.
- Request a Medication Refill**: You would like to request a refill or renewal of a current medication.
- Customer Service Question**: You have any questions or technical difficulties with the MyKidsChart website.

The bottom screenshot shows the 'Ask a Medical Question' page with the following options:

- Choose a Recipient**: A dropdown menu.
- Select a Subject**: A dropdown menu with the following options:
 - Non-Urgent Medical Question
 - Prescription Question
 - Test Results Question
 - Visit Follow-Up Question
 - Blood Glucose Reporting
 - Infusion Logs

Buttons: ATTACH AN IMAGE OR VIDEO, SEND, CANCEL.

Subject topics/categories include:

Non-Urgent Medical questions

- General care related questions
- Forms completion
- Requesting supplies (non-prescription)

Prescription questions

- Experiencing non-emergent side effects
- Prior Authorization
- Insurance issue when filling prescription
- Changing prescribed amount

Test Result questions

- Obtain or discuss lab results or imaging results

Visit Follow-Up questions

- Questions/feedback about what was discussed at the appointment

Infusion Logs

- Sending infusion logs related to specific infusions given at home
- This subject is only to be used if directed by the clinical staff

Blood Glucose Reporting

- Concerns about highs or lows
- Sending in routine blood glucose results. **It is important to list current insulin doses.**
 - Long acting dose
 - BG correction
 - Carb coverage
 - Ketone scale, if applicable
 - If downloading a pump, settings should be included within the download.

new medical question (continued)

- Enter a message, attach a document if applicable, and click "Send"

dayton children's
MyKidsChart

Health Visits Messaging Billing Resources Profile Log Out

Ask a Medical Question

All pieces of information are required to request medical advice.
Expect a response within 2 business days.

* Choose a Recipient

- Select a Subject -
Non-Urgent Medical Question
Prescription Question
Test Results Question
Visit Follow-Up Question
Blood Glucose Reporting
Infusion Logs


ATTACH AN IMAGE OR VIDEO

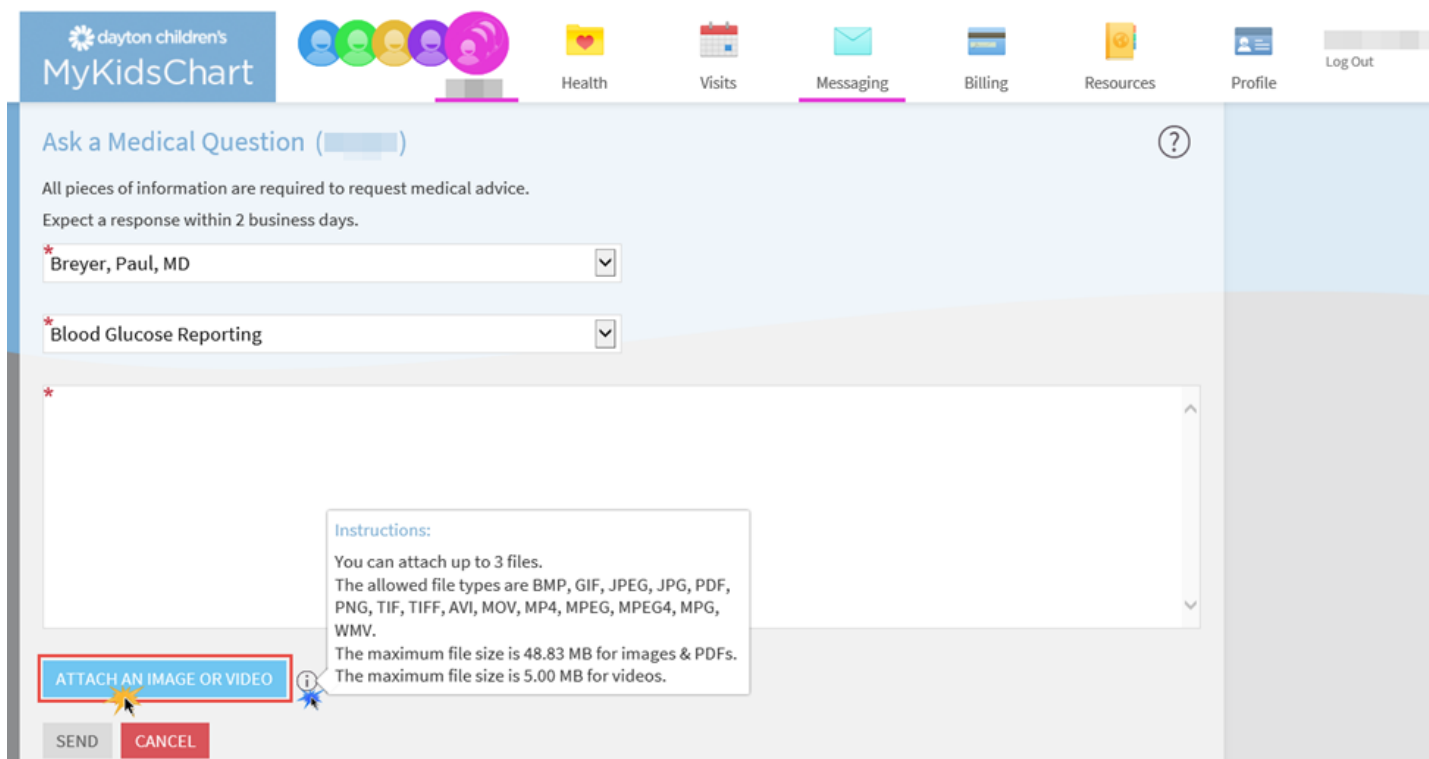
SEND CANCEL

BACK TO THE MESSAGING OPTIONS

uploading documents/images

Upload documents and/or images/videos in messages sent to clinical staff.

- Click “New Medical Question”, then select the recipient and subject.
- Click the “Attach an image or Video” button under the message window to browse for the file you are sending.
- To view the allowed file types and sizes, hover over the  icon.



dayton children's
MyKidsChart

Health Visits **Messaging** Billing Resources Profile Log Out


Ask a Medical Question () ?

All pieces of information are required to request medical advice.
Expect a response within 2 business days.

* Breyer, Paul, MD

* Blood Glucose Reporting

*

ATTACH AN IMAGE OR VIDEO 

SEND CANCEL

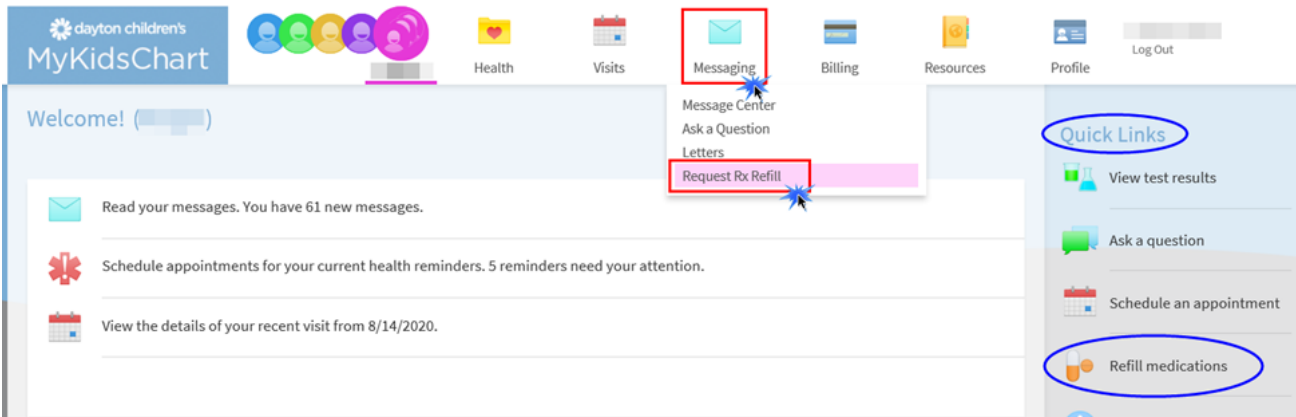
Instructions:
You can attach up to 3 files.
The allowed file types are BMP, GIF, JPEG, JPG, PDF, PNG, TIF, TIFF, AVI, MOV, MP4, MPEG, MPEG4, MPG, WMV.
The maximum file size is 48.83 MB for images & PDFs.
The maximum file size is 5.00 MB for videos.

- Click “Send” and the message will go to the clinical staff for the provider selected under “Recipient”

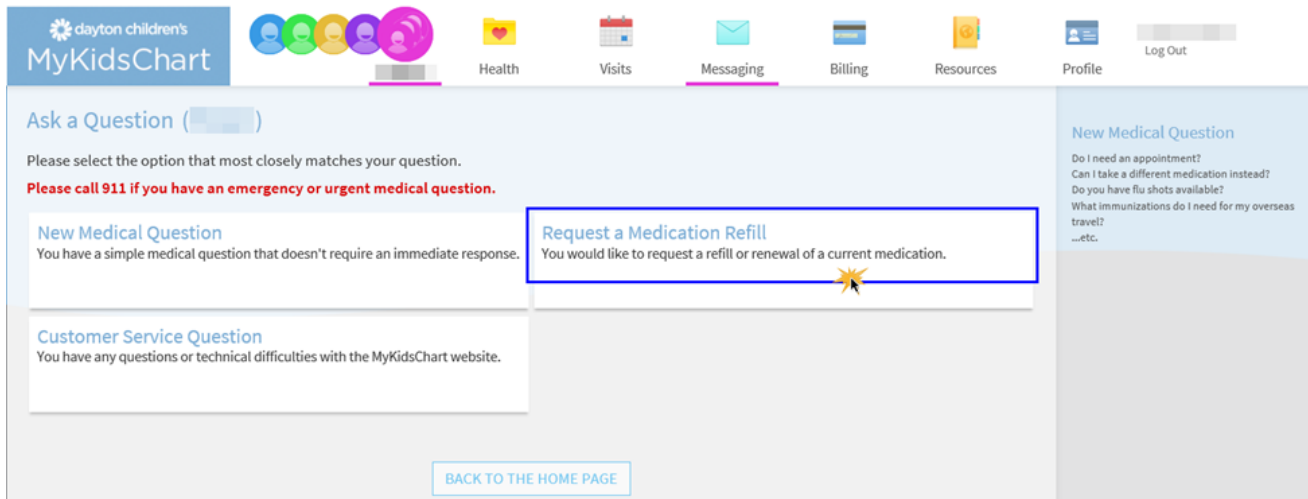
request a medication refill

These are messages that go to the clinical staff for review by your provider.

- Click “Messaging” —> Request Rx Refill, or in the Quick Links, click “Refill medications”

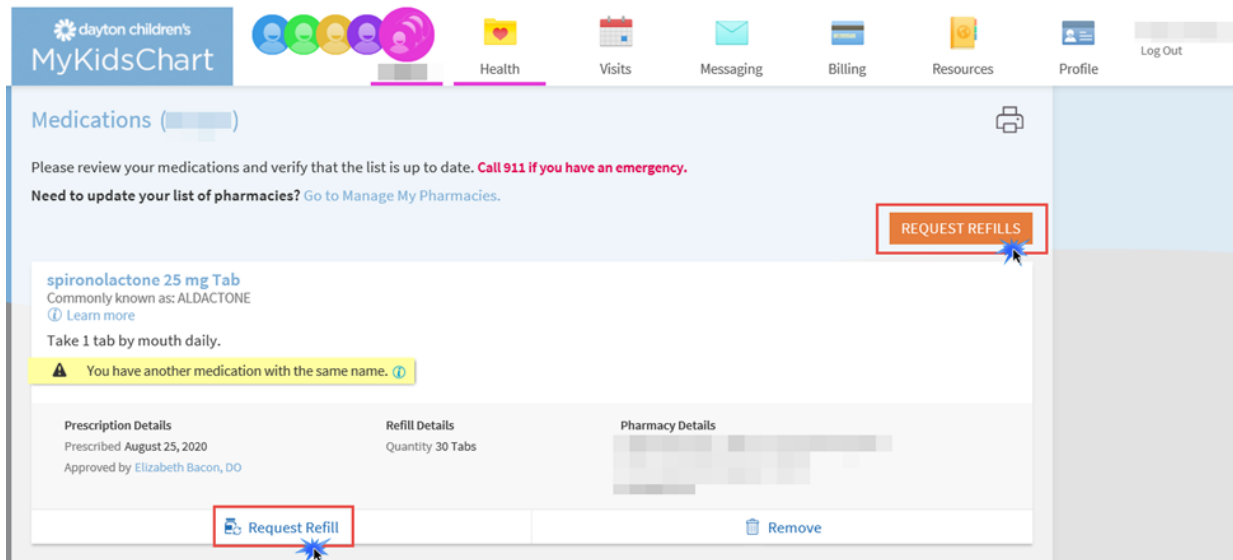


- Or, if you selected “Messaging” - “Ask a Question”, click “Request a Medication Refill” option



List of medications will be displayed. Click the orange “Request Refills” button to select multiple medications for refill, or click the “Request Refill” button under a specific medication to select just that medication for refill.

Please note – If selecting multiple medications, select those that are being sent to the same pharmacy. If you need medications refilled at **different pharmacies**, please send separate refill requests.



request a medication refill (continued)

- After selecting your medications by clicking the checkbox, click “Next”

The screenshot shows the 'Refills' page in the MyKidsChart interface. At the top, there is a navigation bar with icons for Health, Visits, Messaging, Billing, Resources, and Profile, along with a 'Log Out' button. The main content area is titled 'Refills' and contains three medication entries, each with a checkbox for selection. The first entry, 'spironolactone 25 mg Tab', has its checkbox checked and is highlighted with a red box. The second entry, 'fluticasone propionate 50 mcg/actuation nasal spray', and the third entry, 'insulin lispro 100 unit/mL Soln', have their checkboxes unchecked. Below the entries, there are 'NEXT' and 'CANCEL' buttons, and a status indicator that says '1 prescription selected'.

- Verify the selected pharmacy, then click “Next”. To select a different pharmacy, click the down arrow to view those pharmacies that have been added to your chart. If the pharmacy is not listed, select “Other” then enter the details of the pharmacy (name, address, phone number).

The screenshot shows the 'Pharmacy' selection page in the MyKidsChart interface. The page is titled 'Pharmacy' and contains a section for 'Selected Refills' which lists the 'spironolactone 25 mg Tab' medication. Below this, there is a 'Delivery Method' section with a radio button selected for 'Pick up at a pharmacy'. The 'Pharmacy Info' section features a dropdown menu for selecting a pharmacy, which is currently open and highlighted with a red box. Below the dropdown, there is a 'Hours' field set to 'Not available' and 'BACK', 'NEXT', and 'CANCEL' buttons.

This is a close-up view of the 'Pharmacy' dropdown menu. It shows a list of pharmacy names, with the first few items partially visible. A red box highlights the text 'List of pharmacies here' at the top of the dropdown. Below the list, there is an 'Other' option for entering a pharmacy name manually.

request a medication refill (continued)

- Review your request, then click “Submit.”

The screenshot shows the MyKidsChart interface for reviewing a medication request. At the top, there is a navigation bar with the MyKidsChart logo and several icons for Health, Visits, Messaging, Billing, Resources, Profile, and Log Out. The main content area is titled "Review ([redacted])" and contains two sections: "Review Your Request" and "Delivery Details".

Review Your Request

spironolactone 25 mg Tab
Commonly known as: ALDACTONE
[+ Add comments](#)

Delivery Details

Pharmacy
[redacted]

At the bottom of the page, there are three buttons: "BACK", "SUBMIT", and "CANCEL". The "SUBMIT" button is highlighted with a red border, and a mouse cursor is pointing at it.

