

How to send medical documents and images to your Provider through your Portal Account :

The following instructions describe the steps to follow to send your provider and/or nurse a secure message with one or more attachments, from your desktop computer.

1. Sign in to your Patient Portal account from a browser on your desktop computer.

Please Note: When accessing the Patient Portal from a desktop browser, the send attachments workflow can only be initiated from the main homepage (as seen below). The desktop messaging workflow accessed from the “Messages” link, opens the Messages page where patients can compose and send messages without attachments.

The screenshot shows the homepage of the Seven Hills Family Medicine Patient Portal. At the top, there's a COVID-19 information banner. Below it, a greeting "Good evening, John!" is displayed. The main content area has two sections: "Appointments" and "Messages". The "Appointments" section shows an appointment for "Any 15 with John Hippocrates" on "Friday, August 28, 2020 8:00 AM". The "Messages" section contains fields for "Provider" (set to "John Hippocrates (Family Medicine)"), "Subject" ("Choose a subject..."), and a large "Message" text area with placeholder text "Enter your message here. A member of our staff will reply.". A "Send a message" button is at the bottom. A large black arrow points from the text above to the "Provider" field in the message form.

2. **Provider Box**— Select the provider to whom you want to send the message. This list includes providers providers you have seen in the past.

3. **Location Box**— Select the location appropriate to the provider you're messaging. The options in the Office Location list are the departments the provider works in. This field is used to route the message to the appropriate provider.

4. Subject Box— Select from a list of potential subjects:

- Medical question
- Appointments and scheduling
- Prescriptions and refills
- Billing and payments
- My profile
- Insurance
- Other

5. Message— Enter your message details.

6. Attach Files— To attach your document and/or image, click the blue “Attach Files” link and select the appropriate file to upload from your desktop computer.

Additional Notes:

Attach a document or a photo *Optional*

Use this to send us a photo of a symptom, medical documents, or signed forms.

- Each file can be up to 10MB max, and must be a PDF, JPG, or PNG.
- Up to 10 files per message
- Attachments are for clinical purposes only. Do not include images of credit card or payment information, or other non-clinical images.

Attached:



rash.png



[Attach files](#)

[Send a message](#)

- You can attach up to 10 files, but you must click “**Attach Files**” and attach them individually.
- If you attached the wrong file, you can delete it by clicking the “X” to remove it.
- Please do not send any credit card information through to your provider.

7. Click “**Send A Message**” to send your message/attachment. Your message will then be routed to your provider's inbox and you will receive a “**Message Sent!**” confirmation.