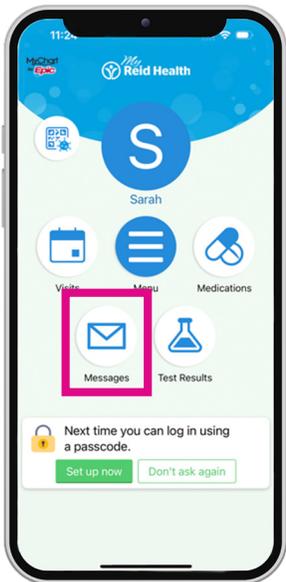
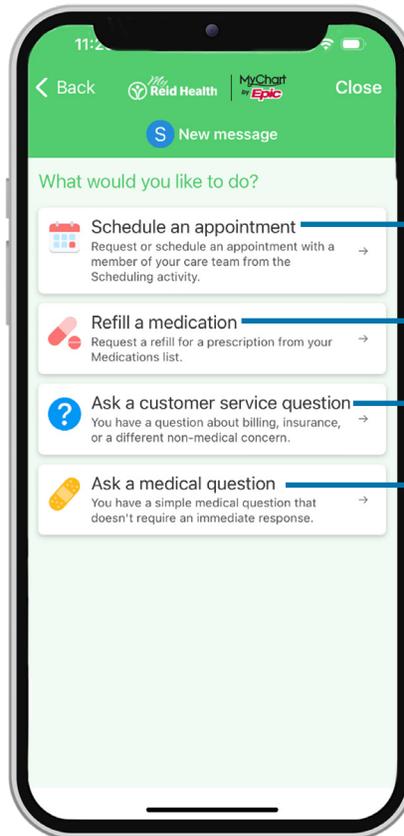


MyReid Message Center makes it easier for you to communicate with your care team. With it, you can quickly ask questions without a phone call. Messages can also be shared across health systems so teams outside of Reid can help ensure you get the best care possible.

Message Center



Access the Message Center under **“Messages.”** Here you can see current and archived messages related to conversations with your care team, appointments, or delete old messages that are no longer relevant.



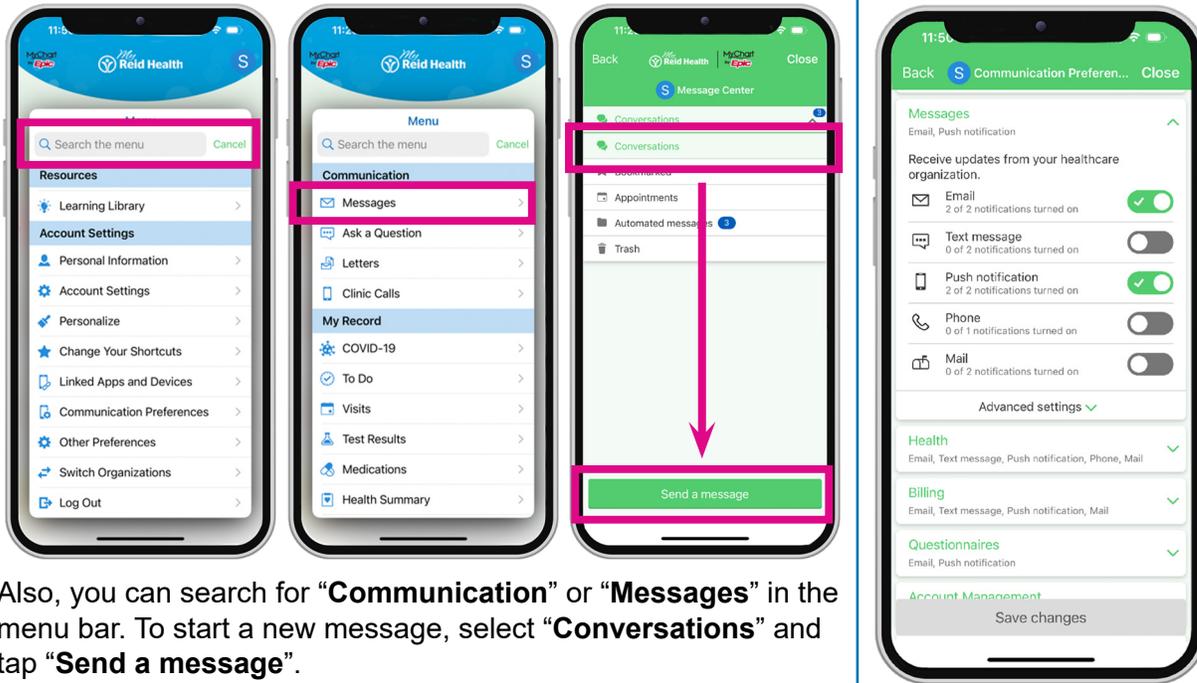
You can access the Communication Hub to:

Schedule an appointment
Schedule or request appointments with your Reid Health providers.

Refill a medication
Request a medication refill for eligible prescriptions. You can also choose the pharmacy where the prescriptions are to be refilled.

Ask a customer service question
Access customer service to ask questions related to billing, issues, or complaints, or to request medical records.

Ask a medical question
Ask your Reid Health care team about non-urgent medical issues, prescription concerns, test results, follow-up questions after a visit, and referral requests.



Communication Preferences

Make sure your communication preferences are set to be notified of incoming messages.

Additionally, the Message Center can only be used to contact providers you're currently seeing or have seen within the past three years.

Also, you can search for “**Communication**” or “**Messages**” in the menu bar. To start a new message, select “**Conversations**” and tap “**Send a message**”.

You can access the medical questions portal to:

Ask a Non-Urgent Medical Question

Message a provider with a non-urgent medical question. **If you need immediate medical attention, dial 911.**

Ask a Prescription Question

If you have a question for your provider about a prescription, you can send it through a message.

Ask a Test Result question

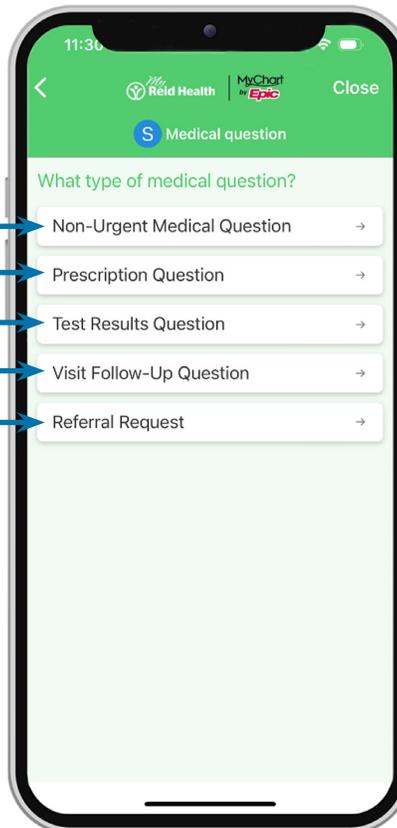
Your provider will contact you as necessary after viewing test results but if you have questions, you can contact your care team.

Ask a Visit Follow-up question

It's normal to remember questions after a visit. You can contact your care team through the Message Center.

Ask for a Referral

If you'd like to request a referral, you can ask your care team through Message Center.



NOTE: Most offices will return messages and requests for prescription refills within **three business days**. If you have any concerns your message was delivered, please contact your provider's office.

Historical Messages expire after 21 days. You can respond to previous messages with your care team up to 21 days. After 21 days, you will need to create a new message.