



Fair Oaks
Women's Health

625 S Fair Oaks Ave., Suite 255
Pasadena, CA 91105
P: (626) 304-2626 | F: (626) 585-0695
www.fowh.com

Use MyChart to Send Attachments and Photos

The My Chart app can send attachments to our office in a Message. These documents can be in many different formats such as PDF, Word, or photos. You need to have My Chart on your device and you need a login. Call our office if you need help logging in.

1. Open the MyChart app.
2. In the upper left is a menu (three lines), **tap the menu**, then **tap Messages** (or tap Ask a Question).
3. At the bottom of the screen **tap Send a Message**.
4. **Tap Contact your doctor's office**.
5. Read the 911 message, then **tap Next**.
6. Look for your doctor's name in the list. If it's there, **tap the name**. If it's not there, you can't send a message to that doctor (even if other doctors are on your list). You'll need to contact the office to get a login code for MyChart access to our practice.
7. **Tap Create a new conversation**.
8. Enter a brief subject line and a brief description of the message.
9. **Tap the paper clip/Attach** button.
10. To send a photo **tap photo library**.
11. To send a document, it needs to be on your phone. Tap **Choose File**. If you use Dropbox, that app is in sync with the Dropbox folders and documents on your PC. Same as Microsoft OneDrive, or Box.
12. Find the document file and **tap Attach**. You can attach multiple documents.
13. When done, **tap Send**
14. The message will be sent to the doctor's support team via the EMR. The attachments will be uploaded to your chart and will be available for the doctor to review. Allow 2-3 business days for a reply, often via the portal as a message back to you.
15. Please do not send anything urgent via the portal. Depending on severity, urgent medical matters might require a trip to Urgent Care or the ER, or if less severe, a phone call to the office during office hours is necessary.