

Ask a Medical Question and Send an Attachment

Boston Children's and Franciscan Children's Portal Users



Easily send your care team member a non-urgent medical question. Call your care team if this is a time sensitive, new, or complex issue.

1. Log in to MyChildren's

- Open the MyChart app or log in to your MyChildren's account.
- Check that you are viewing the correct patient's account in the top right corner.

MyChart app icon



2. Select Messages

- Located on the landing page on the computer and MyChart app.

3. Select Send a message

- Located at the bottom of the screen.

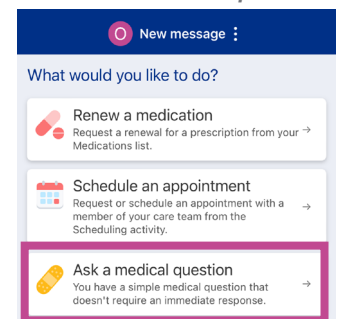
Step Three



4. Select Ask a medical question

- Selecting the best option that fits your message will direct you to the right person to respond.

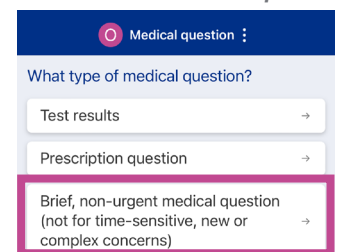
Step Four



5. Select Next

- Call your care team if this is a time-sensitive, new, or complex medical concern.

Step Six



6. Select Brief, non-urgent medical question

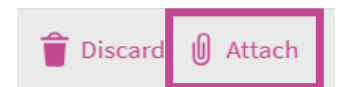
- Turnaround time for a message is two business days.

7. Select who you want to message

- Choose the care team member you wish to message.

8. Enter your message

- Type in the subject of your message and then type in your message.
- **Attach a photo, video or file:**
 - Select **Attach** at the bottom of the screen.
 - Select file to upload and press **Open**.
 - Three attachments can be added to the message.



9. Select Send

- When you are ready, select Send to send the message to your care team member.

Questions? Contact the Digital Health Support Team at 617-919-4396. Available Monday to Friday from 7 a.m. to 7 p.m. and Saturday from 8 a.m. to 4 p.m. 10.2024