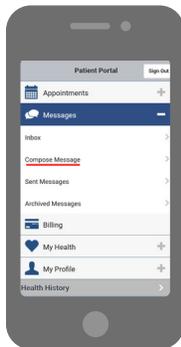


# Send Prescription Refill Requests Through The Mobile Patient Portal

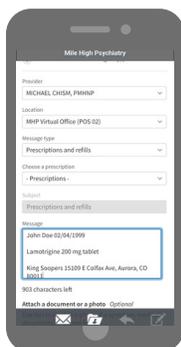
Please follow the below instructions to send one or more messages with secure attachments to your provider through the Patient Portal mobile web browser.



## Step 1

### Compose a message

1. Sign-in to the Patient Portal on your mobile device.
2. Tap **Messages**.
3. Tap **Compose Message**.



## Step 2

### Select Message Details

1. **Provider:** This dropdown will populate providers that you have an upcoming scheduled appointment with as well as providers you have seen in the past. Select the provider you have an upcoming appointment with.
2. **Location:** Select the location for the provider you're messaging. Telehealth patients will select MHP Virtual Office (POS 02)
3. **Message Type:** Select Prescriptions and Refills
4. **Choose a prescription:** Select the prescription you would like refilled.  
**Note:** If you do not see your prescription in this dropdown simply enter the Medication Name, Dosage, and your preferred pharmacy into the message box
5. **Message:** Enter your preferred pharmacy and any other relevant information you would like to include



## Step 3

### Send Message

1. Tap Send message when you're done. The message is routed to the appropriate provider, and you'll receive a Message sent! confirmation. Please allow up to 72 business hours for the request to be filled.

**Note:** If you have relevant attachments You can attach up to 10 files, but you must attach each individually. If you attach the wrong file, you can delete it before tapping Send message.

Please do not attach password protected files.