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.

Patient Portal	Sign Ou
Appointments	+
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Inbox	3
Compose Message	3
Sent Messages	>
Archived Messages	>
Billing	
Wy Health	+
L My Profile	+
Health History	

Step 1

Compose a message

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

Mile High Psychiatry				
Provider				
MICHAEL CHI	SM, PMHNP			~
Location				
MHP Virtual O	Office (POS 0	1)		`
Message type				
Prescriptions	and refills			,
Choose a prescri	ption			
- Prescription	15 -			1
Subject				
Prescriptions	and refills			
Message				
John Doe 02;	04/1999			1
Lamotrigine	200 mg table	t		
King Soopers	15109 E Col	lax Ave, Au	ora, CO	
903 characters	left			
Attach a docus	ment or a ph	oto Optio	na/	

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

ļ	ubject
	Prescriptions and refills
	Aessage
	John Doe 02/04/1999
	Lamotrigine 200 mg tablet
	King Soopers 15109 E Colfax Ave, Aurora, CO 80011
	103 characters left
,	Attach a document or a photo Optional
	Ise 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.
	@ Attach files
	Send message Cancel

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 attachmentsYou 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.

