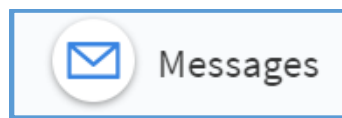


How to send a message on myUHN Patient Portal

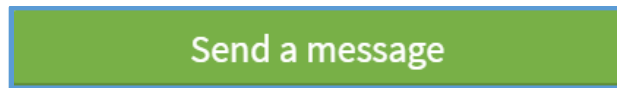
1. Sign in to www.myUHN.ca



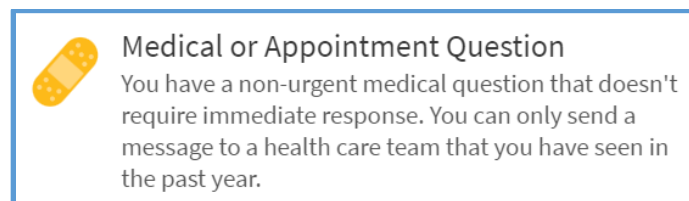
2. Click [Messages](#) in the shortcut bar at the top of the page.



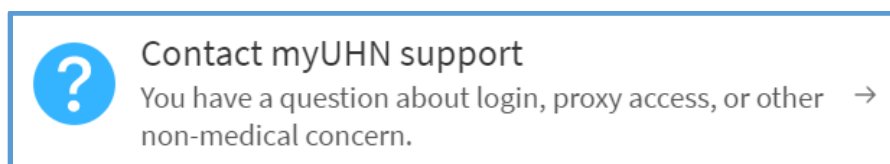
3. Click [Send a message](#).



4. For a non-urgent medical question, click [Medical or Appointment Question](#).



For a non-medical concern, click [Contact myUHN support](#).



5. Select the type of question from the list below.

What type of medical or appointment question?

What type of myUHN support question?

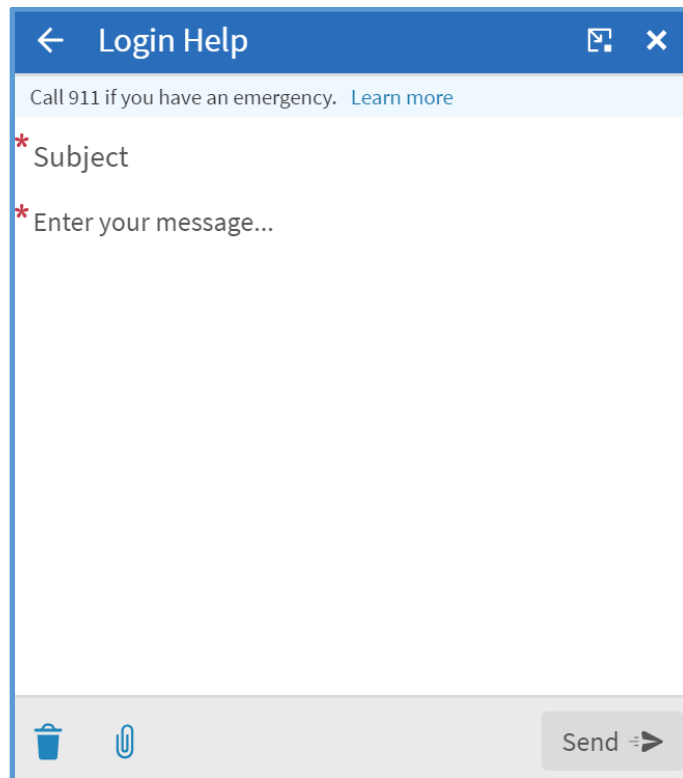
- * If you selected a medical or appointment question, select the provider's health care team to send a message.

The screenshot shows a mobile application window titled "Non-Urgent Medical Question". Below the title bar, there is a prompt: "Select the provider's health care team to send a message:". Below this prompt, there are five selectable options, each with a circular profile icon on the left and a right-pointing arrow on the right. The options are:

- Derek Tsang, MD
Oncology OP
Previous appointment on 2022-10-21
- Richard Ward, MD
Blood Disorders Program
Previous appointment on 2022-12-20
- Physiotherapy Team
Transplant
Previous appointment on 2022-10-20
- Post-Transplant Care Team
Transplant
Previous appointment on 2022-10-20
- Pre-Transplant Care Team
Transplant
Previous appointment on 2022-10-20

- ! Please allow three business days for a response. Do not send a message if this is an emergency. For immediate help, call 911 or go to your nearest Emergency Department.

6. Enter a subject and message, and attach relevant files.



The screenshot shows a mobile application window titled "Login Help". At the top, there is a blue header bar with a back arrow, the text "Login Help", and a close icon. Below the header, there is a light blue banner with the text "Call 911 if you have an emergency. Learn more". The main content area contains two red asterisks followed by the labels "Subject" and "Enter your message...". At the bottom of the form, there is a grey bar containing a trash can icon, a paperclip icon, and a "Send =>" button.

To **discard** your message, click . To **attach** a file, click .

7. When you enter a subject and message, the Send button will turn green. If you are happy with your message, click **Send**.

