



Scarsdale Medical Group's patient portal helps patients engage in their care by providing a secure and confidential web-based tool for accessing your health information. Below are some common questions and suggestions on how to effectively communicate with your provider via MyChart, the patient portal.

What is MyChart?

MyChart, is our patient portal, a secure online health management tool that allows you to email your provider, review test results, pre-check in for your appointment, request an appointment and prescription refills. You may also view and pay your bills and view your medical history. You can access the portal from your mobile device, tablet or computer 24/7.

How do I send a message to my provider using MyChart?

Log into your account and click 'Messaging' on the toolbar at the top of the page.

What questions should I ask my provider using MyChart?

If you have a follow-up question from a visit that is **not of an urgent nature** or a general health question including questions regarding refills. You should **never** use the portal if you are experiencing a medical emergency. Difficulty breathing, chest pain, bleeding or severe abdominal pain all require immediate, personal medical attention. If you require immediate attention you should call 911 or visit the nearest hospital emergency department.

When can I expect a reply from my provider?

Your provider will make every effort to respond to your messages in a timely manner. Please allow your provider up to 72 business hours to respond to your non-emergent message. Portal messages may not be responded to on weekends or holidays. Please do not leave multiple messages with your provider and/or their medical assistant via email, voicemail and MyChart as it could cause a delay in response time. If you require immediate medical attention call 911 or visit the nearest hospital emergency department.

How will I know if my provider replied to my message?

An email will be sent to your personal email account notifying you that you have a message in your MyChart account.

What if I forget my password?

Simply click the 'I forgot my User ID or password' link below the User ID box on the Login page or call the help desk at 855-226-3069.