# **MyHealthUNM: Messaging**

### Using MyHealthUNM Messaging

MyHealthUNM Messaging provides a secure, convenient way to communicate with your Health Team. You may send messages to your provider and have responses delivered directly to your Inbox, accessible from your web-connected device.

To access MyHealthUNM Messaging, you must have a MyHealthUNM account. Please contact your clinic for assistance creating your MyHealthUNM account.

#### **Accessing Messaging**

- 1. Open your **web browser** and navigate to **MyHealthUNM**.
- 2. Click the **Patient Portal** button.
- 3. Type your **email address** or **username** and **password**.
- 4. Click Sign In.
- 5. The MyHealthUNM home page displays. Select **Messaging** from the left hand menu.
- 6. Click Inbox.

The Messaging Inbox displays.



#### May 2021 Computer Learning Technologies.

# HOSPITALS

Page 1 of 3

# **MyHealthUNM: Messaging**

# **NY** HOSPITALS

Page 2 of 3

### Using MyHealthUNM Messaging

#### Sending a Message to your Provider

- 1. Within MyHealthUNM Messaging, click **Send a Message**.
- The New Message window displays. In the **To** field, select **who** you want your message to go to.
- Tip: If you do not know your provider's name, select the clinic name only.
- 3. Check to give others capability to **view** the message.
- 4. In the Subject field, type the **subject** of your message.
- 5. In the Message field, type **your message**.
- 6. Click Send.

The Message is delivered to the Provider Team's Inbox.

**Tip:** Sent items are secure messages sent to your health care team. Clinic staff will help your provider address your message.

Sent messages are stored temporarily in the Sent folder of MyHealthUNM Messaging. Most messages in the Sent folder will be automatically deleted after a short period of time. This saves storage space and keeps the system running smoothly.

		Inbox		
SYSTI	EM	Send a message	Arrange by 👻	<ul> <li>Thank you for your message. If you need a response right new, please call your elinic.</li> </ul>
		General Message	Sep 25, 2018	<ul> <li>Messages received after work hours will not by read until the next work day.</li> </ul>
		MD SGRMD TEST, MD → NewMock Test	02:54 p.m. MDT	
<ul> <li>Homepage</li> </ul>		General Message	Sep 23, 2018	
UNM Health System		MD SGRMD TEST, MD → NewMock Test	02:50 p.m. MDT	
Medical Record	~	General Message	Sep 25, 2018	
Appointments	~	Test, SGR → NewMock Test	02:46 p.m. MDT	
Health Library		General Message	Sep 25, 2018	
TAQ		Test Message Pool → NewMock Test	02:45 p.m. MDT	

-7-7-	< New Message
HEALTH	* Indicates a required field.
	Patient Name
A Homepage	Patient Test
UNM Health System	* To Test Message - Messaging, Test MD
Medical Record	
Appointments	Would you like to give other users permission to view this message?  Mother Test
Health Library	☑ Wife Test
@ FAQ	Once you send this message, you cannot add or remove others from the message or its replies.
Messaging	* Subject
	Lab/Diagnostic Test Question x 🗸
₫ Sent	Attachments Maximum file size is 25 MB
â Trash	Browse
My Preventive Care	Add another attachment
	* Message
	Type question here. Only those that are checked will be able to view this message. When the Provider or the clinic replies, they will not be able to add or remove anyone from viewing the message.
5	Thank you. Patient Testj
	26 characters remaining (250 maximum).
A Patient Test	Send Cancel

#### Using the To field to find your provider.

When composing message, the **To** field allows you to search for your provider.

- 1. Click in the **To** field.
- 2. The Recipient Search displays below. Type your **search criteria**.
- 3. Select the appropriate **provider or clinic** within the search results below.
- **Tip:** The selected provider displays in the To field. If the wrong provider is selected, repeat these steps to select the correct provider.

L	* Indicates a required field.
	То
<	Select a recipient
2	atrisco ×
Ζ	Atrisco Heritage
2	Atrisco Heritage - Bissell, Elena MD
4	Atrisco Heritage Harris, Judith CNP
	Atrisco Heritage - Leggott, John MD
	Atrisco Heritage - Stromberg, Nicole PA-C
	Atrisco Heritage - Wylie, Laura MD

- Note: You may search using the clinic name, provider first name, or provider last name.
- **WARNING!** Your provider may be listed under multiple clinics, ensure you select the correct clinic, as well as the correct provider.

May 2021 Computer Learning Technologies.

## **MyHealthUNM: Messaging**



### Using MyHealthUNM Messaging

#### Viewing Sent or Received Messages

MyHealthUNM Messaging allows you to view messages that have been sent to or received from your provider.

- Within Messaging, click Inbox in the left hand menu to view received messages or click Sent to view sent messages.
- 2. Click the **message** you wish to open.

The selected message opens.

	ты	xodni	
SYST	EM	Send a message	Arrange by 🐱
		General Message	Oct 19, 2018
. Hamanaga		Test Message Pool → NewMock Test	02:58 p.m. MDT
n Homepage		General Message	Sep 25, 2018
UNM Health System		MD SGRMD TEST, MD → NewMock Test	02:54 p.m. MDT
<ul> <li>Medical Record</li> </ul>	~	General Message	Sep 25, 2018
Appointments	~	MD SGRMD TEST, MD → NewMock Test	02:50 p.m. MDT
📕 Health Library		General Message	Sep 25, 2018
⑦ FAQ		Test, SGR → NewMock Test	02:46 p.m. MDT
Messaging	^	General Message	Sep 25, 2018
🔁 Inbox 🖌		Test Message Pool → NewMock Test	02:45 p.m. MDT
💩 Sent		General Message	Sep 25, 2018
# Trash		Test Message Pool → NewMock Test	02:14 p.m. MDT
My PreventiveCare		General Message	Sep 25, 2018
		Test Message Pool → NewMock Test	02:11 p.m. MDT
		General Message	Sep 25, 2018
		Test Message Pool → NewMock Test	02:06 p.m. MDT
		RE: Test Message - Messaging, Test MD: app	Sep 25, 2018
		Test Message Pool → NewMock Test	01:57 p.m. MDT
		RE: Test Message - Messaging, Test MD: 2018.21	Sep 25, 2018
		Test Message Pool → NewMock Test	01:50 p.m. MDT
NewMock Test		General Message	Scp 04. 2018

		From: Test Messaring (Test Message Decil)	
# Homepage		To: Test, NewMock	
UNM Health System		Subject. RE: Test Message - Messaging, Test MD. 2018.21	
Medical Record	~	test reply	
Appointments	~		
Health Library		Erer Maufford Tart	
FAQ		To: Test Message - Messaging, Test MD (Test Message Pool)	
Messaging	^	Subject: 2018.21	
🕾 Inbox		Thank you for your message. It has been auccessfully sent to the appropriate care team.	
∆ Sent		Test	
Trash			
My PreventiveCare			
<ul> <li>My PreventiveGale</li> </ul>			

#### **Replying to a Received Message**

- 1. Open the message and click **Reply**.
- 2. The Reply message displays. The To and Subject fields are populated automatically. Type your **message** in the Message Field.
- 3. Click Send.





#### Forwarding a Message

- 1. Open the message and click **Forward**.
- 2. The Forward message displays. The Subject field is populated automatically. In the To field, search for and select your **recipient**.
- 3. In the Message field, type the **body** of your message.
- 4. Click Send.

		REC. Test Missing - Messaging, Test MD. Question	Trash
- HOIGHEN			
		From: Test, Messaging (Test Message Pool)	
<ul> <li>Homepage</li> </ul>		Te: Test, NewMockTweXXXXX Sent: 09/21/2010 15:03:45	
UNM Health System		Subject: RE: Test Message - Messaging, Test MD: Question	
Medical Record	~	Hi, Mr. Test - We are still wolfing on results for your recent exam-	
Appointments	~		
Health Library			
TAQ FAQ		From: NewMockTwoXOOOC Test To: Test Message - Messaging, Test MD (Test Message Pool)	
Messaging	^	Sent 03/21/2018 02:56 p.m. MDT Subject: Question	
🔁 Inbox		Thank you for your measure. It has been auccessfully sent to the appropriate sam been	
da Sent		I have a manifor about one of my labs	
# Trash		· · · · · · · · · · · · · · · · · · ·	
SYSTEM		• Indicates	Message way provider to ask about
NM HEALTH			Message war provider to ask about
			health conditions
		<b>E</b> 2	Health conditions     externals and consultations     test results
A Homepage		Ta 2 Enci a scipion	beath conditions     enterate and consultations     test results     generat including operations     Please only attach files if directed by your health
Homepage     INM Health System		To 2 Mind analyzed * Refer	beath conditions     referata and consultations     test result     general medical questions     Passe only attach files if directed by your health     and previder.
Homepage     JNM Health System     Modical Record	~	The Constraint of the Constrai	hodb.conditions     wherein and constitutions     tetremut and constitutions     tetremut     general involution and tetremutes     general involution and tetremutes     and provider     Place das NOT can emerging for emergencies or la request medications or appointments.
Homepage NM Health System Modical Record Appointments	× •	Andremster Version Constraints of the Second Constraints     Subject     First First Provider - Test, Massaging 2019 24 release     Advantume Manamelie Second 2008	Investigations     Investigations     Investigation     Inves
Homspage     MM Health System     Medical Record     Appointments     Health Library	* *	The Construction of the Co	Audit condition     A
Homepope INM Health System Medical Record Appointments Health Library FAQ	* *	Long and the second secon	Audit condition     Audit condition     Audit condition     Audit conduct and the audit of
Hompage NM Health System O Modical Record Appointments Health Library FAQ Moscaging	~ ~ ~	Constant	Institute condition     Institute
Homspage NNA Health System NNA Health System Modical Record Appointments Health Library D FAQ Mossaging ES lebox	* * *	To Constrain the second secon	And a constraints
Homepage NNA Health System NNA Health System Health Library Health Library Health Library Health Library E Mossaging E Hebox	~ ~ ~	Constraints     Constrain	A constraints of the second seco
Homopoge     INM Health System     Di Moldica Record     Appontments     Health Library     PAQ     Mossaging     Bibliox     & Sent     Traib	· · · ·	Terrer Carlos C	<ul> <li>A sensetime</li> <li>A senset</li></ul>
Hompage NNI Hall System  Defect Record  Action Rec	* * *	Constrained     Constrain	<ul> <li>A set of the set of</li></ul>
Homesope     Hold Health System     Appointments     Appointments     Appointments     Model     Mode	<ul> <li></li> <li><td>The EC Tee Point of the state of the state</td><td><ul> <li>A set of the set of</li></ul></td></li></ul>	The EC Tee Point of the state	<ul> <li>A set of the set of</li></ul>
Hompope     Model Research	<ul> <li></li> <li></li> <li></li> </ul>	To Carlos Control Con	iiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiii
Homopage     MAN Health System     Machine System     Modecal Record	· · ·	Logical Control C	in entropy           in
Idonopole	× × ~	The Constraint of the second	<list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item><list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item></list-item>

Page 3 of 3