

Using Messages in Portal



1. View Messages:
 - a. From the Home Screen click on MESSAGES
 - b. From this screen you should see your messages listed
 - c. Click the message to read

The screenshot shows the myHealthspot patient portal for Lobby A. Patient. The interface includes a top navigation bar with 'Patients | Support' and 'myHealthspot'. A notification icon in the top right corner shows '6' unread messages, circled in red with an arrow pointing to it. The main content area features a patient profile for 'Lobby A. Patient' with details like PID: RC1857, Gender: Female, and Birthdate: 01/01/1935. Below the profile is a 'Notifications' section, also circled in red with an arrow, containing a message: 'Check your messages. You have 6 unread messages.' To the right, there are 'Quick Links' and an 'Account Summary' table.

Patient Balance*	Total Unapplied	Last Payment
\$0.00	\$0.00	N/A

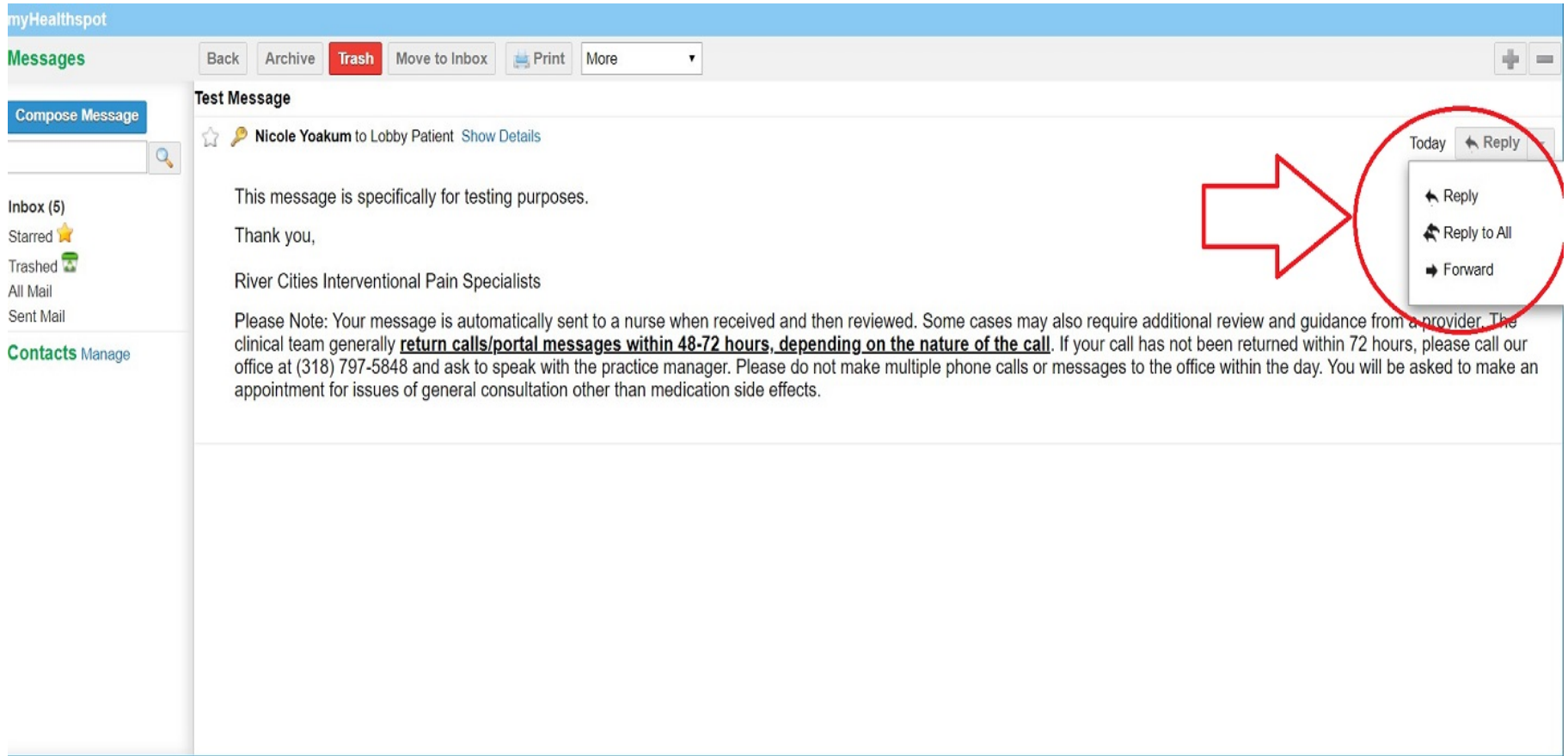
[Pay Now](#)

*Patient Balance does not include any unapplied payments

Using Messages in Portal

2. Reply to Messages:

- a. From within the message on the arrow located in the right side of your screen next to
- b. Select whether you would like to Reply, Reply All, Forward or Cancel



The screenshot shows the myHealthspot portal interface. At the top, there are navigation buttons: Back, Archive, Trash, Move to Inbox, Print, and More. Below this is a 'Test Message' from Nicole Yoakum to Lobby Patient. The message content includes a thank you and contact information for River Cities Interventional Pain Specialists. A red arrow points to the 'Reply' button in the top right corner of the message area. A red circle highlights the dropdown menu that appears when the 'Reply' button is clicked, showing options for Reply, Reply to All, and Forward.

Using Messages in Portal



3. Create a New Message:

- a. From the Messages dashboard, on the left side of screen select



- b. Click in the recipients field for contact options to dropdown and choose PATIENT PORTAL CONTACT
- c. Enter a subject
- d. Type your message and select "Send"

NOTE: The clinical team generally return calls/portal messages within 48-72 hours, depending on the nature of the call. If you are needing an immediate response call the office directly. If it is outside of normal business hours call the office and request the answering service put you in touch with the on-call provider. If it is not an emergency, and your call has not been returned within 72 hours, please call our office at (318) 797-5848 and ask to speak with the practice manager. Please do not make multiple phone calls or messages to the office within the day. You will be asked to make an appointment for issues of general consultation other than medication side effects.