



PATIENT & CAREGIVER EDUCATION

Communicating with Your Healthcare Team Using MyMSK

This information explains how to communicate with your healthcare team at Memorial Sloan Kettering (MSK).

Sending Messages on MyMSK

MyMSK (my.mskcc.org) is your secure, personalized patient portal. When you log into MyMSK, you can use it to view test results, appointment dates and times, and communicate with your healthcare providers. MyMSK is also known as the patient portal.

MyMSK is the best way to electronically communicate with your healthcare team. It protects your private information by sending information securely. Portal messages are reviewed by a member of your healthcare team each business day (Monday through Friday).

To sign up for MyMSK, you can visit my.mskcc.org, call 646-227-2593, or call your doctor's office for an enrollment ID. You can also watch our video *How to Enroll in MyMSK: Memorial Sloan Kettering's Patient Portal* (www.mskcc.org/pe/enroll_mymsk).

Please ask for our MyMSK brochure at your next office visit. It has all the information you need to use MyMSK.

How You Should Contact Your Healthcare Provider's Office

There are times when electronic communication isn't recommended. Here are some general guidelines to follow when deciding between contacting your healthcare team through MyMSK or calling your healthcare provider's office directly.

Send a message through MyMSK:	Call your healthcare provider's office:
<ul style="list-style-type: none">• To request routine medication refills• For scheduling requests or changes• With questions about nutrition• With general questions about your treatment plan• With questions about your test results• To send disability insurance forms• To send photographs• To request general information	<ul style="list-style-type: none">• For urgent matters• For issues that need a same day response• To tell your healthcare provider about complicated issues



If you need medical care right away, call 911 or go to your local emergency room.

Things to Consider

- Just like information you share in other ways, your healthcare provider may need to share your messages with other staff in order to help answer your question. This may delay their response. They may consult with:
 - Your doctor(s)
 - A nurse
 - A clinical dietitian nutritionist
 - A pharmacist

- Office staff
- Electronic communication (such as MyMSK messages and emails) with your healthcare team may become an official part of your medical record.
- Electronic communication will only be reviewed on business days.
- If you don't get a response to your message within 2 business days, call your healthcare provider's office.
- If you send a message that your healthcare team thinks shouldn't be answered over MyMSK, they may call you to discuss further.

If you have any questions, contact a member of your healthcare team directly. If you're a patient at MSK and you need to reach a provider after 5:00 PM, during the weekend, or on a holiday, call 212-639-2000.

For more resources, visit www.mskcc.org/pe to search our virtual library.

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