Memorial Sloan Kettering Cancer Center

PATIENT & CAREGIVER EDUCATION

Communicating With Your Care Team: When to Call or Use MSK MyChart

This explains when to use MSK MyChart and when to use a phone call to share information with your care team.

Sending messages on MSK MyChart

MSK MyChart (mskmychart.mskcc.org) is MSK's patient portal. You can use it to send and read messages from your care team, view your test results, see your appointment dates and times, and more. You can also invite your caregiver to make their own account so they can see information about your care.

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

You can send messages using either the MSK MyChart mobile app or by going to mskmychart.mskcc.org in your web browser.

If you do not have an MSK MyChart account, you can sign up at mskmychart.mskcc.org. You can also ask a member of your care team to send you an invitation.

If you need help with your account, call the MSK MyChart Help Desk at 646-227-2593. They are available Monday through Friday between 9 a.m. and 5 p.m. (Eastern time).

How you should contact your healthcare provider's office

Sometimes the best way to talk with your care team is to call them instead of using MSK MyChart. Here are some general guidelines to follow. They can help you decide if you should contact your care team through MSK MyChart or call your healthcare provider's office.

Send a message through MSK MyChart:	Call your healthcare provider's office:

• To request routine medication refills.
• To make scheduling requests or changes (rescheduling, canceling, or running late).
• To ask questions about nutrition.
• To ask general questions about your treatment plan.
• To ask questions about your test results.
• To send disability insurance forms.
• To send photographs.
• To request general information (paperwork requests, referrals).
	• For **urgent matters.**
	• For symptoms you have, such as:
	  ◦ Fever.
	  ◦ Pain.
	  ◦ Nausea (feeling like you are going to throw up).
	  ◦ Vomiting (throwing up)
	• 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. Do not send a MSK MyChart portal message. We do out best to respond within 2 business days to all MSK MyChart portal messages.

Things to consider

- Your healthcare provider may need to share your messages with other staff for help in answering your question. This can delay their response. They may talk with:
  - Your doctor(s)
  - A nurse
  - A clinical dietitian nutritionist

    - A pharmacist
    - Office staff
- Electronic communication (such as MSK MyChart messages and emails) with your care 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.
- Your care team may respond to your message by calling you instead of using MSK MyChart, if they think that's better.

If you have questions or concerns, contact your healthcare provider. A member of your care team will answer Monday through Friday from 9 a.m. to 5 p.m. Outside those hours, you can leave a message or talk with another MSK provider. There is always a doctor or nurse on call. If you're not sure how to reach your healthcare provider, call 212-639-2000.

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

Communicating With Your Care Team: When to Call or Use MSK MyChart - Last updated on January 31, 2025
All rights owned and reserved by Memorial Sloan Kettering Cancer Center