PATIENT & CAREGIVER EDUCATION

Communicating With Your Care Team Using MyMSK

This information explains how to communicate with your care team at MSK.

Sending Messages on MyMSK

MyMSK (my.mskcc.org) is your secure, personalized patient portal. When you log on to 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 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).

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 (http://cdn.mskcc.org/pe/enroll_mymsk).
You can download the MSK app on your mobile device. To learn more about using the mobile app, please watch the video *The New MyMSK Mobile App* (http://cdn.mskcc.org/pe/mobile_app_video). You can also open a browser to my.mskcc.org on your mobile device or desktop.

**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 care team through MyMSK or calling your healthcare provider’s office directly.

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<th>Send a message through MyMSK:</th>
<th>Call your healthcare provider’s office:</th>
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<tr>
<td>• To request routine medication refills</td>
<td>• For <strong>urgent matters</strong></td>
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<tr>
<td>• To make scheduling requests or changes</td>
<td>• For issues that need a <strong>same day response</strong></td>
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<td>• To ask questions about nutrition</td>
<td>• To tell your healthcare provider about <strong>complicated issues</strong></td>
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<td>• To ask general questions about your treatment plan</td>
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<tr>
<td>• To ask questions about your test results</td>
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<td>• To send disability insurance forms</td>
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<td>• To send photographs</td>
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<td>• To request general information</td>
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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 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.
• If you send a message that your care 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 p.m., during the weekend, or on a holiday, call 212-639-2000.

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