



PATIENT & CAREGIVER EDUCATION

Communicating With Your Care Team: When to Call or Use MyMSK

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

Sending messages on MyMSK

MyMSK (my.mskcc.org) is our patient portal. You can use it to communicate with your healthcare providers. You also can use MyMSK to view appointment dates and times, test results, visit notes, and other helpful information.

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).

You can send messages using either the MyMSK mobile app, or the web browser my.mskcc.org

If you need help sending messages to your care team, please call our Help Desk at 800-248-0593. You can call them Monday through Friday from 9 a.m. to 5 p.m. (Eastern time).

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).

You can download the MyMSK app on your mobile device. To learn more about using the mobile app, please watch the video *The New MyMSK Mobile App* (www.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

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

Send a message through MyMSK:	Call your healthcare provider’s office:
<ul style="list-style-type: none">• 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).	<ul style="list-style-type: none">• For urgent matters.• For symptoms you have, such as:<ul style="list-style-type: none">◦ 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 MyMSK portal message. We do our best to respond within 2 business days to all MyMSK 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 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.
- Your care team may respond to your message by calling you instead of using MyMSK, if they think that's better.

Contact information

If you have questions or concerns, talk with a member of your team. You can reach them Monday through Friday from 9 a.m. to 5 p.m.

After 5 p.m., during the weekend, and on holidays, call your care team.

There is always a doctor or nurse on call.

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.

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