

## Frequently Asked Questions: Setting and Updating Communication Preferences in MyChart

### Q: What are communication preferences?

- Communication preferences refer to how you would like to receive information from Virtua, including appointment reminders, test results, and health updates.

### Q: Can I choose and change how I receive communications?

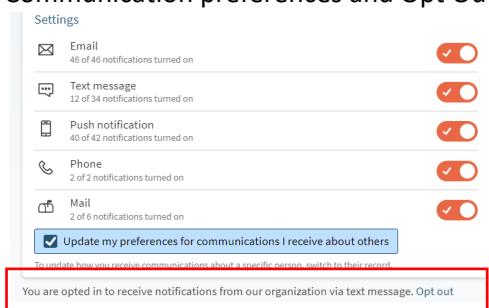
- Yes! You can select their preferred methods of communication, such as email, phone calls, or text messages to fit your needs. Simply log onto your MyChart Account and navigate “Communication Preferences” on the menu. You can also change your communication preferences at any time.

### Q: What should I do if I’m receiving too many messages via a method I didn’t choose?

- You can update your communication preferences to choose how and when you receive messages. Please visit MyChart under “Communication Preferences” in the menu bar or call 888-VIRTUA3 for further assistance. Your feedback is important to us, and we appreciate your understanding!

### Q: Can I opt out of receiving text messages?

- Yes, you can opt out of receiving text messages. You can either reply ‘STOP’ or go into your Communication preferences and Opt Out (see tip sheet below).



### Q: I don’t have a MyChart. How do I change my preferences?

- If you don’t have access to a healthcare portal, you can still update your communication preferences by contacting our support team directly. Please call 888-VIRTUA3. Our team will assist you in updating your preferences to ensure you receive information in the way that works best for you.

### Q: Will my communication preferences affect the care I receive?

- No, your care will not be impacted by your communication preferences. We aim to ensure you receive important information in a way that works best for you.

### Q: How will my privacy be protected?

- We take patient privacy seriously and adhere to all regulations regarding the secure handling of your personal information.

### Q: What happens if I don’t respond to communications?

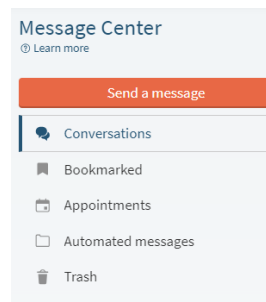
- If you do not respond, we will continue to reach out based on your preferred method. However, it’s important to stay updated on your health information and appointments.

### Q: What if I have questions about a specific communication I received?

- If you have questions about a particular message, please contact us at 888-VIRTUA3 directly for clarification.

## Message Notifications in MyChart

When you receive a notification stating, “You have a new message MyChart”, the message can go into one of three folders in your Message Center, which is the icon that looks like an envelope: Conversations, Appointments, Automated Messages.



**Conversations:** For personal, ongoing communication between you and your healthcare provider that isn't tied to a specific appointment (e.g., asking for advice, discussing symptoms, or follow-up questions).

**Appointments:** For messages directly related to an appointment (e.g., scheduled, canceled, rescheduled, or instructions tied to a particular appointment).

**Automated Messages:** For system-generated messages based on specific actions or events, such as appointment reminders, test results, prescription updates, questionnaires or preventive care reminders.

### 1) Messages Sent to Conversations

This section is used for ongoing communications that involve general health-related questions or follow-ups with your healthcare provider and aren't tied to a specific scheduled appointment.

#### When you would get a message here:

- **General Communication with Healthcare Provider - Examples:**
  - Asking follow-up questions about symptoms or treatment plans.
  - Requesting prescription refills or clarifications on medications.
  - Inquiring about test results or asking for advice about managing a condition.
  - Discussing general health concerns or symptoms with your provider.
- **Non-Appointment Related Requests:** If you send a message asking for medical advice or needing assistance not tied to a specific visit or consultation. Examples:
  - "Can you help me interpret my blood pressure readings?"
  - "I'm experiencing some side effects from the new medication."

### 2) Messages Sent to Appointments

This section is focused on communication related to **scheduled appointments**-whether pre- or post-visit information, reminders, or changes to the appointment itself.

#### When you would get a message here:

- **Appointment-Related Communications:** Messages tied to a specific, scheduled appointment. These include notifications and details directly linked to your visit. Examples:
  - **Pre-Visit Information:** Reminders about an upcoming visit, instructions on how to prepare (e.g., fasting for a lab test), or prompts to complete pre-visit forms or questionnaires.
  - **Post-Visit Follow-ups:** After your appointment, you might receive messages with visit summaries, test results, or follow-up instructions related to that specific visit.
  - **Appointment Rescheduling or Cancellations:** If an appointment is rescheduled, canceled, or updated, you'll get a message here confirming the change.
  - **Telehealth Instructions:** For virtual visits, you may get reminders with links or instructions for logging into the video consultation.

- **Visit Summary or Notes:** After an appointment, your healthcare provider might send a message in this section summarizing the visit, including diagnoses, treatment plans, or next steps.

Example:

- "Your appointment with Dr. Smith on November 15 has been rescheduled to November 17 at 10:00 AM. Please confirm your new time."

### 3) Messages Sent to Automated Messages

These messages are not personal responses from healthcare providers but **automatically generated** notifications related to routine events like appointments, surveys, test results, prescriptions, and system updates.

#### When you would get a message here:

- **System-Generated Notifications:** These messages are automatically generated by the system in response to specific actions or events. Examples:
  - **Appointment Reminders, Cancellations or Rescheduling:** Automated reminders about upcoming appointments, often including time, date, location (or telehealth link), and preparation instructions (e.g., "Please remember to fast before your lab test").
  - **Pre-Visit Instructions:** Reminders about completing pre-appointment tasks, like filling out health questionnaires or making payment arrangements.
  - **Telehealth Instructions:** If you have a virtual visit, the system may send automated reminders with instructions or links for joining the appointment.
  - **Test Results Available:** When new test results – or updates or additions to them – are ready, MyChart will automatically notify you that results are available to view.
  - **Prescription Refill Updates:** Notifications when a prescription refill request has been processed – or if there are any issues – or when your prescription is ready for pickup.
  - **Medication Reminders:** If you have them set, automated messages remind you to take your medications or refill them when it's time.
  - **Billing and Insurance Notifications:** Messages about billing status, outstanding balances, or insurance-related updates (e.g., payment reminders or explanation of benefits).
  - **Health Maintenance Reminders:** Automated messages reminding you of preventive care, like the need to schedule an annual physical, routine health screening (i.e., mammogram or colonoscopy), or flu shot or other vaccinations, based on your health history.
  - **Questionnaires, Survey, and Health Risk Assessments:** Appointment reminder notification feedback surveys, Test results notification feedback survey, general patient satisfaction survey, appointment feedback survey, patient engagement survey, health maintenance surveys, automatically triggered health assessments, etc.
  - **System Alerts or Updates:** Notifications about system maintenance, new features, or privacy-related updates for your MyChart account.