

Endocrinology

MyNM Message Policy

Please follow the guidance below when you send messages to your care team using MyNM.

Our nursing team manages all MyNM messages for the care team. Your message may not be forwarded to your physician. If you have an urgent concern, call our main office number: **312.695.7970 (TTY: 711)**.

Call 911 if you have an emergency. MyNM is for non-urgent messages only. Sending messages in MyNM is not a replacement for a telehealth or in-person visit.

Our team will contact you to schedule a visit if your message is about:

- › A flare-up or change in a chronic condition
- › Completing complex forms
- › Adjusting or changing medications
- › A request to speak directly with your physician

Do not send MyNM messages that are not directly related to your care.

Examples of topics and questions that will not be addressed via MyNM message:

- › Requests for referrals to other providers, except those directly related to your endocrine care
- › Questions about referrals for family or friends
- › Non-clinical/personal questions
- › Questions about news articles

Response time

It may take 3 to 5 business days for a response from your care team. The nursing team reviews messages during regular business hours only.

Allow up to 10 business days for interpretation of test results. If you have not heard from your care team after 10 business days, call or message the office.

Charging for MyNM messages

We may charge a fee for replying to a MyNM message if your question is about:

- › A new health issue or new symptoms
- › Requesting a new medication
- › A condition that requires a change in care

Messages exceeding the character limit within a single message will be converted to a visit. Charges will be based on your insurance.

You may send messages about the following **without being billed**:

- › Scheduling an appointment
- › Requesting a refill
- › Questions that lead to a visit
- › An update with information requested by your care team

At least 1 visit every year is required for medication refills and orders for testing.