

## Merit Internal Medicine Portal Message Policy

**Portal messages (NON urgent messages)**

**Medical advice through the portal may be billed to your insurance and result in a patient charge)**

PLEASE allow 1-2 business days for a reply (excludes weekends and holidays)

PLEASE limit to 1 question per portal message

Portal messages are good for short refill requests (30 days- exclude controlled meds), administrative questions, one quick, simple question

Portal messages are **NOT** for new problems, medication changes, multiple questions. You will need to schedule an in-office appointment or televisit for this.