

## Procedures and Guidelines for Using the Patient Portal

### What is Follow My Health (FMH) patient portal?

The patient portal offers secure access to portions of your medical record. **It's not meant to be a full health record.** You can use the portal to: view vitals and medication lists, view labs, receive appointment reminders, ask a question, request a refill, and request an appointment.

### How do I sign up to use Follow My Health Patient Portal?

Patients who wish to participate need to sign a consent form at a JCMG location. It may take 48 to 72 hours to receive your email invitation after the form is completed. Please use the link contained in the email to complete the registration process.

### Can I create an account without an invitation from JCMG?

While it's possible to simply go to the Follow My Health site and create an account, we don't recommend that because without our invitation you won't be linked to your JCMG information. It's important to use the email invitation we send after the consent form is completed.

### Is there a fee to use the portal?

The patient portal is a free service offered to our patients.

### How is the portal secure?

We require a consent form to be signed before sending an email invitation. The invitation will ask you to enter an access code which is explained in the email. You'll then create a user name and password. You'll receive emails from FMH but no personal health information (PHI) is included in the email. PHI is only visible when you securely log into the website.

### Who do I contact if I have issues with the portal? (creating an account, forgot password, invite has expired, etc.)

For technical issues regarding the portal website, please contact the Follow My Health support team at 888-670-9775 or email: [support@followmyhealth.com](mailto:support@followmyhealth.com). JCMG staff is unable to assist with technical issues.

### Who do I contact if I filled out a consent form and haven't received my invitation?

Please allow 72 hours to receive your email invitation. After 72 hours, please email us at [ehrsupport@jcmg.org](mailto:ehrsupport@jcmg.org). Please include your full name and date of birth.

### My spouse and I share an email address. Can we both have a portal account?

Yes, two people can use the same email address. You simply need to pay attention to whom the emails are addressed. Both people will be asked to create a login and password and would have separate portal accounts. Using your email address as the login name is suggested but not required so other usernames can be chosen.

### Can I view a family member's health record?

If a consent form is completed, representative access can be given. The patient must be the one to sign the form except if they are under the age of twelve or a dependant adult.

**Why can I no longer view my child's information?**

When a patient turns 12 years old, the patient is considered a young adult and health record updates will no longer populate the minor's FMH account. The existing information remains available and the caregivers also retain the ability to send secure messages to the child's providers. The minor would need to sign a consent form for continued access. When a patient turns 18 years old, the patient is considered an adult. Representative access will automatically be turned off for this patient. If the patient should continue to want the legal guardian or parent to have access to the patient's information, then the patient will need to complete a consent form.

**If I update information in my portal account, will it update my electronic chart with JCMG?**

To update any information (address, phone number, medications, etc.) please notify your physician's office. Changing information/adding documents in the portal does not update your JCMG patient record.

**I'm not seeing the results or information I want in the portal. What do I do?**

**The portal is not meant to be a full health record.** If you don't see a particular item and would like a copy, please contact our Electronic Health Records department. EHR staff will get you a paper copy or create a CD for you. Not every item is able to be manually pushed to the portal. Be aware that after provider review, there is a 2 day delay before normal lab results are released to the portal and a 7 day delay on abnormal results which gives staff the opportunity to speak with you about your results. Certain labs of sensitive nature are not automatically released to portal accounts.

**Why are certain items not shared electronically via my portal? Why can I message one provider but not another?**

**The portal is not meant to be a full health record. Not all information flows across.** Pediatrics is not yet participating in the use of the portal. Also, functions may vary per provider. For example, a physician may have refill requests via the portal disabled.

**If I send a message to my doctor, when can I expect a reply? What do I do if I haven't received a reply?**

Please allow 48 hours for a response from your provider's office. If you have an urgent matter or sent a message and haven't received a reply within 48 hours, please call your providers office. The portal is not to be used for emergency situations. In the event of an emergency, call 911 or proceed to the nearest emergency room of your choice.

**How do I change my notifications?**

You can manage notifications through your FMH account. Click "My Account", then "Preferences", then "Notification Preferences".

**Can I pay my bill through the portal?**

There is a link in your portal account to the paymydoctor website which is the same link on our JCMG website. You can also pay over the phone or in person. If you have questions regarding your bill, please call our business office.

**Is there an app?**

Yes, in your app store search for and download "Follow My Health". Also, after creating a Follow My Health account, you can connect directly to other non-JCMG providers by downloading the Medlio app for your phone or mobile device from Apple iTunes or Google Play. For additional information visit <https://medl.io>