

Chapter 11

My Info

The **My Info** tab contains your demographic information.

From the **Demographics** tab, you can manage your basic information, insurance, emergency contacts, and the person who is responsible for your account.

Demographics

Demographics includes 4 tabs, **General**, **Emergency Contact**, **Responsible Party**, and **Insurance**.

Edit demographics

The **General** tab includes **Basic Information**, **Social Information**, and **Preferred Pharmacy**.

1. From **My Info**, select **Demographics**.
Demographics opens.
2. From **Basic Information**, update basic information or add information that is not automatically filled.
Some of the information in **Basic Information**, such as contact information, name, date of birth, and address might be filled based on the information that your healthcare organization already has recorded for you.

The email address that is listed in **Basic Information** is also listed in the **Notification Preferences** tab, your FMH Secure Sign In preferences, and the **Goals** tab in **My Health**. If you change the email address in 1 of these locations, the change synchronizes for all locations. For example, if you change your email address under **Basic Information**, the change is also made to the email address that is listed under these other locations.

|| **Note:** The **Goals** tab is not displayed in **My Health** unless your provider has the goals feature enabled and you have accepted a goal.

3. From **Social Information**, select your race, ethnicity, and language.
The federal government mandates the healthcare organization to collect this information. Select **Declined to Answer** if you do not want to provide this information.

Note: You can make multiple race and ethnicity selections. To make multiple selections, make an initial selection and then select subsequent selections as you press the **Ctrl** key.

4. Click **Save**.
Save Successful opens.
5. Click **OK**.

Edit your preferred pharmacy

Follow the steps in this task to edit your preferred pharmacy from the **My Info** tab.

You can also edit your preferred pharmacy from **My Health > Medications**.

1. From **My Info**, select **Demographics**.
Demographics opens.
2. From the **General** tab, under **Preferred Pharmacy**, click **Edit**.
3. For **Search**, enter the ZIP Code area that you want to search.
Your ZIP Code is displayed as the default value when **Pharmacy Search** opens. You can change the value.
4. For **Distance in Miles**, select the proximity in miles that you want the application to search.
The patient portal searches for area pharmacies based on your ZIP Code. To widen or narrow your search, select an increment between 5 and 100 miles.
5. Select a pharmacy and click **Connect**.
The pharmacy that you selected is now listed as your preferred pharmacy under **Preferred Pharmacy**.

Edit emergency contact

The **Emergency Contact** tab lists the person that your healthcare organization should contact if there is an emergency when you are with your healthcare provider.

1. From **My Info**, select **Demographics**.
Demographics opens.
2. Click the **Emergency Contact** tab.
The **Emergency Contact** tab is displayed.
3. Enter information in **Name**, **Contact Information**, and **Address**, or update the existing information.

Some of the information in **Emergency Contact** might be filled based on the information that your healthcare organization has recorded for you.

4. Click **Save**.
Save Successful opens.
5. Click **OK**.

Edit responsible party

The **Responsible Party** tab indicates the person who is responsible for any charges incurred with the healthcare organization. This person is also referred to as the *guarantor*.

1. From **My Info**, select **Demographics**.
Demographics opens.
2. Click the **Responsible Party** tab.
The **Responsible Party** tab is displayed.
3. Enter information in **Name**, **Contact Information**, and **Address**, or update the existing information.
Some of the information in **Responsible Party** might be filled based on the information that your healthcare organization already has recorded for you.
4. Click **Save**.
Save Successful opens.
5. Click **OK**.

Edit insurance information

The **Insurance** tab lists your primary, secondary, and tertiary insurance information.

1. From **My Info**, select **Demographics**.
Demographics opens.
2. Click the **Insurance** tab.
The **Insurance Information** tab is displayed.
3. Enter information in **Name**, **Contact Information**, and **Address**, or update the existing information for each section, **Primary**, **Secondary**, and **Tertiary**.
Some of the information in **Insurance** might be filled, based on the information your healthcare organization already has recorded about you.
4. Click **Save**.



Save Successful opens.

5. Click **OK**.