

Chapter 6

Static toolbar

The static toolbar is available from all FollowMyHealth windows and tabs.

Figure 1: Static toolbar



You can compose email messages, request appointments, view the signed-in user or authorized individual, access **My Account**, change the portal language, and search from the static toolbar.

Message

Compose a secure FollowMyHealth message to any connected provider who has enabled messaging. This label is not displayed if you are not connected to a provider who has enabled messaging.

Request Appt

Request or directly schedule an appointment with any provider who has enabled online appointment requests. This label is not displayed if you are not connected to a provider who has enabled online appointments.

Hello

Displays who is signed in to FollowMyHealth. You can use the list to access authorized individual accounts assigned to you.


My Account

Configure connections to providers, billing, and preferences; sign out from the application; and find Support and Help information.

Español

Click **Español** to change the user interface to Spanish language.


Search

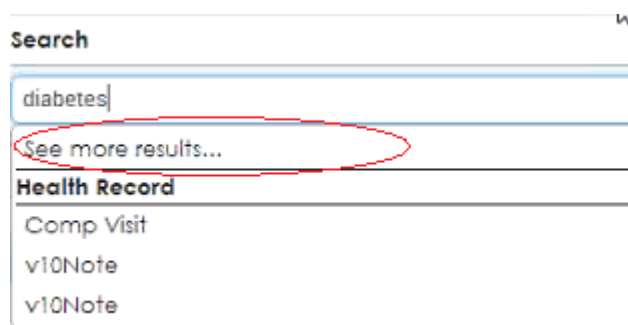
Click the **Search**  icon to search all tabs in FollowMyHealth.

Search the patient portal

You can search all tabs and windows in FollowMyHealth using the search icon located in the static toolbar.

Search features a quick list option or you can open the **Search** window for results.

1. From the static toolbar, click  .
A quick list is returned for results or you can click **See more results**.



2. Click **See more results**.
Search opens.

Search

Health Record Results - (7)
Email Results - (0)
Appointment Results - (0)
Support Results - (0)
Navigation Results - (0)

Item Name	Description	Provider	Source
Health Condition	Diabetes mellitus Active	Allscripts Provider	JDCOM41D1
Note	v10Note	Allscripts Provider	JDCOM41D1
Note	v10Note	Allscripts Provider	JDCOM41D1
Note	Emergency Visit	Allscripts Provider	JDCOM41D1
Note	v10Note	Allscripts Provider	JDCOM41D1
Note	v10Note	Allscripts Provider	JDCOM41D1
Note	Comp Visit	Allscripts Provider	JDCOM41D1

The search results are organized in a tabs.

3. From **Description**, click the result description to open details about the item. If the item is a clinical item, an edit window opens where you can edit the item.

My Account

You can manage account connections, billing, and preferences from **My Account** on the static toolbar.

You can also access support and help, and sign out of the patient portal from **My Account**.

Manage My Connections

You can manage connections to organizations, providers, authorized individuals, and devices and applications.

1. From the static toolbar, click **My Account > My Connections**. **My Connections** opens.




Connections are divided into categories, including connections with clinicians and organizations, connections with applications and devices through **Health Sources**, and connections with family members and dependents.

My Connections

[Visualize My Connections](#)

▼ With Providers and Healthcare Organizations (3 Organizations, 1 Provider)

[Add Organization](#)


	FMH-QA-TW1	(Connected)	✕
	, North Carolina 27513	test	
	Show More		
	Affiliated Practice: FMH-QA-TW1 Credentials: Medical Doctor Specialties: Family Medicine	Place of Service: FMH-QA-TW1 Contact Info: , North Carolina 27513	<div style="border: 1px solid #ccc; padding: 5px;"> <p>What do you want to do? ▼</p> <ul style="list-style-type: none"> Schedule an Appointment Renew a Prescription Request an eVisit Request a Referral Send a Message Send Profile to a Friend </div>
	SRT PRO 14.0	(Pending)	✕
	8529 Six Forks Rd Raleigh, North Carolina 27615		

▼ **With Devices and Apps through Health Sources** Add Authorized Individual

Connecting a Health Source allows health information from devices and apps to be used in FollowMyHealth. For example connecting a wireless scale will automatically include your weight measurements in your record. This makes it easy to view and manage important information from multiple places. Browse Available Health Sources to learn which devices and apps are compatible with FollowMyHealth. Visit the product site to learn more and shop for a device. Select Add Connection to associate a Health Source and include measurements from that source in your FollowMyHealth record.

[Learn more about Health Sources...](#)

Available Health Sources (3)




iHealth

[Visit product website](#)

Add Connection

Supported products and services:

- Blood Pressure Dock (Blood Pressure)
- iHealth Align (Glucose)
- iHealth Lite (Weight)
- Wireless Blood Pressure Monitor (Blood Pressure)
- Wireless Blood Pressure Wrist Monitor (Blood Pressure)
- Wireless Body Analysis Scale (Weight)
- Wireless Smart Gluco-Monitoring System (Glucose)




Withings

[Visit product website](#)

Add Connection

Supported products and services:

- Smart Body Analyzer (Weight)
- Wireless Blood Pressure Monitor (Blood Pressure)
- Wireless Scale (Weight)



Telcare

[Visit product website](#)

Add Connection

Supported products and services:

- Telcare BGM (Glucose)

▼ **With Family Members, Dependents, etc.**

Provide access to your health information to a family member or care giver through FollowMyHealth. Authorized individuals can have read only or full access.

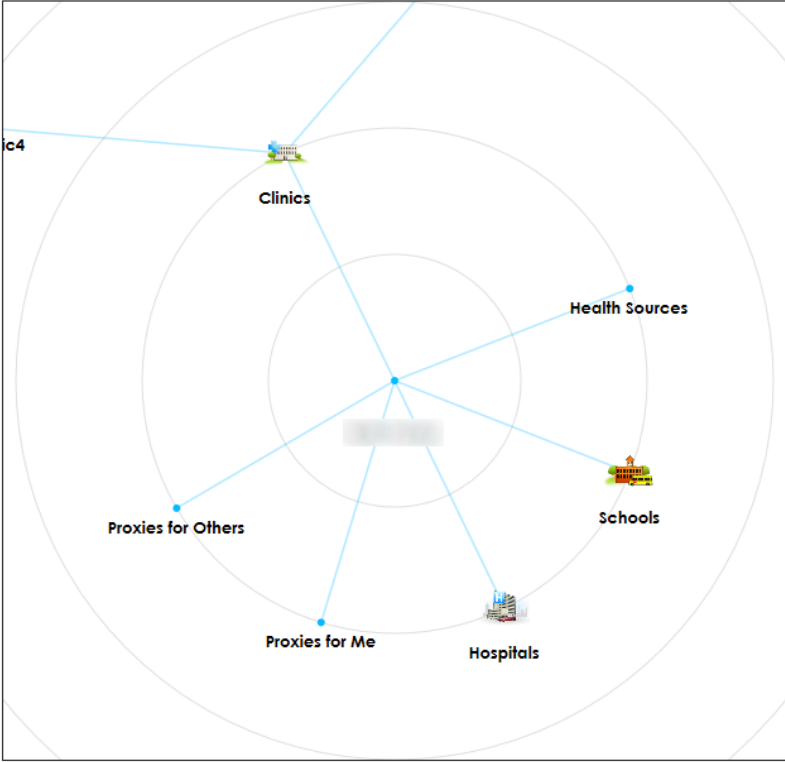
You have not authorized anyone to access your health information.

You are not currently authorized to view health information for anyone else using FollowMyHealth.

2. Click **Visualize Connections** to view the details about each connection. **Visualize My Connections** opens.

Visualize My Connections
✕

The graph below is a visual representation of all your connections including organizations, doctors, health sources and individuals authorized to see your records in FollowMyHealth. You can navigate by clicking on the various connections.




Connection Details

Re-center Graph
Close

Your healthcare organizations, as known by FollowMyHealth, are displayed in an interactive graph on **Visualize Connections**. You are represented by your picture in the center of the graph. The healthcare organizations that you are connected to, authorized individual (proxy connections) representation, and clinical settings starburst from your photo.

Click the various icons in the graph, such as **Proxies for Me**, **Hospitals**, **Schools**, **Health Sources**, **Clinics**, and so on, to open **Connection Details** for the respective connection type.

Click **Re-Center Graph** to go back to the center of the graph.

3. To remove a connection, click the organization on the interactive graph. The organization details is displayed in **Connection Details**.
4. Click the  icon to remove the organization connection. A confirmation message is displayed.
5. Click **Yes** to delete the connection.

Add a connection to an organization

You can add a connection to an organization from **My Account > My Connections**.

1. From the static toolbar, click **My Account > My Connections**.
My Connections opens.
2. Click **Add Organization**.
Organization Search opens.
3. For **Search**, enter your ZIP Code, organization, or provider.
Search results are displayed in **Organization Search**.
4. To narrow the search results, for **Distance in Miles**, enter the number of miles from the ZIP Code that you want to search, or select the type of organization from **Organization Type**.
5. Select an organization from the search results.
6. Click **Connect**.
Release of Information Authorization opens.
7. Click **Accept**.
The organization that you want to connect to might require patient identification verification. If the organization requires this verification, **Patient Identification Authorization** opens. If your new connection does not require this verification, **Connection Request Successful** opens.
8. Click **I Agree** to authorize the organization to verify your identification.
After you agree to the authorization, the text that is displayed under the date is saved as a document and sent to your health record and displayed in the **Documents** tab.
If you decline the authorization, you must confirm that you want to decline patient identification verification.
Demographics opens.
9. Enter the applicable information in the boxes.
Information from **My Info** in your health record is automatically filled on this window.

First Name

Enter the first name of the account holder.

Middle Name

Enter the middle name of the account holder. This is optional.

Last Name

Enter the last name of the account holder.

Suffix

Enter the suffix of the account holder. This is optional.

Date of Birth

Enter the date of birth of the account holder.

Social Security Number

Enter the Social Security number of the account holder. This is optional.

Email

Enter the email address of the account holder. This is optional.

Primary Phone

Enter the primary phone number of the account holder. This is optional. Select from **Home**, **Cell**, **Work**, or **None**. If you select **Home** or **Cell**, the phone number that is listed on **My Info** is automatically filled.

Street

Enter the street number of the account holder.

City

Enter the city of the account holder.

State

Enter the state of the account holder.

Zip Code

Enter the ZIP Code of the account holder.

10. Click **OK**.
Questions opens.

You must answer a series of questions. After you answer a question, click **Next** to open the next question. When you have answered the last question, **Finish** is displayed.

11. Click **Finish**.
Connection Request Successful opens.
12. Click **OK**.


Results of this task

The organizations are notified that you want to receive your health information online. Response times to connection requests vary by organization and some organizations might require more information before releasing your information. Until the organizations respond to your connection request, your FollowMyHealth account contains only the demographics information that you provided when you created your account.

Edit organization clinic settings

You can manage connections to organizations and clinic settings associated with the organization.

1. From the static toolbar, click **My Account > My Connections**.
My Connections opens.
2. Click **With Providers and Healthcare Organizations**.
A list of connections and pending connections are displayed in the tab.
3. Click the organization name that you want to edit.
Edit Organization Settings opens.

Turn on and off clinic settings that you want to include in your connection by clicking .

Attention: Your organization has the option to turn on or off a preference that enables your provider from displaying in **With Providers and Healthcare Organizations**. However, you are still able to send the clinician messages and schedule appointments if those services are enabled for the clinician.

4. Click **Close**.

View providers

Providers that you have a connection with are displayed in **My Connections** if the organization enables the provider names to display.

Your organization might choose not to display the provider names. In this scenario, you can view only the organizations that you have a connection to.

1. From the static toolbar, click **My Account > My Connections**. **My Connections** opens.
2. Click **With Providers and Healthcare Organizations**.
Your organization connections are displayed. If the organization has configured the patient portal to display provider names and information, the providers also display.
3. Click **What do you want to do?** to view the tasks that can do from the provider details. Select from the following tasks:
 - > **Schedule an Appointment**
 - > **Renew a Prescription**
 - > **Request a Consultation**
 - > **Request a Referral**
 - > **Send a Message**
 - > **Send Profile to a Friend**

Note: The tasks available depend on the preferences that your provider has enabled. Providers can turn on an off preferences that enable you to send messages, schedule appointments, renew prescriptions, and so on.
4. Click **Additional Providers** to see all other providers that are associated with an organization. The **Additional Providers** link always displays if there are additional providers for the organization that the you are not associated with, but the providers are accepting appointment requests from new patients.

Send a provider profile

You can share a provider profile with family and friends from the **With Providers and Healthcare Organizations** tab.

1. From the static toolbar, click **My Account > My Connections**. **My Connections** opens.
2. Click the **With Providers and Healthcare Organizations** tab.
3. From **What do you want to do**, select **Send Profile to a Friend**. **Share Provider Profile** opens.
4. Enter the email address of the person that you want to send the profile to, a subject, and message.
5. Click **Send**.

Add an authorized individual

You can invite another person to access your FollowMyHealth account by using the **Add Authorized Individual** process from the patient portal.

If you want to be an authorized individual for another patient, he or she must invite you from his or her own patient portal account, or the healthcare organization must send you an authorized individual invitation email on behalf of that patient. To request authorized individual access to a minor, contact your child's healthcare organization.

1. From the static toolbar, click **My Account > My Connections**.
My Connections opens.
2. Click **With Family Members, Dependents, etc.**.
With Family Members, Dependents, etc. is displayed.
3. Click **Add Authorized Individual**.
Add Authorized Individual opens.
4. Enter information for **First Name, Last Name, Relationship to You, Email Address, Invitation Code**, and select an access level.
If you want the authorized individual to have full access to your FollowMyHealth account, including view your information, enter new data, delete data, or send secure messages to your providers on your behalf, click **Full Access Proxy**. If you want the authorized individual to be able to only view your account, click **Read Only Proxy**.

Important: The security code is required for your authorized individual to accept the invitation. Make sure to remember the security code so that you can provide it for the person you are inviting.
5. Click **Send Invite**.
Invitation Confirmation opens where you can confirm that you want to send an authorized individual invitation.
6. Click **OK** to send the authorized individual invitation.

Manage billing

You can manage billing for multiple providers, including paying invoices, viewing pending insurance submissions, and viewing paid invoices.

The following sections are available in **Billing**.

> Ask A Billing Question

If your provider supports billing questions, **Ask a Billing Question** is displayed.

> **Patient Responsibility**

Displays the invoices that you owe the organization. The list format includes date of service, invoice number, provider, procedures, charges, and amount due.

> **Pending with Insurance**

Displays the invoices that have been submitted to insurance.

> **Paid Invoices**

Displays invoices that have been paid in full.

Viewing your invoices

If your provider supports billing payments, you can pay your invoices from the patient portal. There are several ways to view your invoices.

- > From **Billing** on the **Home** tab.
- > From **Action Center** on the **Home** tab.
- > From **My Account > Billing** on the static toolbar.

View your invoices from Billing on the Home tab

You can view and access the invoices that you are responsible for paying from the **Billing** section on the patient portal **Home** tab.

1. From the patient portal **Home** tab, scroll down to the **Billing** section at the bottom right. Your open invoices are listed in the **Billing** section by billing group.
2. Click **Details** next to the invoice that you want to view. The **Billing** page for the billing group that is connected to the invoice opens with **Patient Responsibility** expanded.
3. To view more details about the procedures that you were invoiced for, click the link in the **Procedure** column. **Procedure** opens. The type of office visit, lab work, and other tests are displayed in a list.

Results of this task

You have opened the **Billing** page and viewed your invoice.

What to do next

Pay your invoice.

View your invoices from Action Center

You can access and view your unpaid invoices from the **Action Center** on the patient portal **Home** tab.

1. From the patient portal **Home** tab, go to **Action Center**.
2. Click the unpaid invoices notification in **Action Center**.
Unpaid Invoices opens.
3. Select the invoice that you want to view.
The **Billing** page for the billing group that is connected to the invoice opens with **Patient Responsibility** expanded.
4. To view more details about the procedures that you were invoiced for, click the link in the **Procedure** column.
Procedure opens. The type of office visit, lab work, and other tests are displayed in a list.

Results of this task

You have opened the **Billing** page and viewed your invoice.

What to do next

Pay your invoice.

View your invoices from My Account

You can access and view your invoices from the patient portal static toolbar at **My Account > Billing**.

There are 3 categories on **Billing**:

- > **Patient Responsibility**
- > **Pending with Insurance**
- > **Paid Invoices**

The default view is **Patient Responsibility**, which is expanded when **Billing** opens.

1. From the patient portal, click **My Account > Billing**.
Billing opens. The invoices available for payment are displayed under **Patient Responsibility**.
Invoices are listed according to the billing group that the invoice is connected to. To view additional invoices that are associated with other billing groups, select the billing group from **Billing Group**.
2. To view more details about the procedures that you were invoiced for, click the link in the **Procedure** column.

Procedure opens. The type of office visit, lab work, and other tests are displayed in a list.

Results of this task

You have opened **Billing** and viewed your invoices.

What to do next

Pay an invoice.

Pay your invoices

If your provider supports billing payments, you can pay your invoices from the patient portal.

Before you begin

Sign in to the patient portal and view your invoices on **Billing**. Refer to "Viewing your invoices" to learn the different ways to view your invoices in the patient portal.

Note: If you are connected to a provider that does not support billing, the window is blank and the following message is displayed: `Billing is not currently supported by any of your connected organizations.`

1. From **Billing > Patient Responsibility**, select an invoice.
 - > Select 1 invoice by selecting the check box next to the invoice.
 - > Select multiple invoices by selecting the check box next to the invoices.
 - > Select **Pay All Invoices**.
 - > Enter a partial payment amount for an invoice in **Pay Now**.

The total for the invoices that you selected or the amount that you entered is displayed in **Pay Now**.

2. Click **Pay Now**.

The merchant payment web site opens.
3. Enter your credit card number and other required information.
4. Click **Process Transaction**.

A confirmation receipt window opens if the transaction is successful and an email is sent to your patient portal inbox.

Results of this task

The invoice that you paid is removed from **Patient Responsibility** and added to **Paid Invoices** when the transaction is complete.

What to do next

Review your invoices that are pending insurance review. Invoices listed in **Pending With Insurance** are sent to your insurance company for payment. These invoices are not your responsibility for payment at this time.

Billing questions

If your provider supports billing questions, **Ask a Billing Question** is available from **Billing**.

Billing questions can also be sent when you compose an email from your inbox. **Is this a billing question** is displayed on **Compose Email** to indicate that the email message is a billing question.

Ask a billing question from Billing

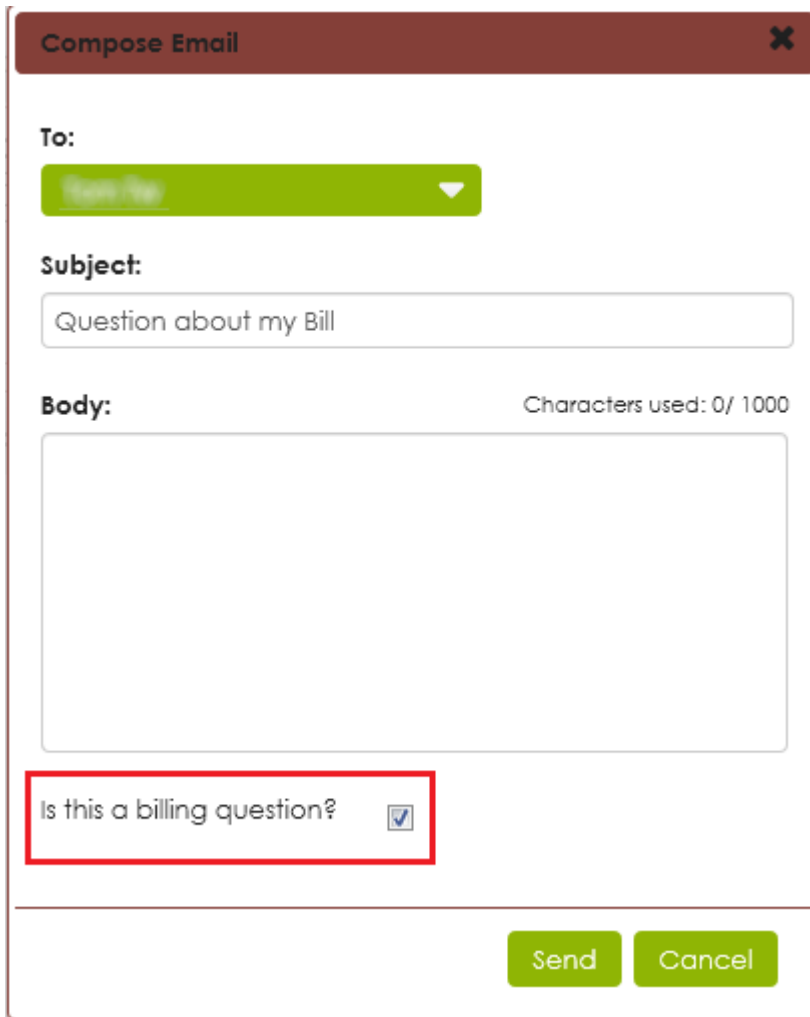
If your provider supports billing questions, **Ask a Billing Question** is available from **Billing**.

1. From the **Home** tab, click **My Account > Billing**.
Billing opens.
2. Click **Ask A Billing Question**.
Billing Question opens.
3. From **To**, select a provider to send the question to.
4. For **Subject**, enter the purpose for your email.
5. For **Body**, enter the billing question.
6. Click **Send**.
A confirmation window is displayed indicating that your email is sent.

Ask a billing question from Compose Email

If your provider supports billing questions, **Is this a billing question** is available when you compose an email.

1. From the **Home** tab, click **Inbox > Compose**.
Compose Email opens.



2. From **To**, select a provider to send the question to.

|| **Note:** **Is this a billing question** is displayed after you select the provider, only if the provider that you select supports billing questions.

3. For **Subject**, enter the purpose for your email.
4. For **Body**, enter the billing question.
5. Select the **Is this a billing question** check box.
6. Click **Send**.

A confirmation window is displayed indicating that your email is sent.

Manage account preferences

Preferences control several processes in the patient portal such as authorized individual, sign-in methods, account notifications, news alerts, and restoring deleted items.

There are 6 sections in **Preferences**.

- > **Account Preferences**
Manage your health record accounts, proxy accounts, and delete accounts.
 - > **Sign In Preferences**
Manage your sign-in methods, such as FMH Secure Sign In.
 - > **Notification Preferences**
Manage how you want to be notified about new information to your health record.
 - > **Restore Deleted Items**
View and restore items that you have deleted from your health record account.
 - > **Activity History Log**
View the recent activity for your health record account. The log includes these actions: view, downloaded, and transmitted, accessed, printed, emailed, and faxed.
 - > **Display Preferences**
Manage the visual display settings in your FollowMyHealth account.
1. From the static toolbar, click **My Account > Preferences**.
Preferences opens.
 2. Click the preference tab that you want to work with.
The tab that you selected is displayed.

Manage sign-in methods

Add an alternative sign-in account

When you create a new FollowMyHealth account, you must create a FMH Secure Sign In user name and password. Best practice is to use this specific user name and password, but there are alternative sign-in options available after you complete your account registration.

If you currently use Facebook, Google, Yahoo!®, or have a Microsoft® account, you can use the user name and password associated with these accounts to sign in to the patient portal. This is offered as a convenience to eliminate the need to remember new credentials and is only used to

sign in to the patient portal. Information within FollowMyHealth is NEVER shared, posted, or exchanged with these services.

You can add or disconnect sign-in methods using **Sign In Preferences**. You must have 1 active sign-in method at all times; you cannot disconnect a sign-in method if it is your only enabled method.

Note: FMH Secure Sign In credentials are required. You can edit FMH Secure Sign In credentials from this window, but you cannot remove your FMH Secure credentials.

1. From the static toolbar, click **My Account > Preferences**. **Preferences** opens.
2. Click the **Sign In Preferences** tab. The **Sign In Preferences** tab is displayed.
3. Click **Add** next to the authentication method that you want to add. The sign-in window opens for the authentication method.
4. Enter your user name and password for the authentication method. **Remove** changes to **Add** next to the authentication method in **Sign In Preferences**.

Results of this task

You have added an authentication method. The next time you sign in to the patient portal, click the authentication method icon that you want to sign in with.

Manage your FMH Secure Sign In account preferences

Manage FMH Secure Sign In preferences, update your notification email address, update your password, and turn on the 2-Step Verification feature from the **Sign In Preferences** tab.

Edit FMH Secure Sign In notification email address

You can change the email address that is used for your FMH Secure Sign In notifications from the **Sign In Preferences** tab.

The email address that is listed in your FMH Secure Sign In preferences is also listed in the **Demographics** tab, the **Notification Preferences** tab, and the **Goals** tab. 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 in the **Demographics** tab, the change is also made to the email address that is listed in these other locations. The **Goals** tab is only displayed if your provider has the goals feature turned on.

Note: The notification email can be the same email that is used as your FMH Secure Sign In user name, but you cannot change the email that is used as your user name.

1. From the static toolbar, click **My Account > Preferences**. **Preferences** opens.
2. Click the **Sign In Preferences** tab.
The **Sign In Preferences** tab is displayed.
3. Click **Preferences** next to the FMH Secure Sign In icon.
Manage Your FMH Secure Sign In Account opens.
4. From **Secure Sign In Notifications**, enter the password in **Email** that you want to use for your notifications.
5. Confirm your new password by entering the password in **Confirm new password**.
6. Click **Change Email**.

Results of this task

You have changed your FMH Secure Sign In notifications email address.

Edit FMH Secure Sign In password

You can edit your FMH Secure Sign In account password from the **Sign In Preferences** tab.

1. From the static toolbar, click **My Account > Preferences**. **Preferences** opens.
2. Click the **Sign In Preferences** tab.
The **Sign In Preferences** tab is displayed.
3. Click **Preferences** next to the FMH Secure Sign In icon.
Manage Your FMH Secure Sign In Account opens.
4. Enter your current password in **Current password** and enter a new password in **New password**.
5. Confirm your new password by entering the password in **Confirm new password**.
6. Click **Save**.

Results of this task

You have changed your FMH Secure Sign In password.

2-Step Verification

After you create your patient portal account with a FMH Secure Sign In credentials, you can add another layer of security verification for your account.

The 2-Step Verification method works by providing a new numeric PIN each time that you sign in with your FMH Secure Sign In credentials.

The PIN is sent to your communication method of choice. You can use the email address that is used for FMH Secure Sign In notifications, Short Message Service (SMS) text, or a Quick Response (QR)-Code reader that is added to your phone or tablet.

After you sign in to the patient portal, the 2-Step Verification sign-in window opens and you receive the PIN in your communication method of choice. Use the PIN to sign in.

Add 2-Step Verification

2-Step Verification can be used with your FMH Secure Sign In account. You can add this extra layer of security after you have created your patient portal account and have FMH Secure Sign In credentials.

1. From the patient portal static toolbar, click **My Account > Preferences**. **Preferences** opens.
2. Click the **Sign In Preferences** tab.
The **Sign In Preferences** tab is displayed.
3. Click **FMH Secure Sign In Preferences**.
Manage Your FMH Secure Sign In Account opens.
4. Scroll down to **2-Step Verification Preferences**.
5. Select the communication method that you want to use to receive the PIN code.

Email

Select **Email** to receive the verification code through your email account. When you select **Email**, the email address associated with your FMH Secure Sign In account is automatically filled in the **Email** box under **Secure Sign In Notifications**. Enter your email address in the **Confirm Email** box to confirm and click **Save**.

SMS

Select **SMS** to receive the verification code through a Short Message Service (SMS) text message on your cellular phone. Enter your phone number in **Mobile Phone**, select your mobile carrier from **Mobile Carrier**, and click **Save**.

App

Select **App** to receive the verification code through the authenticator application on your smart phone. Scan the Quick Response (QR) barcode provided on the window and click **Save**.

If you select the authenticator application method, make sure that the application is already installed on your smart phone and available to use before finishing the registration process.

Results of this task

The 2-Step Verification sign-in window opens when you use FMH Secure Sign In credentials.

Turn off 2-Step Verification method

You can turn off the 2-Step Verification feature in the patient portal.

1. From the patient portal status toolbar, click **My Account > Preferences**.
Preferences opens.
2. Click the **Sign In Preferences** tab.
The **Sign In Preferences** tab is displayed.
3. Click **FMH Secure Sign In Preferences**.
Manage Your FMH Secure Sign In Account opens.
4. Scroll down to **2-Step Verification Preferences**.
5. From the communication method drop-down menu, click **None**.
6. Click **Save**.

Results of this task

The 2-Step Verification feature is turned off.

Set notification preferences

There are several ways for you to be alerted by FollowMyHealth when a provider or organization has a notification for you. Notifications include **My Reminders**, **Goal Alerts**, **Check In Reminders**, **Appointment Reminders**, **Appointment Updates**, **Updates to Health Record Organization Bulletins**, and **Notice Communication from Provider**.

You can also change a cell phone number and email address from the **Notification Preferences** tab in **Preferences**.

1. From the static toolbar, click **My Account > Preferences**.
Preferences opens.
2. Click the **Notification Preferences** tab.
The **Notification Preferences** tab is displayed.

3. Go through each notification type section and select **Email** or **Text Message** to configure how you want to receive notifications.
The notification email default is the email address used for your invitation and all notification preferences default to email.

Appointment Reminders

Specifies how the organization that you are connected to can send appointment reminders. You can receive an email in your external email account or a text message notifying you when an appointment reminder is added to your FollowMyHealth Inbox.

Appointment Updates

Specifies how the organization that you are connected to might send appointment updates. You can receive an email in your external email account or a text message notifying you when an appointment update is added to your FollowMyHealth Inbox.

Updates to Health Record

Specifies how the organization that you are connected to can send health record updates when a new item is added to the **My Health** tab in FollowMyHealth. You can receive an email in your external email account or a text message notifying you when health record updates are added to **My Health**.

Notice of Communication from Provider

Specifies how you can receive an email in your external email account or a text message notifying you when a secure message is added to your FollowMyHealth Inbox from your provider.

Organization Bulletins

Specifies how the organization you are connected to can send general news bulletins, for example, sharing holiday hours or notifying you of a flu shot clinic. You can receive an email in your external email account or a text message notifying you when a bulletin is added to your FollowMyHealth Inbox.

My Reminders

Specifies how you will receive reminders. **My Reminders** are automatically created for new goals and can be configured for anything that you want to use them for. **My Reminders** are only displayed if your provider has enabled the goals feature.

Goal Alerts

Specifies how the organization that you are connected to can send goal alerts: through email or text message. You automatically receive goal alerts in **Action Center** if your reading violates 1 or more rules set by your provider. **Goal Alerts** are only displayed if your provider has enabled the goals feature.

Check In Reminders

Specifies how the organization that you are connected to can send appointment check-in reminders. You can receive an email in your external email account or a text message notifying you when a check-in reminder is added to your FollowMyHealth Inbox.

If you select to receive notifications through text message, **Release of Information Disclaimer** opens. If you agree to receive personal information through a text message, click **Yes**. If you do not want to receive personal information through a text message, click **No**.

Change your cell phone number

FollowMyHealth sends you notifications through an external email address or cell phone. The cell phone number that you added when you registered for a FollowMyHealth account is displayed in the **Notification Preferences** tab, the **Demographics** window in **My Info**, and the **Goals** tab in **My Health**. You can change a cell phone number from either of these 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.

1. From the static toolbar, click **My Account > Preferences > Notification Preferences**. The **Notification Preferences** tab is displayed.
2. Click **Change**.
Cell Phone Number opens.
3. For **Cell Phone**, enter the cell phone number that you want to use for notifications.
4. From **Cell Phone Carrier**, select the cell phone carrier that you use for cell phone service.
5. Click **Verify Cell Phone**.
FollowMyHealth sends you a validation code text message to your cell phone.
6. For **Validation Code**, enter the validation code that you received through text message.
7. Click **Verify Cell Phone**.
The cell phone number is displayed for **Cell Phone**.

Results of this task

You added your cell phone number to **My Account > Preferences > Notification Preferences**. You also updated the cell phone number at **My Info > Demographics** and on the **Goals** tab.

Change your email address

Notifications are sent to you through an external email address or cell phone. The email address that you added when you registered for a FollowMyHealth account is displayed in the **Notification Preferences** tab, the **Demographics** window in **My Info**, 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 in **Demographics**, 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.

1. From the static toolbar, click **My Account > Preferences > Notification Preferences**. The **Notification Preferences** tab is displayed.
2. Click **Change** next to your current email address. **Email address** opens.
3. For **Email Address**, enter the new email address.
4. For **Confirm Email Address**, enter the email address again.
5. Click **Verify Email**.
A verification email is sent to the email address that you entered.

Note: If you did not receive the email, check your junk mail folder, ensure the email was entered correctly, and ensure that it is a valid email address. If you entered the email address incorrectly, repeat steps 2-5.

6. Sign in to your email account and open the verification email from FollowMyHealth.
7. Click **Click here to verify your email address with FollowMyHealth**. FollowMyHealth **Sign In** opens.
8. Sign in to FollowMyHealth. FollowMyHealth opens and a window is displayed that confirms your email address is verified.
9. Click **OK**.

Results of this task

Your email address in **My Account > Preferences > Notification Preferences** is changed. Your email address is also updated in **Demographics**, FMH Secure Sign In preferences, and on the **Goals** tab.

Set display preferences

You can change the way the patient portal interface is displayed, make alternative text available for images, change units of measure, and enable disclaimers on messages.

1. From the static toolbar, click **My Account > Preferences**. **Preferences** opens.
2. Click the **Display Preferences** tab. The **Display Preferences** tab is displayed.
3. Change your preferences.

Accessibility Preferences

Select **Display images of text** to control how the low, medium, and high graphic displays on the **Results** tab in **My Health**.

Select **Display high-contrast theme** to change the color of the user interface to a high contrast resolution for the visually impaired.

Units

Select the type of unit of measure that you want your vital signs to display in: English or Metric. The default units that are displayed are dependent on the country domain that you used to sign in to the patient portal.

|| **Note:** Head circumference measurements always display in Metric.

Select the units for the following measurements.

Weight

Pounds or Kilograms

Height

Feet and inches or Centimeters

Temperature

Fahrenheit or **Celsius**

Other Preferences

Select **Display message disclaimer** to open a disclaimer with each email message that you compose. If this preference is selected, **Emergency Message Disclaimer** opens each time you compose an email message.

4. Close **Preferences**.

Delete your universal health record account

Important: This action permanently deletes your FollowMyHealth account and you no longer have access to your online healthcare record or providers. You cannot recover the deleted data.

1. From the static toolbar, click **My Account > Preferences**. **Preferences** opens.
2. Click the **Account Preferences** tab.
The **Account Preferences** tab is displayed.
3. Click **Delete your UHR**.
A warning message window opens to confirm that you want to delete your account.
4. Click **OK** to permanently delete your FollowMyHealth account.

Restore deleted information

If you delete information or providers from your FollowMyHealth account, you can recover the deleted items from **Restore Deleted Items** in **Preferences**.

Note: You cannot restore your account and data if you deleted your entire universal health record (UHR) as described in *Delete your universal health record account*. You can only use **Restore Deleted Items** to restore specific data or providers.

1. From the static toolbar, click **My Account > Preferences**. **Preferences** opens.

2. Click the **Restore Deleted Items** tab.
The **Restore Deleted Items** tab is displayed.
3. Click **Restore** to add deleted items back to your FollowMyHealth account.
The previously deleted item is removed from the list and can be found in the corresponding clinical data tab in **My Health**.

Results of this task

The deleted item is restored.

View activity history

Activity History Log in **Preferences** lists all of the activity in your FollowMyHealth account. For example, you can view detailed information about clinical documents that you downloaded or emailed.

1. From the static toolbar, click **My Account > Preferences**.
Preferences opens.
2. Click the tab.
The **Activity History Log** tab is displayed.
3. Click **Previous** or **Next** to page through the **Activity History Log**.

Get technical support and assistance

FollowMyHealth provides several ways to get technical assistance if you have issues working with the application or want to learn more.

1. From the static toolbar, click **My Account > Support**.
Support Information opens with links to several types of assistance.
2. To access Knowledge Base, click **My Account > Help**.
Knowledge Base opens.
3. To access the FollowMyHealth user manual from **Preferences**, click **My Account > Preferences**.
Preferences opens. The **User Manual** link is displayed in the upper right.

Support information

Knowledge Base

This library provides articles about getting started with the product, frequently asked questions, security, problems and issues, using the product with mobile devices, and miscellaneous resources.

Product Feedback and Suggestions

This web page provides a forum where you can submit questions, feedback, and suggestions, and get replies from a technical support representative.

User Manual

The *Allscripts FollowMyHealth® Universal Health Record Patient Access User Guide* is accessible from this link.