Sending Follow My Health Invitations

Hello ETSU Health team! This weeks' Tips & Tricks will focus on sending Follow My Health (FMH) invitations to our patients. As we are looking to upgrade our EHR environment to Epic next year, it is important for the clinics to be knowledgeable on the workflows of managing portal invitations. We will share workflow tips as well as instructions for sending these invitations.

1. In order to send a patient a portal invite, you will need to login to the FMH Portal Website. The link to our FMH portal is: https://www.followmyhealth.com/Login/App/Dashboard20?authproviders=0#!/default

If you do not have portal access, please contact the help desk and we will get it setup for you.

2. Upon logging in, you will be asked to submit a secondary verification code, this can be setup with a valid cell phone number or your ETSU email address.

3. After confirming your verification, you will land on the FollowMyHealth Dashboard. To send a patient an invitation to Follow My Health, confirm their email via the Patient Portal Registration Form or via APM (emails must be verified and updated yearly to meet our policy for portal access). Click on the patients tab, invite patient, and search via your preferred method.

4. To invite the patient, select the radio button beside their name and then click invite patient. A dialog box will appear asking you to confirm the patients date of birth, email address, and lastly patient security code will also be generated which will be the last 4 of their social security number, once all the information is confirmed select "send invite". An email will then be sent to the patient giving instructions on how to access their portal.