





## Clerical staff— Invite patients to FollowMyHealth (FMH) portal

To invite patients to the portal:

- 1. Front desk- Actively engage and encourage the patient's to sign up for the portal
- 2. Front desk- Send them the invite while they are in the office
- 3. Once you have verified and updated patient email address in APM, login to FMH dashboard and send invite. (workflow link in email)
- 4. Update Portal Status to meet quality programs regulations (workflow link in email)

ATTENTION: Brochure material is available to give patient for FMH portal

If you need any FMH brochure material to provide to patient, please let us know. At this time, we have brochure information that can be used to get our patients registered for FMH portal.

## Clinical Staff—Sending secure FMH portal messages to patients

- 1. Verify patient is a portal patient by the "P" icon in patient banner.
- 2. Click on the "P" icon in patient banner.

Se	Arch Patient	PCP BRASHEAR MD, JASON Cell (423) 545-5555 Email t ent does not speak English Allergic to Peanuts Dr. requires 1 hour block
-		Task Details X
3.	In Task Details window, put	Task Filters
	provider's name in the	1 - Not about a patient O 2 - Concerning patient: Test, Bridget
	'assign to' field Type mes-	Assign To  User  Team Task FMH Patient Message (Office Initiated)
		ALLSCRIPTS, Provider V Q Triority Routine V Status Active
	sage to patient in comment	Comment: TT
	field.	this text will be the message that goes to the patient as a secure FMH message.
4.	Click OK. (Keep in mind the	
	portal patient will be able to	reply to this message)

1/25/23