FollowMyHealth™ Patient Portal

Quillen ETSU Physicians is excited to offer our patients an online tool that provides anywhere, anytime access to your personal health records. With the FollowMyHealth patient portal, you can manage your health, communicate with your providers, and make more informed decisions about your care - 24/7 from any computer, smartphone, or tablet.

LOG IN
How will I know if a patient is enrolled in the patient portal?

- **Patient Signed Up**
  - JOHN D. SMITH
  - Signed Up: 03-Mar-1979 (40y) F

- **Patient Sent an Invite**
  - JOHN D. SMITH
  - Signed Up: 11-Mar-2014 (5y) F

- **Patient has not Signed Up**
  - JOHN D. SMITH
  - Signed Up: 01-Jan-1979 (40y) M

- **Patient Refused Portal**
  - JOHN D. SMITH
  - Signed Up: 03-Mar-2013 (6y) F
What will the patients see in the patient portal?

- Conditions
- Medications
- Allergies
- Immunizations
- Lab Results
- Vitals
- Clinical Summaries

Patients will not see
- Notes
- Scanned Documents
- Scanned Results
- Any medical records prior to 5/1/2014
What can the patients do with the portal?

- Request Rx Renewals
- Fill out forms before their visit
- Receive email care reminders
- Request appointments
- Send secure messages
How do I handle the FMH tasks?

FollowMyHealth messages that come in from the patients need to be responded to within 48 hours (at the latest). So make sure these are handled before the end of the day (if possible). If they come in to a resident, and the message is something that needs to be addressed ASAP, please ask your office manager how best to handle the situation.

Think of FMH tasks as another type of phone call – they should all be responded to before the end of the day, whenever possible.
1. Double click on the FMH task.

<table>
<thead>
<tr>
<th>Task</th>
<th>Patient</th>
<th>Assigned To</th>
</tr>
</thead>
<tbody>
<tr>
<td>FMH Patient Message</td>
<td>TEST,MONACO</td>
<td>ALLSCRIPTS,Provider</td>
</tr>
<tr>
<td>FMH Rx Renewal</td>
<td>TEST,MONACO</td>
<td>ALLSCRIPTS,Provider</td>
</tr>
</tbody>
</table>
2. View the patient’s message in pane 1
3. Type a response to the Patient in pane 2
4. Click Reply
5. When you click reply the task drops off your list and the message is sent to the patient’s portal
1. Double click on task
2. View the Medication, Sig and Patient comments
3. Type a response in the response to patient box
4. Click Reply
5. When you click reply the task drops off your list and the message is sent to the patient’s portal
6. E-scribe the medication in Allscripts

DON’T FORGET TO E-SCRIBE THE MEDICATION!!
1. Double click on the FMH task.

2. Verify the New Preferred Pharmacy
3. Make note of the New Preferred Pharmacy and “X” out
4. Go into the information button (blue “I”) and change the pharmacy
5. Go back to task and respond to patient
6. Click reply, the task drops off your task list and a response goes to the patient.
Tasks – Verify Patient Results

1. Double click on the task.

Verifying results of patients that are enrolled in FollowMyHealth will send their results to the portal.
1. View lab either by going to worklist or tasklist
2. Right click on the lab and choose Annotate
3. Add annotation in the box, click ok
4. Verify the lab, commit and Save and Continue
5. Annotation will show up in portal
1. Pull up portal patient, go to the Task List, choose New
2. Choose the FMH Patient Message Task
3. Assign to: the task should be assigned to You, the provider
4. Type the message and click okay
**Keep in mind, the patient will be able to reply to this message.**

The patient will receive a message inside their portal that looks like the following:
Sending Invites to join
FollowMyHealth Patient Portal
1. How to invite a patient to join FollowMyHealth Patient Portal

1. Login

Located on your desktop
[Only for Dashboard users]

Dashboard users will have access to invite patients, connect patients, and add authorized individuals to the patient portal.
2. Click Patients in left menu, then click Invite Patient.

3. Find patient account by using one of the following:
   First/Lastname
   Social Security Number (SSN)
   Medical Record Number (MRN)
   Date of Birth (DOB)

   Click “Search.”
4. Select the patient by clicking the button next to their name. Click “Invite” at the upper right corner.
5. When the Send Invite window pops up...
- Enter the correct date of birth using MM/DD/YYYY format
- Enter valid email address from patient
- Security (defaults to last 4 digits of SSN)
- Click “Send.”

Inform the patient they should receive the invitation in their email inbox within the next 24 hours. If they cannot see it, they should check their Spam folder just in case.
II. How to invite a Authorized Individual (Proxy) of a patient to join the FollowMyHealth Patient Portal

Authorized Individuals are Parents or Legal Guardians of patients that have custody or power of attorney over a patient and can make and set appointments and view health information. Parents wanting their children to have a portal account and dependent adults who have caregivers who want Portal accounts must be invited using these steps.
1. Click Patients in left menu, then click Authorized Individuals.

2. Enter the patient’s information by one of the following:
   - First Name/Last Name
   - Social Security Number (SSN)
   - Medical Record Number (MRN)
   - Date of Birth (DOB)

Click Search
3. Locate the patient in the top right box. If this patient already has authorized individuals set up, they will appear in the lower box.

Select “Add Patient to Invite.” Note the patient’s name will now appear in the Add Authorized Individual box in the lower left side.
4. Use the scrollbar down to the bottom of the left hand side. Click “Invite Authorized Individual.”
5. Enter the Authorized Individual’s First and Last Name and Email Address
- Input security code as the birth year of the patient, authorized individuals will use this code during registration
- Input the Authorized Individual’s phone number, street address, city, state, and zip code
- Click “Send Invite” to finish.
Common errors during invitation process

**Wrong email addressed entered** – Please verify the email address that is used for the invite is the email address that is on the portal registration consent form

**Incomplete portal registration forms** – Please verify the portal registration consent is filled out completely, signed and dated. Ensure you are able to read and verify the email address. Form will have to be scanned and filed in patient’s chart

**Invite code** – Remind patients the invite code is the last 4 digits of SSN on file. For proxies, the invite code is the birth year of the patient

**Patients don’t read invite email completely** – There are detailed instructions in the invite email that will help patients complete the registration process

If the patient has any questions or concerns, they can contact FMH Helpdesk at 888-670-9775 or support@followmyhealth.com