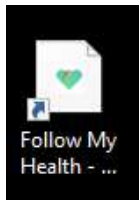


## How to Invite a Proxy of a patient to join the FollowMyHealth Patient Portal

**(A completed and signed portal registration consent form by patient and proxy and proof of identity must be presented before inviting a Proxy to FollowMyHealth patient porta)**

Proxies 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. Login – Located on your desktop (Only for dashboard users)
  - a. Dashboard users will have access to invite patients, connect patients, and add patient proxies to the patient portal.

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Need Help with the Portal? Call Us: 1-888-670-9775  
Or click the **Help** link below to email us or search portal FAQ's

JAMES H. QUILLEN  
College of Medicine  
EAST TENNESSEE STATE UNIVERSITY

Download on the  
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Google Play

FMH Sign In

or, use an alternative

I need to sign up

Help | English

2. Click the FMH shield to begin the login process to the Dashboard.



3. Login when this window opens.

4. After you successfully login, you'll see this window.

5. On the left, click “Patients.” Click “Authorized Individuals.”

The screenshot shows the 'Authorized Individuals' page in the FollowMyHealth system. The left sidebar contains a navigation menu with 'Patients' and 'Authorized Individuals' highlighted. The main content area has a 'Search Type' section with input fields for First Name, Last Name, Social Security Number, MRN, and Date of Birth. The 'Search Results' section is currently empty, displaying '0 Patient(s) Selected' and buttons for 'View Pending Authorized Individuals' and 'Add Patient to Invite'.

6. Find patient account by using one of the following:

- a. First/Last Name
- b. Social Security Number
- c. MRN (medical record number)
- d. Date of Birth

7. Click “Search” or press enter.

Home > Patients > Authorized Individuals  
Authorized Individuals

The screenshot shows the 'Authorized Individuals' page after a search. The 'Search Type' section has 'First Name' set to 'etsu' and 'Last Name' set to 'test'. The 'Search Results' section now displays '1 Patient(s) Selected' and a table with one entry: 'Test - Quillen ETSU Physicians (1)'. The table has columns for Portal Member, Select Patient, First Name, Last Name, DOB, Email, SSN, Phone, and Organization. The entry shows 'Etsu' as the first name, 'Test' as the last name, and '01-Oct-2015' as the date of birth. A yellow highlight is visible next to the patient name in the table. Below the table, there are tabs for 'Authorized Individuals for this Patient' and 'Authorized Individuals for Others'.

8. Select the patient (Etsu Test) by clicking the button next to their name. If this patient already has proxies setup, they will appear in the lower box.

9. Select “Add Patient to Invite” in the top right corner. Note the patient’s name will now appear in the “Add Authorized Individual” box on the lower left side.

Home > Patients > Authorized Individuals  
Authorized Individuals

Search Type

First Name

Last Name

Social Security Number

MRN

Date of Birth

Advanced Search

▼ Etsu Test  
Test - Quillen ETSU Physicians

Search Results

0 Patient(s) Selected

Portal Member	Select Patient	First Name	Last Name	DOB	Email	SSN	Phone	Organization
	<input type="radio"/>	Etsu	Test	01-Oct-2015		XXX-XX-2333	(423) 888-1012	Test - Quillen ETSU Phys...

Authorized Individuals for this Patient | Authorized Individuals for Others

Relationship	First Name	Last Name	Date of Birth	SSN	Email	Access	Health Record Updates
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10. Use the scrollbar to scroll down or go to full screen. Click “Invite Authorized Individual.”

Date of Birth

Advanced Search

Add Authorized Individual

▼ Etsu Test  
Test - Quillen ETSU Physicians

11. Enter the Proxy's information:

- a. First Name
- b. Last Name
- c. Email address
- d. Security Code (birth year of patient)
- e. Select Relationship
- f. Access Level (always set to Full Access)
- g. Proxy's telephone number
- h. Address (street address, city, state, zip code)
- i. Click "Send Invite" in the bottom right.

**Invite Authorized Individual**

**Basic Information**

First Name: joe      Last Name: test

Email Address: joetest@hotmail.com      Security Code: 2015

Patient	Relationship	Access Level
Etsu Test	Power of Attorney	Full Access

**Full Access Information**

Country: United States

Telephone Number: 423555252

Street Address: 123 West Main Street

City: Cumberland Gap

State: Tennessee

Zip Code: 99887

Cancel      Send Invite