



FollowMyHealth®

## Patient Portal

Thank you for being a valued patient to The Grand Lake Health System. Being a user of our FollowMyHealth patient portal it makes it easy to manage your care from your computer, smartphone or tablet. It's your health, on your terms. Specifically, you can:

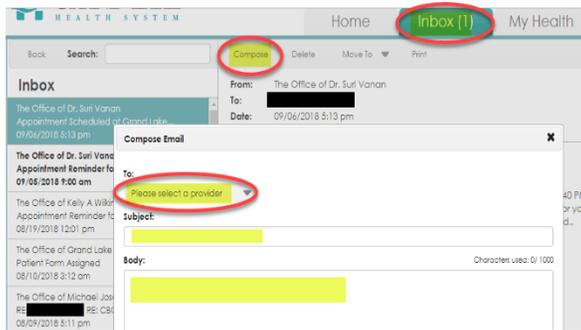
- Review your health records online in a safe and secure setting.
- Receive email and/or text reminders of upcoming appointments.
- View test results.
- Request prescription renewals.
- Communicate electronically and securely with your medical care team.
- Ability to have access to health information of your children, spouse or other consenting adult.

## Secure Messages

Have a question for your provider regarding your health? Want to avoid call wait times or phone tag?

To message your provider:

- Click on **“Inbox”**
- Click on **“Compose”**
- Select the name of the provider you wish to correspond with, and write your message—just like email! Click **“Send”** to finish your secure message and send to your provider.
- Be advised - Secure Message should not be used for urgent or emergent matters. It may take 24 hours for the provider or staff to reply to your message.
- When receiving a message from your provider, you view the secure messages by clicking on **“Inbox”**. In the Inbox you be able to view a list of provider messages.



## Proxy Accounts

Keep track of a loved one's care, such as upcoming appointments, medications, etc. by becoming a Proxy Account Manager.

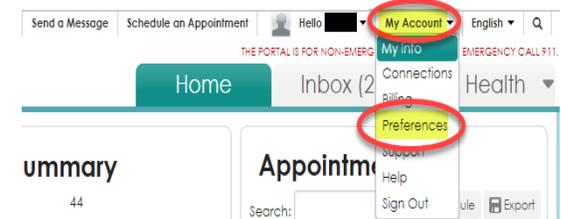
By obtaining proxy access to your child, spouse or other consenting adult's health data, you can easily access their information from your FollowMyHealth patient portal account.

You can request more information on obtaining proxy access from your providers front desk

## Changing Notification Settings

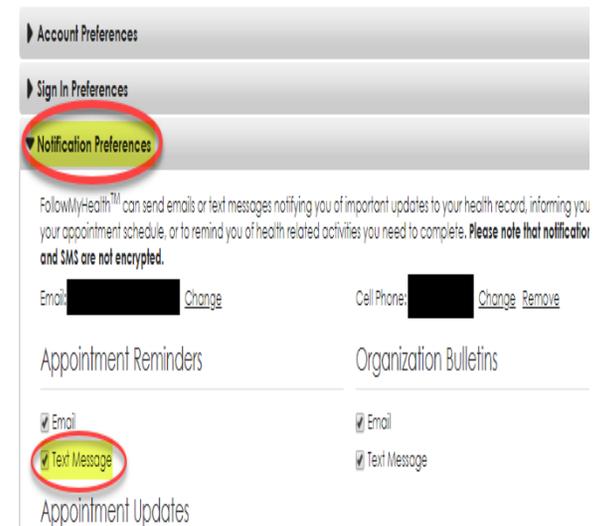
### FollowMyHealth Website

- By default all notifications will be by email only, you can also choose to receive text notifications. Change how you receive notifications by changing your setting under the My Account—Preferences



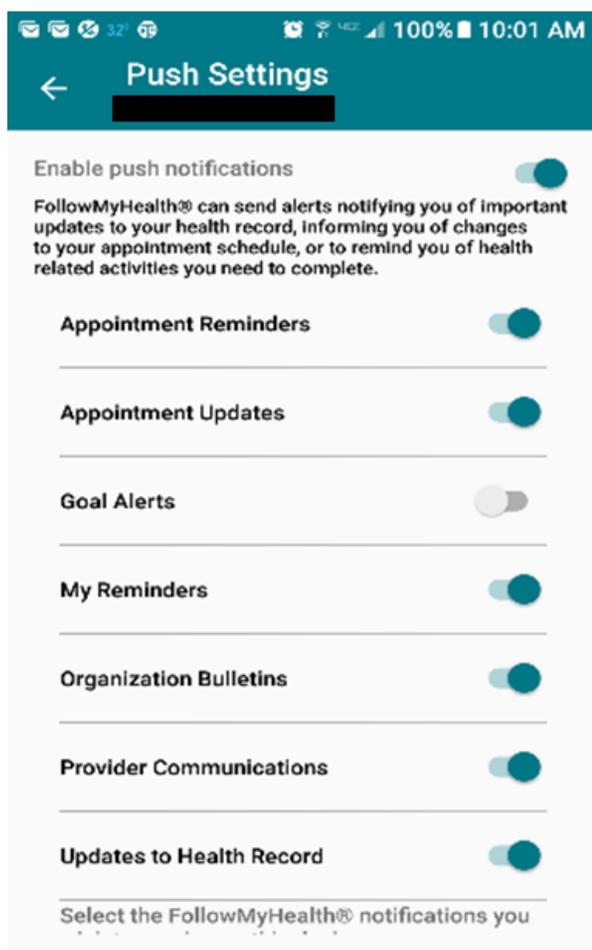
- Under Notification Preferences you can choose if you would like to receive email or text—or both for the different types of notifications

### Preferences



## FMH App

- Download app - available for android or apple. Look for FollowMyHealth—Allscripts Healthcare
- Once installed
- Go to Device Settings
- Choose Notifications
- Enable Push Notifications
- Choose which alerts you would like sent via app



## Viewing Results

Results for labwork and x-rays are available in the FollowMyHealth patient portal 24 hours after they are resulted. Resulted time varies depending on the type of test.

- Log in to your FollowMyHealth account (either on your computer or through cell phone app)



- Click on “My Health” and “Results”
- Be advised - due the timing of availability of results in the portal you may view your results prior to your physician reviewing. For questions/concerns you can call your providers office or send a secure message through the FollowMyHealth patient portal.

### More than one way to view your health information.

Easily access and visualize your health records in the Health app on iPhone. See important data across seven categories— allergies, conditions, immunizations, lab results, medications, procedures, and vitals— in a simple, aggregated timeline view. Setup is simple. Getting your health records from into your iPhone is as easy as going to the Health Records section of the Health app, searching for our institution, then logging in with the user name and password that you normally use to access your account at our institution. – (optional) if you don’t already have a user name and password, you can create one by visiting.

After you log in once, your health records will start to appear in the Health app, and you will be notified when new records are ready to view.

Your health record data is kept secure, because it is encrypted and protected with the passcode on your iPhone

Must have Follow My Health to use.

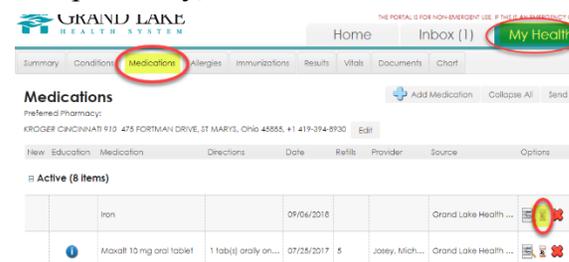


Works with Apple Health badge

## Requesting Prescription Refills

Save time by requesting the prescription renewal through the FollowMyHealth patient portal with these easy steps:

- Log in to your FollowMyHealth account (either on your computer or through cell phone app)
- Click on “My Health” and “Medications”
- If the pill bottle icon is illuminated, you can request a refill by clicking on it
- Fill out any comments, select your pharmacy, and click “Send”



★ Not all medications can be refilled through the portal. If the medication bottle icon is greyed out, please call your physician’s office.