

# FollowMyHealth™

## Frequently Asked Questions

### For the Patient

#### Introduction

The FollowMyHealth™ Patient Portal provides a patient with timely access to their electronic medical record.

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## What is Windows Live ID?

Windows Live ID is the authentication system for all Windows Live services. Millions of users sign in to their Windows Live ID accounts to check their mail, chat with their friends, schedule meetings, and interact within Microsoft's network. We chose Microsoft Live ID because Microsoft securely authenticates over about 500 million people a day.

In order to use Follow My Health, all users must have a Windows Live ID account. These accounts are free of charge and provide necessary authentication technology in the application. Any existing email address for any email provider can be used when creating credentials for Windows Live ID. A @hotmail.com or @live.com account (or an Xbox Live account), these accounts may be used to access FollowMyHealth™.

## I forgot my Windows Live ID password.

If you forgot your password or know it but still can't sign in, you need to reset your password to get access to your account.

Since passwords are case sensitive, please ensure that your caps lock is not turned on.

To reset your password:

1. Click the 'Forgot your password'.
2. Enter your Windows Live ID, and then enter the characters in the picture.
3. Choose a reset option, and then follow the on-screen instructions.

If you are still having trouble resetting your password please call Microsoft's Customer support.

After you've reset your password, it's a good idea to add as much password reset information as you can to help make your account more secure. If you forget your password, or if someone else tries to take over your account, you can use this information to recover your account.

## How do I connect to my clinic or hospital?

In order to connect with an organization you must first request a connection. To request a connection go to the 'Connections' tab within FollowMyHealth™. Click the "Add a connection to another organization" icon to bring up the 'Find an Organization' box. Type in the organization's name you wish to request. Click the organization that populates and hit the 'Connect' button. The request will be sent to your organization. You will receive an email when your connection is granted.

## What is Silverlight?

Microsoft Silverlight is a web application framework that provides functionalities similar to those in Adobe Flash, integrating multimedia, graphics, animations and interactivity into a single runtime environment.

## What are the browser requirements?

IE 7.0 or higher, FireFox 2 or 3, Google Chrome 4, Safari 4  
Supported on both Windows and MAC operating systems  
Silver light 4.0 is required (will be prompted if not installed)  
User will need Microsoft Live ID

## I keep receiving this error when I try to log in “We were unable to authenticate you for the chosen application”?

This error occurs when your browser version is incompatible. Please check the client requirements for compatible browsers.

## Why is my Home screen blank?

Your home screen will display greyed out and void of information if you are already logged into FollowMyHealth™ (perhaps another tab or window). Simply log off of all instances of FollowMyHealth™ and then login to the appropriate portal.

## How do I export appointments?

In the "Appointments" section, select the drop down menu (ICAL) in the top right corner of the window (just below the "Sign Out" button). This menu will offer you the option to "Export Appointment" to a location of your choosing. Then, simply open the appointment with your calendar application (Outlook for example) to add it to your calendar, and potentially, your phone.

## How do I delete a provider?

In FollowMyHealth™, under the "My Doctors", select the provider that you would like to remove from your list (click once). Once highlighted, the red "X" at the top of that window becomes illuminated. Click it once to remove that provider; click "Yes" to verify.

## How do I recover a provider?

To recover the provider, click on your name in the top right corner. Then, select "Recover Delete Items" at the bottom of the list. Select the provider you would like to recover and then select "Save".

## What is the order of providers listed in my providers?

Providers are listed by who you have had the most encounters with first to the least last.



## **Can I view and manage my children’s health record?**

Proxy support is a future offering and will allow you to view and manage your child’s information, including appointments, under one Live ID.

## **How do I access FollowMyHealth™?**

A FollowMyHealth™ link will be provided in your email once you are connected with an organization. You can also go to the default patient access URL:

<http://www.followmyhealth.com/>

## **How do I request an appointment?**

Go to the ‘My Doctors’ tab to see if your provider allows appointment requests. You will see a ‘Request Appointment’ link under the provider’s photo if the provider allows appointment requests. Click on the ‘Request Appointment’ link. The organization and the provider will automatically default. Select the date or dates\* and clicking you would like to request. Then type the reason for visit and any special instructions you may have.

\*To select multiple dates hold the Ctrl key and click the dates you would like to request.\*

## **Can I send a message to my provider?**

Yes! Within the ‘Messages’ tab, click the “Compose a new message” icon. If your provider allows messaging you be able to select that provider from the drop down. Type your message and click the send button.

## **After I paid my bill, why didn’t the balance due change to reflect my payment?**

Once you make the payment it could take up to 24 hours for the payment to reflect in FollowMyHealth™.