Results You’ll Find on the Portal

• A list of your health conditions (including surgical procedures), allergies, medications and immunizations;
• Recent laboratory results and vital signs;
• Summary of care documents for discharged hospital patients; and
• Upcoming appointments, if you are a patient in one of our outpatient practices.

Note: As we work to make the portal a more patient-centered tool, this information may change.

You can request appointments, renew prescriptions and receive appointment reminders only if you are a patient at a MaineGeneral outpatient practice.

Proxy Accounts

If you have a minor child or are the legal decision-maker for an adult in your life, you can set up a portal account for the person(s). It’s called a proxy account. If you are interested in this, please ask the receptionist for a proxy application. You will then receive an email inviting you to sign up your loved one(s) for the portal.

Features (continued)

Update Your Personal Information
You can update your name, address, contact information and much more. Here’s how:

• From your home page, click on the My Info tab. Your Demographics page will pop up.
• You will see tabs for general information (name, address, preferred pharmacy, etc.), emergency contact, responsible party and insurance. Click on any tab you need to update. Once finished, hit Save.

Request a Referral
If you want to be referred to another health care provider for services, you can request one online from your primary care provider.

• From your portal home page, go to the My Account tab and click on My Connections. Choose With Providers and Healthcare Organizations.
• Find your primary care provider and click on the green bar that says What do you want to do? Choose Request a Referral.
• Fill out the Referred To, Reason for Referral and Comments boxes, and the date you want to be seen. The date defaults to the current day’s date, but you can choose a future date.
• Hit Send. Your care provider will contact you about your referral request.

Share Your Health Information
Adults can share their information with family and/or caregivers through the portal. Under My Account, go to My Connections and click on With Family Members, Dependents, etc. Then click on Add Authorized Individual. Or, for those without computer access, an adult may designate someone else to receive the email invitation to join the portal.

Connect Your Health Information to Other Health Care Web Applications
You can link your health data to compatible health care apps. Learn more at www.mainegeneral.org/followmyhealth.

Health at Your Fingertips

Using Your Patient Portal to Manage Your Health

After you receive an email with an invitation to connect, you can access your health care information on the go!

Download the free FollowMyHealth® app!

MaineGeneral Medical Center
Did You Know?
With your patient portal account, powered by FollowMyHealth®, you have 24/7, secure online access to your medical information!

Getting started is as easy as 1, 2, 3!
1. Click the registration link in the email you receive from FollowMyHealth® (noreply@followmyhealth.com). To make sure you always see our emails, please add noreply@followmyhealth.com to your safe senders list. Remember: You cannot sign up until you receive an email from FollowMyHealth® inviting you to connect to MaineGeneral.
2. Create your portal login using a unique username and password.
3. Enter your invitation code. This is your four-digit year of birth. Click Agree to the release of information.
4. If you have trouble setting up your portal, please email patientportal@mainegeneral.org.

Features
Request Appointments*
Request an appointment, or view upcoming appointments, from the Home screen of your online portal account.
To request a visit:
• Click Request. You will then see MaineGeneral Health.
• Pick the provider you want to see.
• Pick the day(s) of the week that work best for you, as well as your preferred time(s) of day.
• Tell your care team the reason for your visit.

Pay Your Bill
• Click My Account.
• Select Billing from the drop-down menu.
• Click on the Pay My Bill icon. This will open a new window where you can complete your transaction. Please have your invoice number.

Renew Prescriptions*
Save time by renewing your prescription medicines when it’s convenient for you!
• Click the My Health tab and then the Medications tab.
• Find the medicine you want to renew.
• Under Options, click the pill bottle icon. Feel free to leave your care provider a comment about this medicine. Then click Send.

A member of your care team will contact you when your prescription has been successfully renewed, usually within two business days.

If you do not see the pill bottle icon, it means the prescription cannot be refilled online. Please call your health care provider to renew.

View Lab Results
View your lab results as soon as they have been reviewed by your care provider and posted on the portal.
• Click the My Health tab, and then the Results tab.
• Find the lab work you want to see the results of — it will be under the Value column.
• You also may be able to see details of your lab results by clicking the document icon under the Options column.
• If you have questions about your lab results, please call your care provider.

Change Alerts & Email Address
• Go to My Account and click on Preferences.
• Click on Notification Preferences.

Message Your Provider
Have a question for your care provider about your health? Want to avoid call wait times or phone tag? Send an email instead! To send a secure message to your care provider:
• Click on Send a Message on the Home screen. You can also click on the Inbox tab, then click on Compose.
• Select the name of the provider you wish to correspond with and write a message — just like email. You can only communicate with outpatient providers you have an established connection with.

Rest assured these messages are secure and confidential. Your care provider will get in touch with you within two business days of receiving your email message.

Get Information
You can learn more about your health conditions and medications by clicking on the blue information/education button next to each item. This will link you to health information from the National Library of Medicine through MedLinePlus.

To access all the features in your patient portal, we need your email address. Shortly after your outpatient visit with your care provider, or your inpatient hospital stay, you will receive an email inviting you to set up your portal. This email will come from FollowMyHealth® (noreply@followmyhealth.com).

We also need a cell phone/text number where we can send appointment reminders in the future.

We will not share your email address or cell phone/text number with any person or business outside of MaineGeneral.

FOR OFFICE USE ONLY:
ID verified by: ____________________________
Extension: ____________________________
☐ Invite sent ____________________________