

Health at Your Fingertips



Using Your Patient Portal to Manage Your Health

Access your health care information on the go! Download the free FollowMyHealth app!

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;
- 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 might 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 or persons. 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.

MaineGeneral Health

www.maine-general.org



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.
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.

If you have trouble setting up your portal, please call toll-free 1-888-670-9775 or email support@followmyhealth.com.

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.

- Click **Submit**. A member of your care team will contact you when your visit has been scheduled, usually within two business days.

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.

Features *continued*

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.

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.

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.

Change Alerts & Email Address

- Go to **My Account** and click on **Preferences**.
- Click on **Notification Preferences**.

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.

Features *continued*

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.

You Didn't Get Our Patient Portal Invitation Email?

If you did not get our invitation to join the portal and requested one, here is what you need to do:

- Add **noreply@followmyhealth.com** as a safe sender so all of our emails will arrive in your inbox.
- If you need help with this, type **http://support2.constantcontact.com** into your browser's address window. When the page pops up, click on **FAQs** and choose **Add an email address to a safe sender list**.
- If you still have questions, click HELP on the FollowMyHealth log-in page. Or contact FollowMyHealth at **support@followmyhealth.com** or 888-670-9775.

Health Portal Information

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.

Full Legal Name

Date of Birth

Email Address

Cell Phone/Text Number

Please tear off the completed panel and give it to a member of our staff. Thank you.

FOR OFFICE USE ONLY:

ID verified by: _____

Extension: _____

Invite sent _____