



FollowMyHealth Patient Portal How-To Guide

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How to obtain an account to Sacred Heart FollowMyHealth

Adults age 18 and older can obtain a Sacred Heart FollowMyHealth Patient Portal account. You will need to present in person at one of our hospital registration desks or at a clinic reception desk to sign a consent form. You will be asked to provide a picture ID.

You will receive an email from FollowMyHealth with a link when your connection is granted. It is best to view this email via your laptop or personal computer instead of a mobile device. If you don't see an email invitation from Sacred Heart's FollowMyHealth within 10 business days, please check your email provider's spam folder, as this email may be incorrectly flagged as spam. Clicking on the link in the email will bring you to a login screen with 2 choices: "Create an Account" or "Add This Connection". Most of our patients will choose "Create an Account". Users who have an existing Universal Health Record account with FollowMyHealth and wish to add Sacred Heart Health System to their existing account will choose "Add This Connection".

Once you have completed the first time login, you will be able to access your Sacred Heart FollowMyHealth Patient Portal by visiting <https://sacred-heart.followmyhealth.com> from your personal computer or via an app on your mobile device.



Manage Your Health Online



Secure Patient Portal Login

Log In

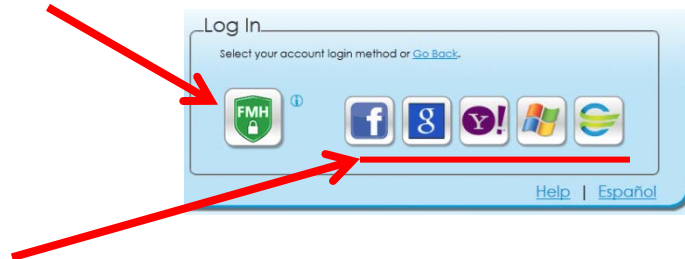
Create an Account

[Help](#) | [Español](#)

How to Log In?

When creating your Sacred Heart FollowMyHealth account you will have two (2) options:

Option 1: Create a username and password for your portal account by clicking on the green FMH Secure Login icon.



...OR...

Option 2*: Login by using an existing username and password if you have one of the following accounts: Facebook | Gmail | Yahoo | Windows Live | Cerner Health | Click on the respective icon and enter your username and password for that account.

*With this option you are simply re-using your existing login credentials for your portal account so you don't have to create a new one. Your medical information is NEVER posted or shared with any of these accounts. Please note, if you forget your username or password, you must go through that account's recovery procedure as we do not store or have access to this information.

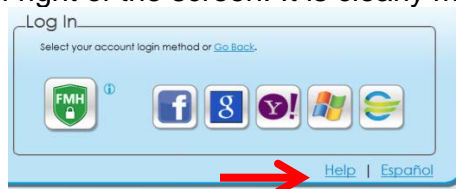
How to get help?

If you have successfully created your account, you can find additional general information about FollowMyHealth Portal.

There are two key areas you can find additional information.

If you are at the login page but not yet logged in:

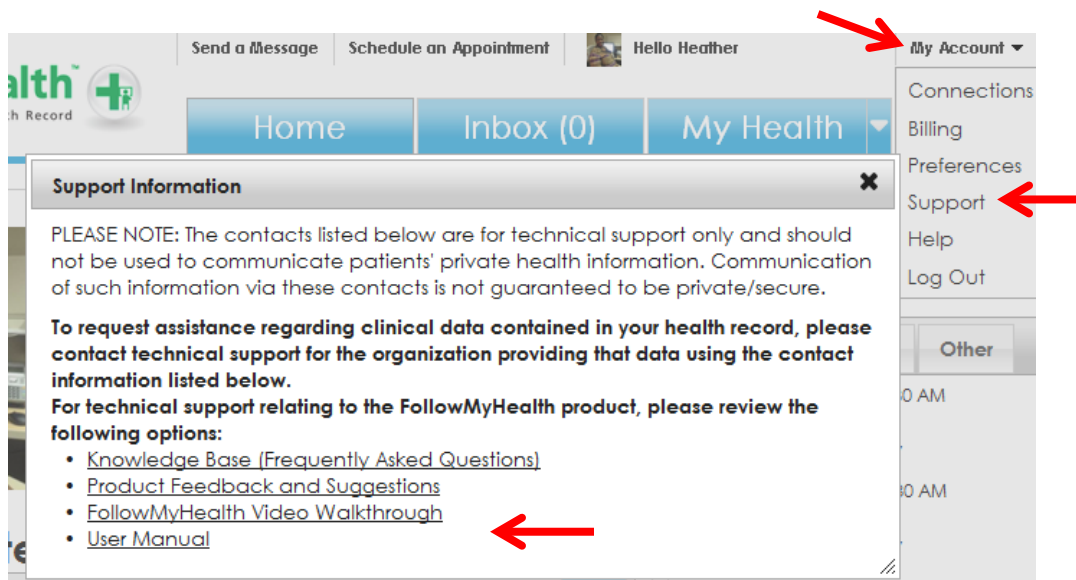
Look for the **HELP** link at bottom right of the screen. It is clearly marked with the word 'HELP'.



You will be taken to **FollowMyHealth Patient Knowledge Base** where you can enter a question or a search term in the SEARCH window.



If you are already logged into your Sacred Heart FollowMyHealth Portal account:
Select MY ACCOUNT from the top menu bar
From the drop down box, select Support
You will be presented with several options



If you have questions about this process, you may e-mail www.sacred-heart.org/followmyhealth or call 850-416-4200.

We make every effort to respond to e-mail by the following business day. Our hours are Monday through Friday from 8:00am until 5:00pm CST. We reserve the right to decline replying to questions deemed inappropriate to answer via e-mail.

How to know if my computer has the right technical requirements?

The minimum technical requirements:

- Internet Explorer 7.0 +, Mozilla Firefox 3+, Google Chrome 4 +, or Safari 4+ (Mac Only)
- Supported on both Windows and MAC operating systems
- User can use their current Microsoft Live ID (or Hotmail), Google, Yahoo or Facebook account or create a new account directly from FMH.

Additional information can be found in the **FollowMyHealth Patient Knowledge Base**. You can access the knowledge base by selecting the **HELP** Link.



How to gain access to view and manage another adult's record?

Any patient who has established a Sacred Heart FollowMyHealth account can grant “proxy” access to another person as a ‘function within’ the portal. The patient can control if this person has “view only” or “full access” to the account. Please click the HELP link in the lower right corner of the Sacred Heart FollowMyHealth login screen. Enter the word PROXY in the search line and you will be presented with specific instructions on how to send a proxy invitation. If you are the caregiver or guardian for the adult and the adult patient is not able to create an account or grant proxy to you themselves:

- You must present POA (power of attorney) or a Certified Letter from an Attorney stating that you are eligible to act on the patient’s behalf, medically speaking. Please note: A living will does not give a proxy access.
- You can request paper copies of the patient’s medical record while awaiting the FollowMyHealth invitation by contacting the clinic or release of information.

Sacred Heart Medical Group	http://www.sacred-heart.org/FindaDoctor
Release of Information for Sacred Heart Hospital – Pensacola	(850) 416-7606
Release of Information for Sacred Heart Hospital on the Emerald Coast	(850) 278-3020
Release of Information for Sacred Heart Hospital on the Gulf	(850) 229-5786

How to alert someone if I think the information is not mine?

If you receive access to health care information which is not yours, you must immediately stop viewing such information and immediately notify the Privacy Officer for Sacred Heart Health System at (850) 416-7000 or at (850) 416-7600.

How to know when I have a reply to my message?

You will receive an email alerting you that your Sacred Heart FollowMyHealth portal contains 'updated' information. Log into your Sacred Heart FollowMyHealth portal and look in your INBOX for messages.

How to request a medication refill?

Go to the 'My Health' tab and choose the "Medications" link. From this screen, find the medication you need your **Sacred Heart Medical Group** provider to refill, and click on the RX bottle icon. Make sure your pharmacy information is correct, and enter any comments pertaining to the refill requested. If the medication is not available for refill, the RX bottle icon will be grey and deactivated. You will need to contact your provider directly for these refills.


How to request an appointment?

If you are a new or existing patient you can send appointment requests or changes to an existing appointment. Click on "Request Appointment" at the top of the screen. This is available from every page within the Sacred Heart FollowMyHealth Patient Portal. Alternatively, you can click the down arrow to the right of the "My Info" tab and choose "Providers". If the provider is set up to allow appointment requests via the portal, you will be able to choose "Schedule An Appointment" by clicking on the down arrow under the "What Do You Want To Do?" tab.

How to update a provider?

To Remove a Provider – From the FollowMyHealth Patient Portal Home Page:

Click the down arrow next to "My Info", click on the "Providers" link

Click on the red  in the upper right hand corner of the Provider window for the Provider you would like to remove.

Answer "Yes" to the "Are you sure?" popup window to verify your choice.

To recover a removed provider:

Click on "My Account" in the upper right corner and choose "Preferences".

Go to the **Restore Deleted Items** section and click the **Restore Button** on the desired Provider.

How to change my Personal Information?

After you log into your FollowMyHealth account, select the **MY INFO** tab. From there you will be presented with additional tabs for certain types of information. Step by step instructions can be found by selecting the **HELP** link at the bottom of the login screen and enter 'personal information' into the search window.

PLEASE NOTE: The Patient Portal will not relay any changes to this information back to Sacred Heart Health System. Please be sure to update any changes to your information on your next visit.