

# FOLLOW MY HEALTH

## System Sign up



TELEVISIT - Step 1

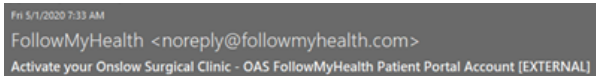
### REQUIREMENTS:

- Suggested Browsers:  
Internet Explorer, Microsoft Edge, Mozilla Firefox, Google Chrome, Safari
- The browser should have the Transport Security Layer 1.2 (TLS 1.2) enabled. If it is not, an error will tell you that it is not enabled. To enable this, visit the security settings on your browser.

### Getting Started

1 The office will obtain your email address.

You will receive an email invitation to sign up for Onslow Surgical Clinics Patient Portal, Follow My Health.



The email will contain a link that will take you to Follow My Health to create an account/ log in. Towards the bottom of the email, select "Click Here" to begin your registration.

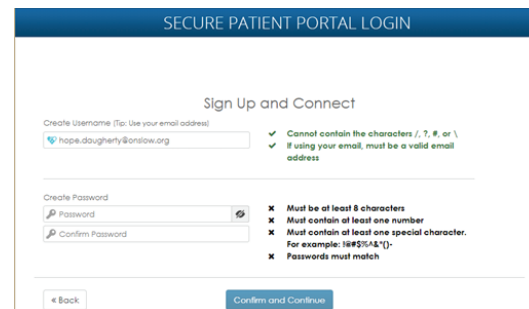
The email contains further instructions on how to register or link Onslow Surgical Clinic to an existing Follow My Health log on.



2 **First Time Using Follow My Health** - click the "Sign-up and Connect" button:

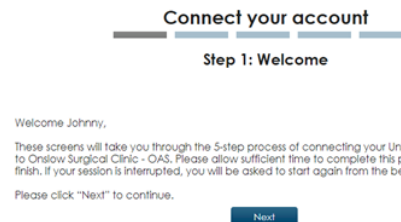


It will ask you to create a username and password, you can use your email as your user name.



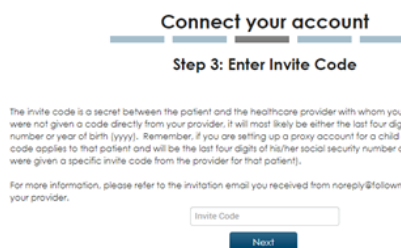
Click "Confirm and Continue" after creating a username and password.

3 **Connecting your Account**



Click "Next". The terms of service will then be displayed. Read through the terms of services and click "I Accept" to continue.

4 **Invite Code** - Follow My Health will request an invite code, this will be the last four digits of your social security number. If it does not accept your social, then it will be your year of birth.



Click "Next".

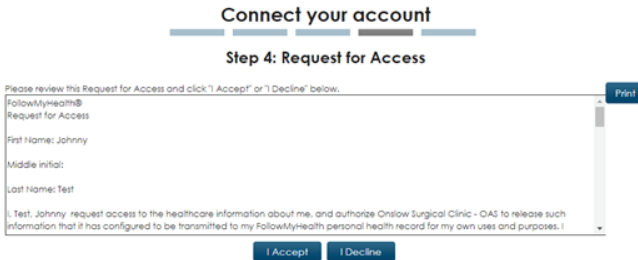
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#### 5 Request Access - click "I Accept"



6 **Alternative Sign In** - During the sign-up process, you will have the option to use an alternative sign in. The alternative accounts you can use to sign in to Follow My Health include Google, your Apple ID, your Yahoo or Microsoft account, and Facebook.

#### 7 Using your Account - You must sign up in the Follow My Health portal to join a televisit.

From your portal, you can send non-emergent messages to Onslow Surgical Clinic. You can ask and direct questions to your physician, the nursing staff, or to the front office team.

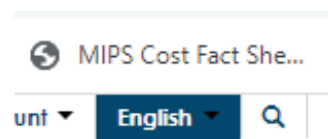
You can see records from previous.

You can verify your contact information.

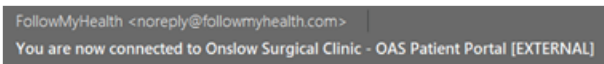
Add your preferred pharmacy, which is important if your physician will be providing you a prescription.

Update your medical information to include current medications, allergies, and more.

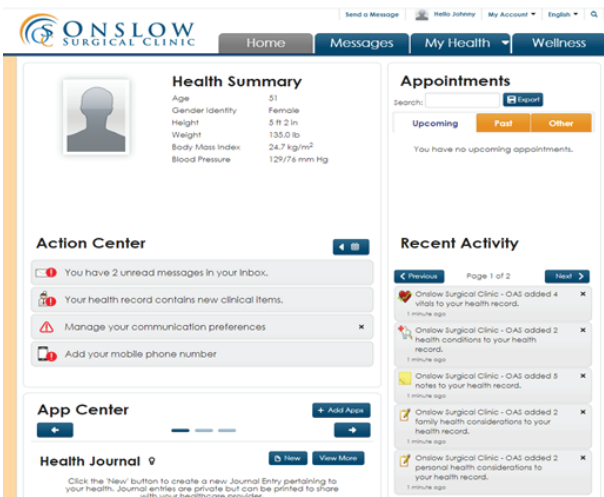
The portal can also be switched from English to Spanish by clicking the button in the upper right corner:



Follow My Health will load your health records from Onslow Surgical Clinic and you will receive an email telling you that you are connected.



After uploading, your record will automatically display in your browser, you do not need to access your email to see it.



# TELEVISIT

Local healthcare, at home.



## TELEVISIT - Step 2

### REQUIREMENTS:

- To have created a Follow My Health (FMH) account.
- Internet or data service that is stable and at least 10 Mbps to support the visit.
- A device that has a microphone and camera (tablet, iPad, smartphone, laptop, desktop computer)
- Allow your device, browser, or application (if you downloaded the FMH app to your phone) to have access to your camera and microphone.
- Ensure your speaker/ microphone volume is on and turned up so you can hear it. You can test your volume from the sound in the settings on your device or by playing a video or song.

### Before your Appointment

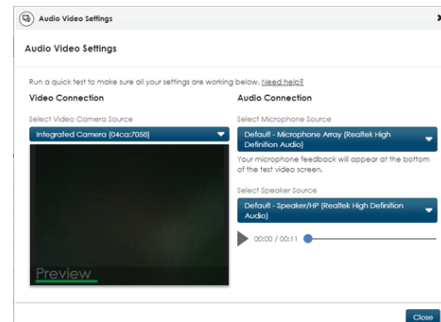
- 1 Once your appointment is scheduled, you will receive an email notification that you have a scheduled TeleHealth appointment. The email contains a link that will take you to the FMH patient portal.

If you do not see the email, check your spam/junk folders.

You should also receive a reminder email on the day of your appointment with the same link to the portal. This will also provide a link to test your system.



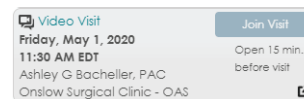
When you click on the link to test your system, it will bring you to the login page for the FMH portal. Log into your account. It will then open a box to test your camera, speakers, and microphone.



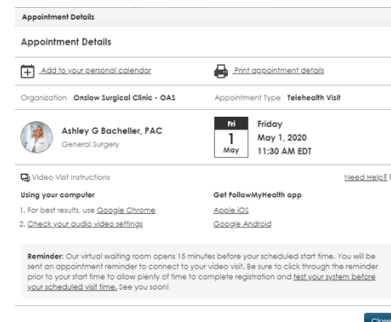
Log in to the portal before your appointment so you can test your equipment and system. If you have any issues with the program, call the clinic at 910-353-7848 or 910-577-4955.

Once you are connected, you will be in a virtual waiting room until the physician joins. You should be able to see and hear each other.

- 2 **Day of Appointment** - You will see your scheduled appointment in the EMR and the main page of the FMH portal when you log in.



If you click on the appointment before its scheduled time, it will tell you it is too early. If you click the box with the arrow, it will open up the appointment detail box.



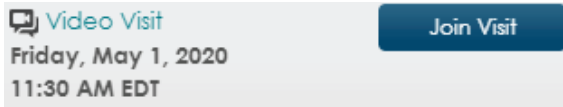
# TELEVISIT

Local healthcare, at home.



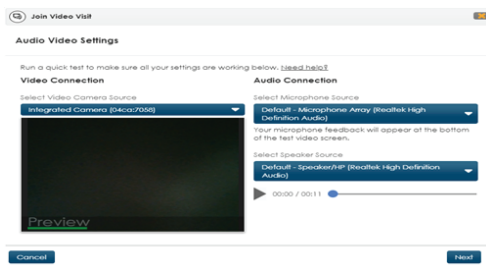
## TELEVISIT - Step 2

You will not be able to access the appointment or telehealth connection until approximately 15 minutes before the scheduled time.



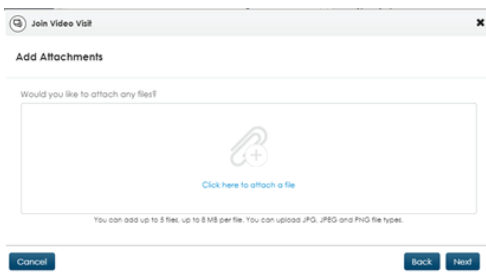
15 minutes before your scheduled appointment time, the "Join Visit" button will become available. Click on it to begin your appointment.

### 3 Open the Testing Window

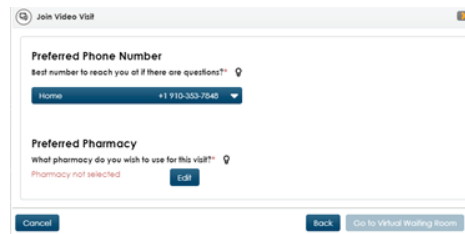


After you are sure that your system is working correctly, click the "Next" button.

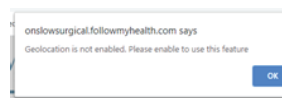
**4 Attachments** - On this page, if you have any attachments you want to share with your physician, you can attach the here, or hit "Next" to continue.



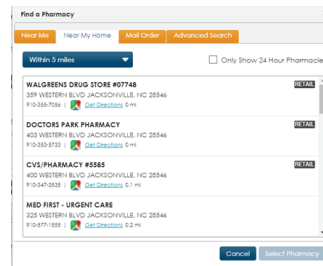
**5 Preferred Phone and Pharmacy** - After hitting "Next", your window will open a page to allow you to verify your preferred contact number and pharmacy.



If you would like to add a pharmacy, click "Edit". Your device will then ask you to turn on our geolocation so it can determine the nearest pharmacies.



Click the "Near my Home" tab to see the closest pharmacies.



Add your pharmacy to move on to your appointment. Click on the pharmacy you wish to select, once it is highlighted, the "Select Pharmacy" button will be available.

The system will then display your preferred phone number and pharmacy.

**6 Beginning your Appointment** - Click on "Go to Virtual Waiting Room".

The virtual waiting room is where you will be until your physician joins. You will then see your physician on your screen, along with a little preview box of yourself. You will be able to speak with and see your provider for your appointment.

