

## What You'll Find on the Portal

- A list of your health conditions (including surgical procedures), allergies, medications and immunizations;
- Recent vital signs;
- Lab, imaging and other test results and visit notes as soon as they are available;
- Summary of care documents; and
- Upcoming appointments at our outpatient practices.

**Note:** If you have any questions about results or notes you see in the portal, please contact your doctor's office.

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

*\*\* Not all notes and appointments are available.*

## 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 then will receive an email inviting you to sign up your loved one(s) for the portal.

## 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 under My Account. 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**.

## 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 **Authorized Individuals**. 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](http://www.mainegeneral.org/followmyhealth).

## You Didn't Get Our Patient Portal Invitation Email?

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

- Add [noreply@followmyhealth.com](mailto:noreply@followmyhealth.com) as a safe sender so all of our emails will arrive in your inbox.
- If you still have questions, click **HELP** on the FollowMyHealth® log-in page. Or email us at [patientportal@mainegeneral.org](mailto:patientportal@mainegeneral.org).
- You cannot connect to the patient portal without an emailed invitation.

MaineGeneral does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity or religion.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 207-248-5290

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (207) 248-5290; TTY: 711.

02-2022

# Health at Your Fingertips



## A Guide to Using Your Patient Portal

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!

## 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](mailto:noreply@followmyhealth.com)). To make sure you always see our emails, please add [noreply@followmyhealth.com](mailto: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](mailto:patientportal@mainegeneral.org) or call **888-670-9775**.

## Features

### 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. Please note: You can only send messages, without attachments, to your health care provider.

### Request Appointments\*

Request an appointment, or view upcoming appointments, from the Home screen of your online portal account.

To request a visit:

- Click **Schedule An Appointment**. You then will 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!

- Contact your pharmacy directly or use the messaging feature on the portal to email your health care provider about a prescription renewal.

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 Test Results

View your lab, imaging and pathology results in real time, as soon as they are available and posted on the portal.

- Click the **My Health** tab, and then the **Results** tab.
- Find the result of the test you are looking for – it will be under the **Value** column.
- If the value says “See detail,” click on the note with the microscope icon under the Options column.
- If you have questions about your results, please contact your health care provider using the portal’s messaging feature.

### 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.

### 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.

### Change Frequency of Notifications & How You Receive Them

- Go to **My Account** and click on **Preferences**.
- Click on **Communication Preferences**.
- You can select Email, Text Message or leave boxes blank for no notifications at all!

## 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](mailto: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.

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Full Legal Name

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Date of Birth

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Email Address

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Cell Phone/Text Number

**Please tear off the completed panel and give it to a member of our staff along with your ID. Thank you.**

#### FOR OFFICE USE ONLY:

ID verified by: \_\_\_\_\_

Extension: \_\_\_\_\_

Invite sent \_\_\_\_\_

*Continued on back*