Patient Portal Guidebook

For Desktop and Laptop

or, use an alternative
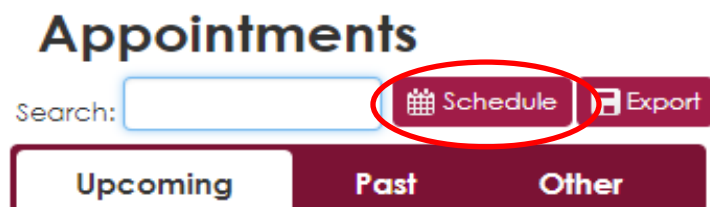
Apple Cerner Facebook Google Microsoft
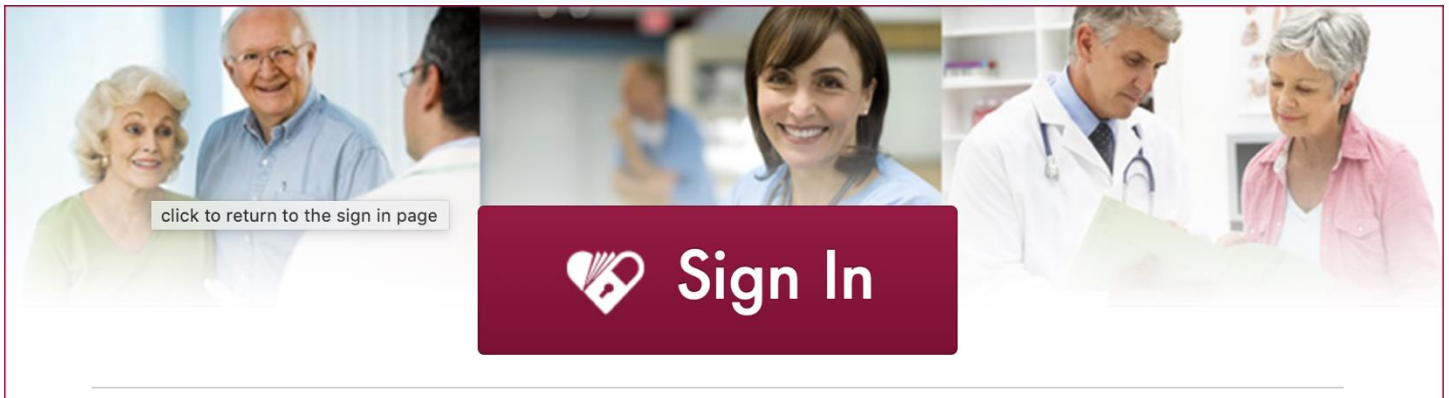
How is this information used?

How to Request an Appointment:

Appointments Can Be Requested 2 Different Ways:

First Option: On the "Home" screen, under the Appointments section on the top right, click the button that says **"Schedule"**.

Second Option: Click on **"Schedule an Appointment"** on the very top of the screen, to the left of your name. This will be available no matter where you are in the site.
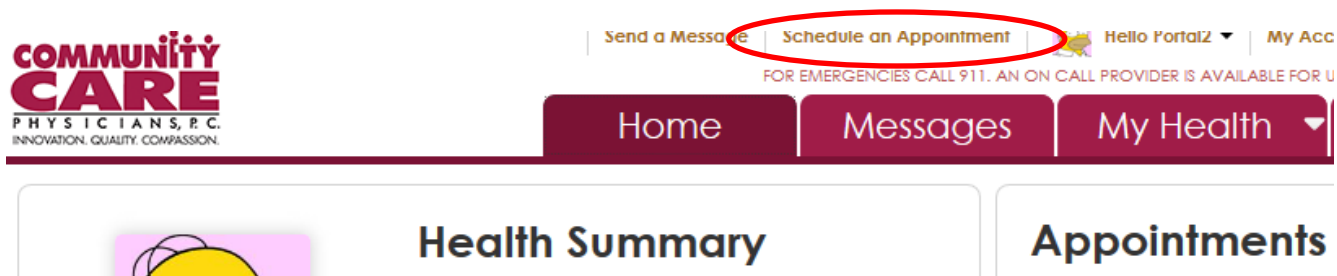
Selecting any one of these options will prompt the following box below to appear. Follow these simple steps to submit your appointment request!

1. First, select the appropriate organization you wish to schedule an appointment with, and click **"Continue".**

2. The box below will then appear. Select the appointment type as **"Other"** and then click **"Continue"**.

3. Now, select the appropriate provider you wish to schedule an appointment with, and click **"Continue"**.

4. Next, select the time and date preference of your intended appointment. Once this is done, click on **"Save time preference"**.

5. You can add multiple time preferences by selecting **"Add another time preference".** Once you have reviewed all the necessary information, click on the **"Continue"** button in the bottom right corner.

6. Finally, add a brief description regarding why you are scheduling the appointment, and then click on **"Schedule your appointment"**. This will send your appointment request directly to your provider's office. A staff member will then review your appointment preference and confirm if the appointment is available through your portal!

How to Send a Message to Your Doctor:

The **"Messages"** tab is a unique feature that contains messages from your healthcare office and allows you to send a message directly to your provider at your convenience and is located next to the "**Home**" tab. Follow these simple steps below to compose a message!
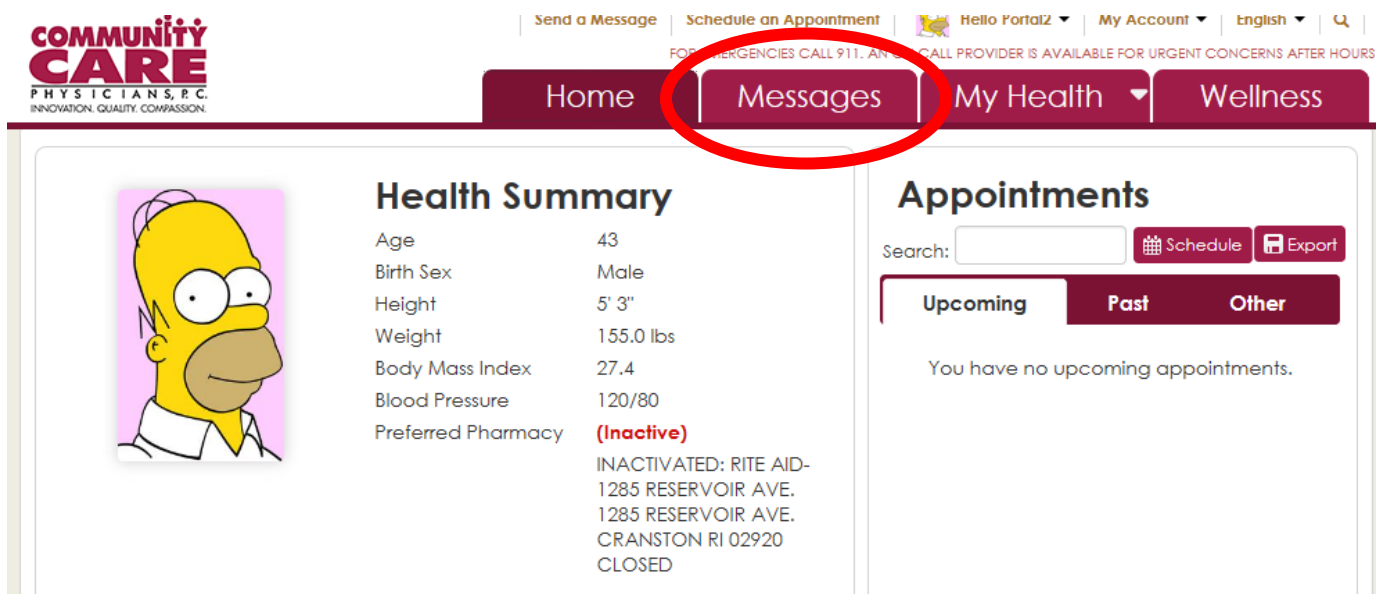
1. First, click on the **"Messages"** tab at the top of the page, then hit the **"Compose"** button.
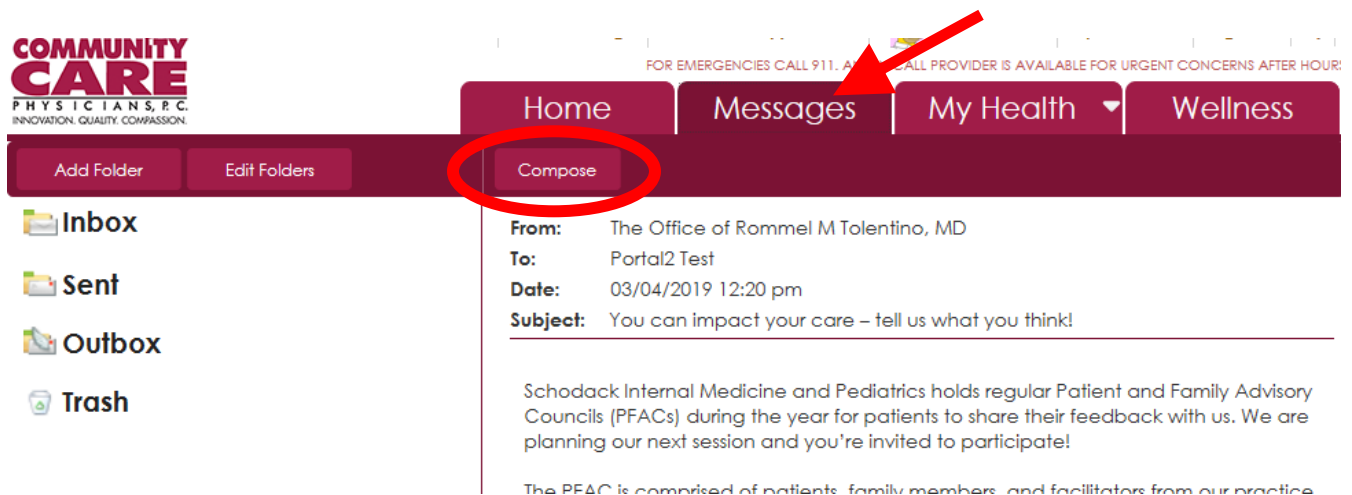
2. Now, select the appropriate provider you wish to send your health message to.

3. **This will bring up the box featured below with these sections:**
    - A box for the subject of the message 1

    - A box for the body of the message 2 , which is limited to 1000 characters.

   - Once these three sections are all filled out, you should be able to click the **"Send"** button 3 .

Please note: for life-threatening emergencies, do not send a FollowMyHealth message to your provider. Please call 911 or visit your nearest ER.

How to Request a Refill on a Prescription:

1. Navigate to the "**Medications**" tab under the "**My Health**" section:
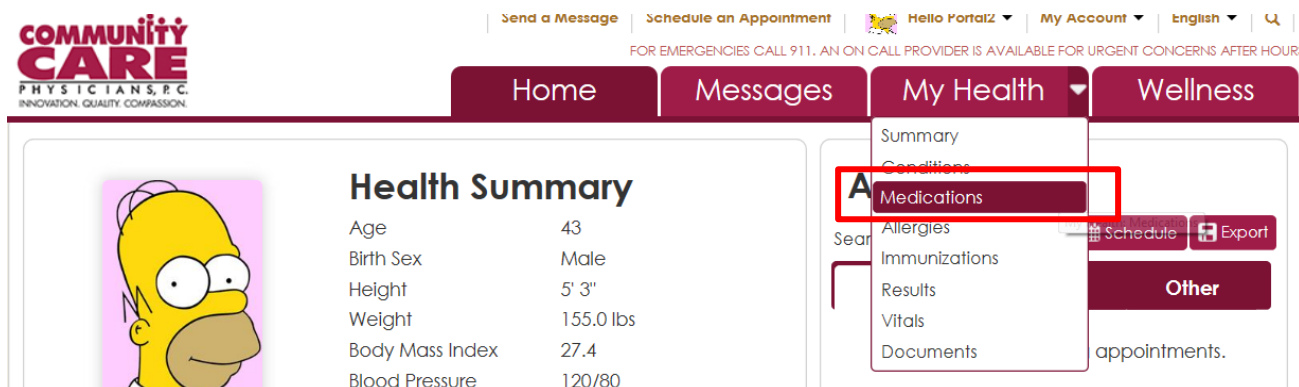
2. Next, click on the little "**Rx**" bottle to the far right of the medication you would like to renew
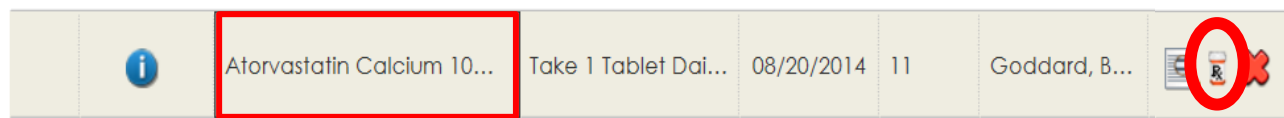
3. The box below will then appear. Note that you can change your pharmacy location by clicking the "**Change**" button. After you have reviewed the information click "**Send**".

4. You will then receive a notification from FollowMyHealth that your request has been received. Once approved, your pharmacy will call you when your prescription is ready to be picked up!

How Can I View My Lab Results Through the Patient Portal?

1. To access your results, click on the **Documents** section under **"My Health"**:

5. Next, click on the little magnifying glass to the far right of **"Result Letter"**:

6. Check out your results!

Please keep in mind any labs done outside of our organization may not show up in your portal account!

How to Update Your Demographic Information:

1. Navigate to the "**My Info**" tab under the "**My Account**" section:

2. Here, you can add any updates to your demographic information such as your address, insurance, emergency contact and even your preferred gender identity!

Need Help or Support?

Have a portal question? E-mail mycareDOT@communitycare.com. A staff member will assist you with your portal needs!