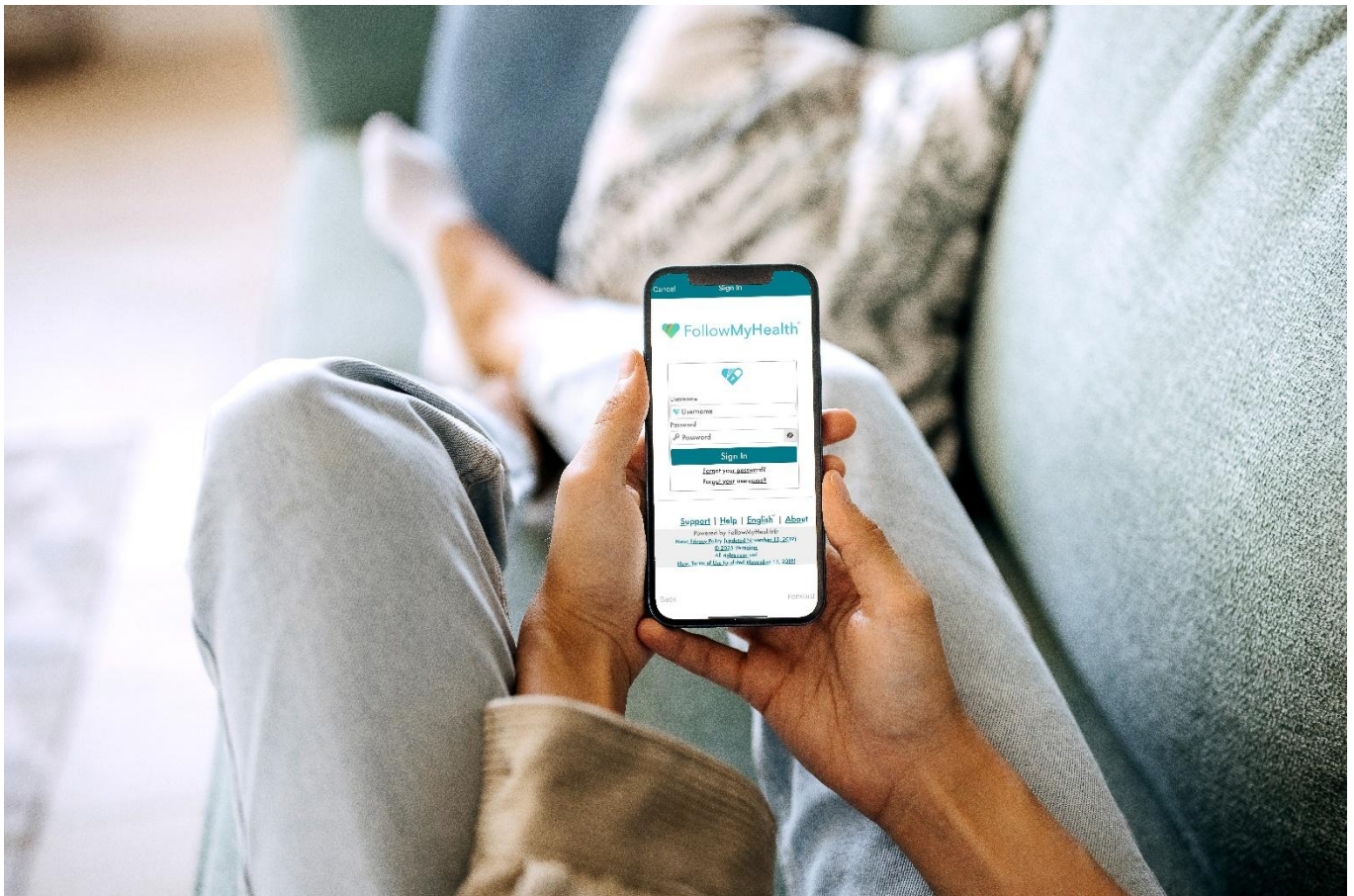


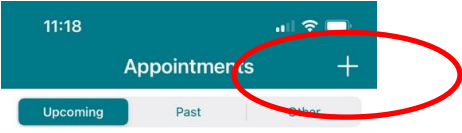
# Patient Portal Guidebook 2026 Edition

## **MOBILE APP VERSION**

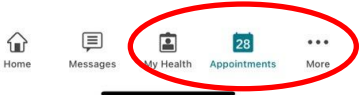


# How to Request an Appointment:

On the "Home" screen, click on the calendar icon above Appointments on the bottom right of the home screen, then click the + button and fill in the required information and select Schedule at the bottom in the blue box.



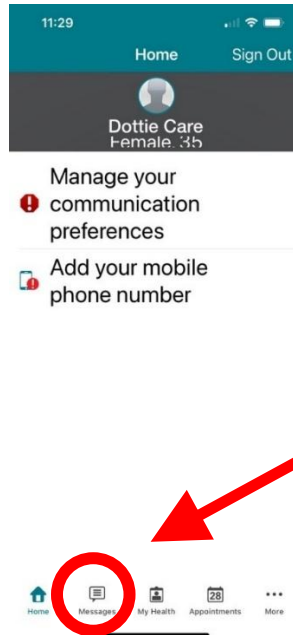
28  
Upcoming Appointments  
No Upcoming Appointments

A screenshot of the "Schedule Appointment" form. The title bar is teal with "Cancel" and "Schedule Appointment" in white. Below the title bar is a red warning banner with a white exclamation mark icon and the text "If this is an emergency, please call 911". The form consists of several sections, each with a header and a text input field with a right-pointing chevron: "ORGANIZATION" (Community Care Physicians), "APPOINTMENT TYPE" (Choose an appointment type), "PROVIDER" (Choose a provider), "WHEN & WHERE" (Choose a date, time, and location), and "REASON FOR APPOINTMENT" (Tell us why you are scheduling this appointment). At the bottom of the form is a large blue button with the word "Schedule" in white, which is circled in red.

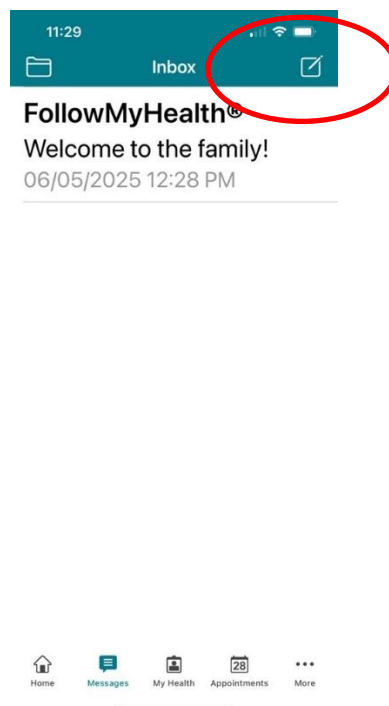
# How to Send a Message to Your Doctor:

The "**Messages**" tab is a unique feature that contains messages from your healthcare office, allowing you to send a message directly to your provider at your convenience. It is located next to the "**Home**" tab. Follow these simple steps below to compose a message!

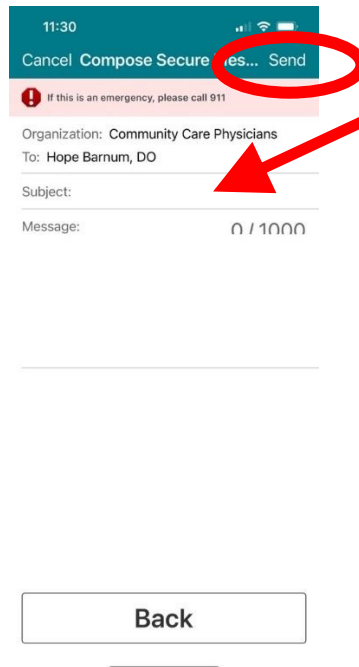
1. First, click on the "**Messages**" button at the bottom of the home screen



2. Click the compose button on the top right.



3. Add a subject, write your message, then click **Send** at the top right.

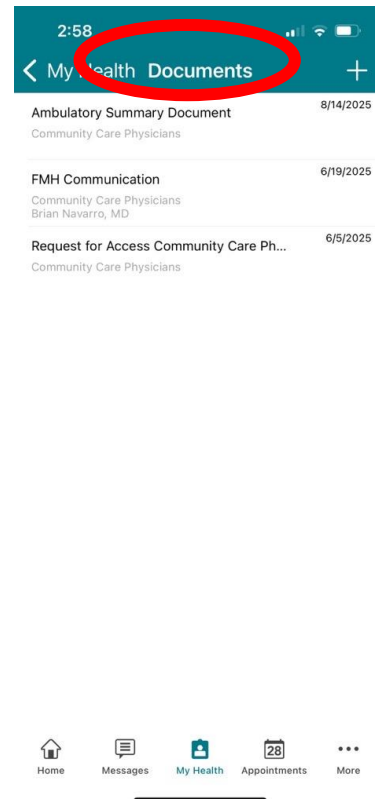
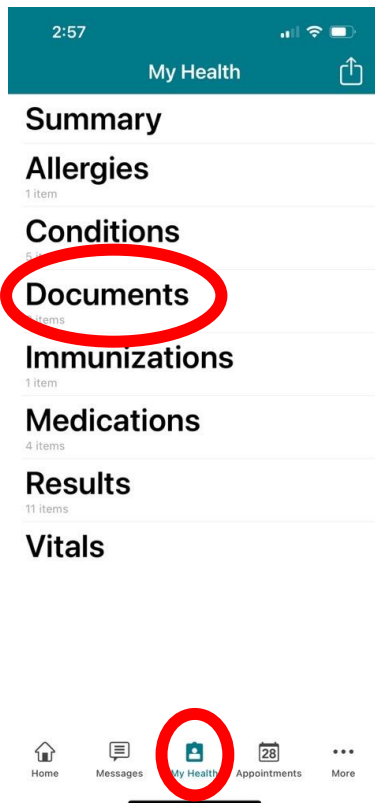


***Please note: for life-threatening emergencies, do not send a FollowMyHealth message to your provider. Please call 911 or visit your nearest ER.***

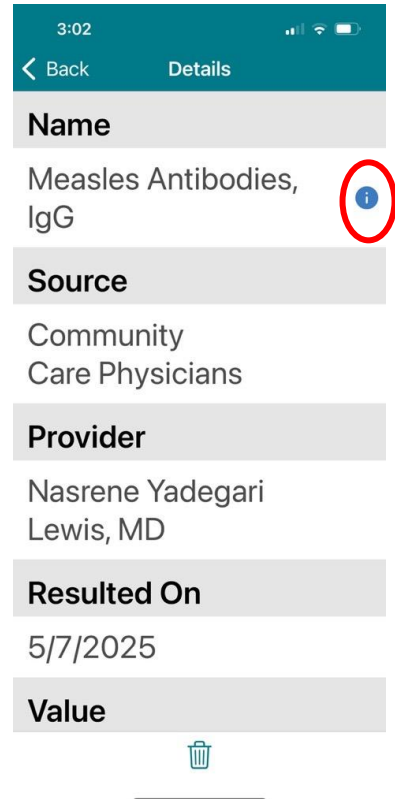
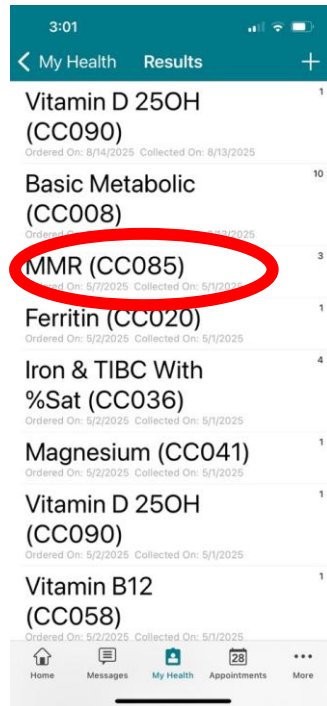
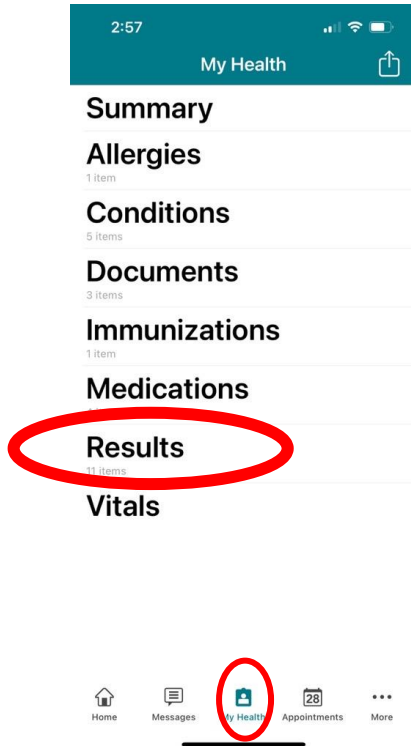
# How Can I View My Lab Results Through the Patient Portal?

There are 2 ways to see results in the FMH mobile app.

1. To access your results, click on the **My Health** button at the bottom of the home screen, then click on **Documents**. A list of result documents will appear, click on each to review.



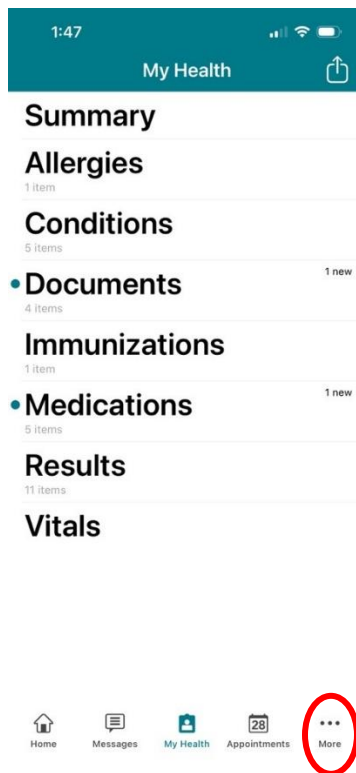
2. Click on the "My Health" button at the bottom of the home screen, then select "Results." Select the result you want to review. After you click on the test result, more information will appear, and in some cases, a blue 'i' in a circle will appear. If you click it, this brings up more information on the particular result from a trusted and vetted health source.



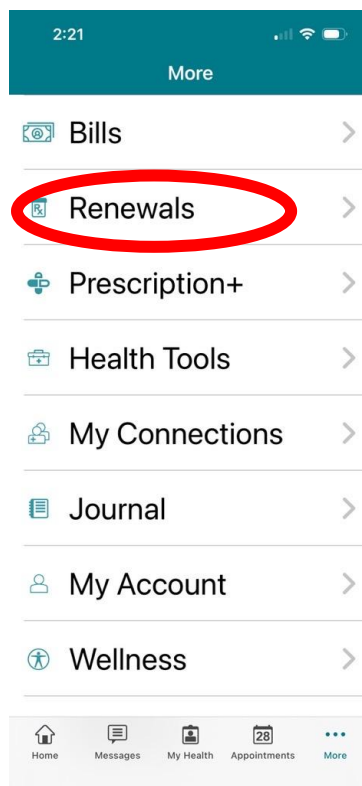
***Please note that any labs conducted outside of our organization may not appear in your portal account.***

# How to Request a Refill on a Prescription:

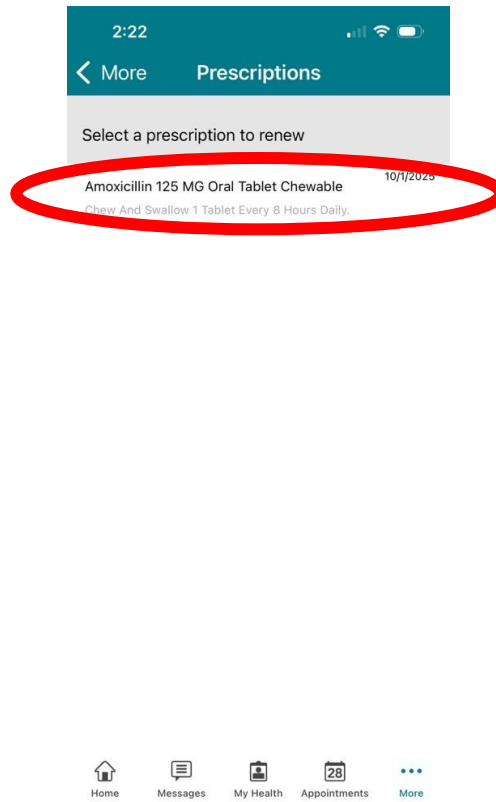
1. Navigate to the More... section on the bottom of the home screen and click the button



2. Select Renewals on the next screen



3. Select a prescription to renew



4. If no pharmacy is selected, choose your pharmacy, then click send at the top right



## **Need Help or Support?**

Have a portal question? Call 518-213-6952.

A staff member will assist you with your portal needs!