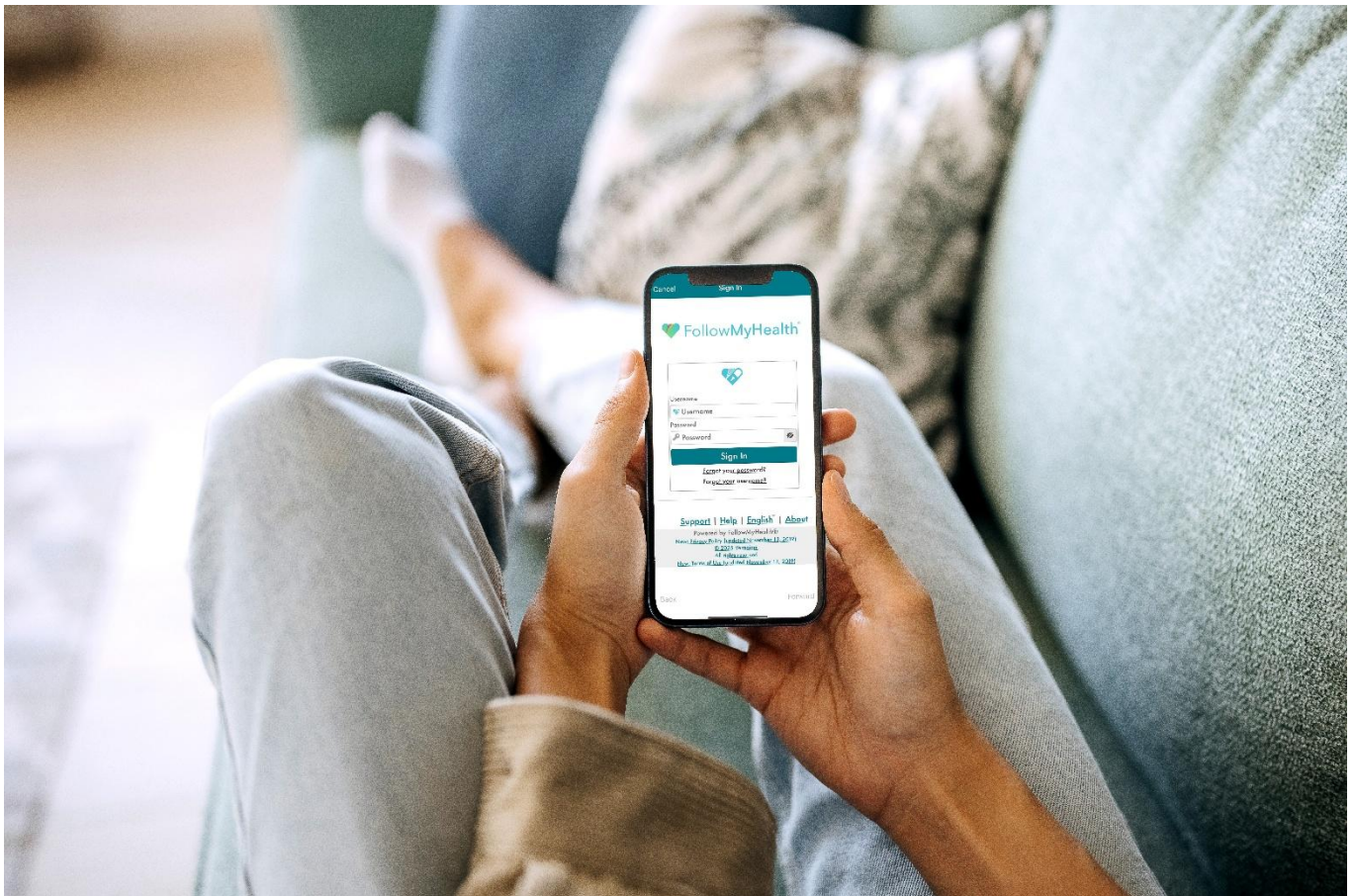


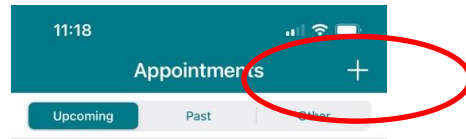
# Patient Portal Guidebook 2025 Edition

## **MOBILE APP VERSION**

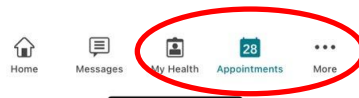


## How to Request an Appointment:

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.



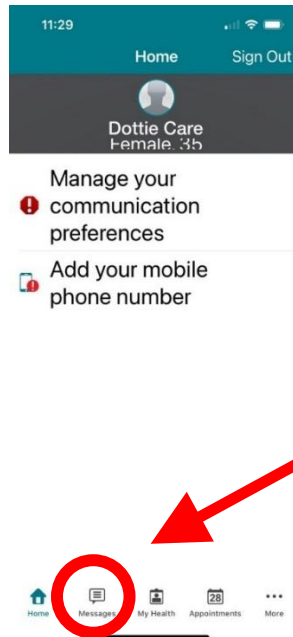
  
Upcoming Appointments  
No Upcoming Appointments

A screenshot of the "Schedule Appointment" form. The status bar at the top shows the time 11:19. The header bar is teal with "Cancel" and "Schedule Appointment" in white. Below the header is a red warning bar 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 title 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.

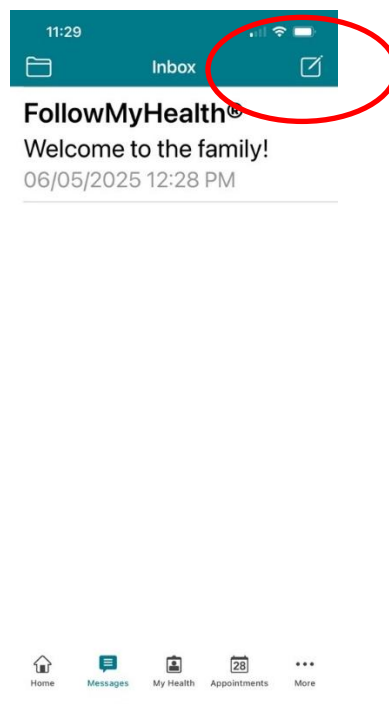
# How to Send a Message to Your Doctor:

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!

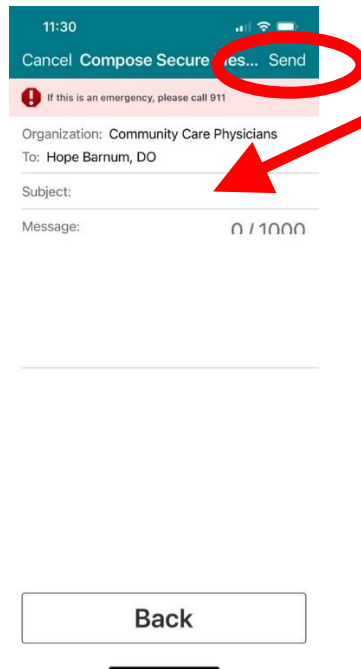
1. First, click on the "**Messages**" button at the bottom of the home screen



2. Click the compose button on the top right.



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



11:30

Cancel Compose Secure Message... Send

! If this is an emergency, please call 911

Organization: Community Care Physicians

To: Hope Barnum, DO

Subject:

Message: 0 / 1000

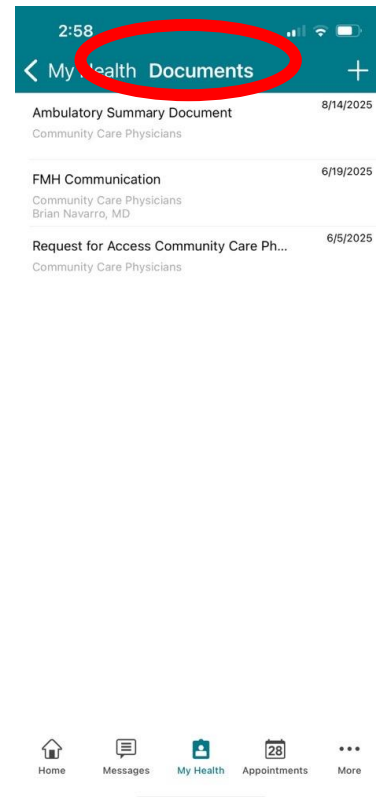
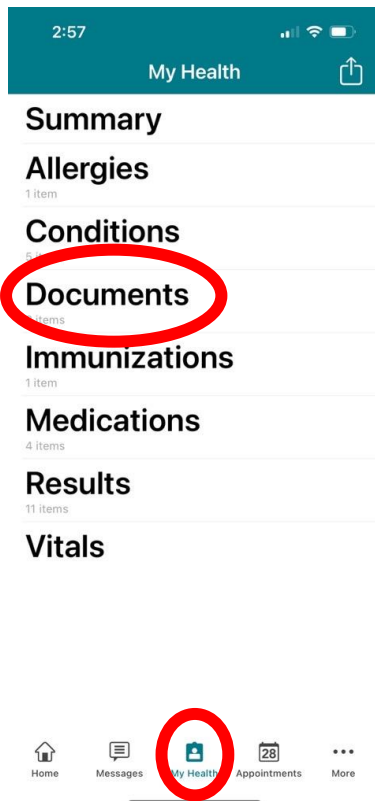
Back

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

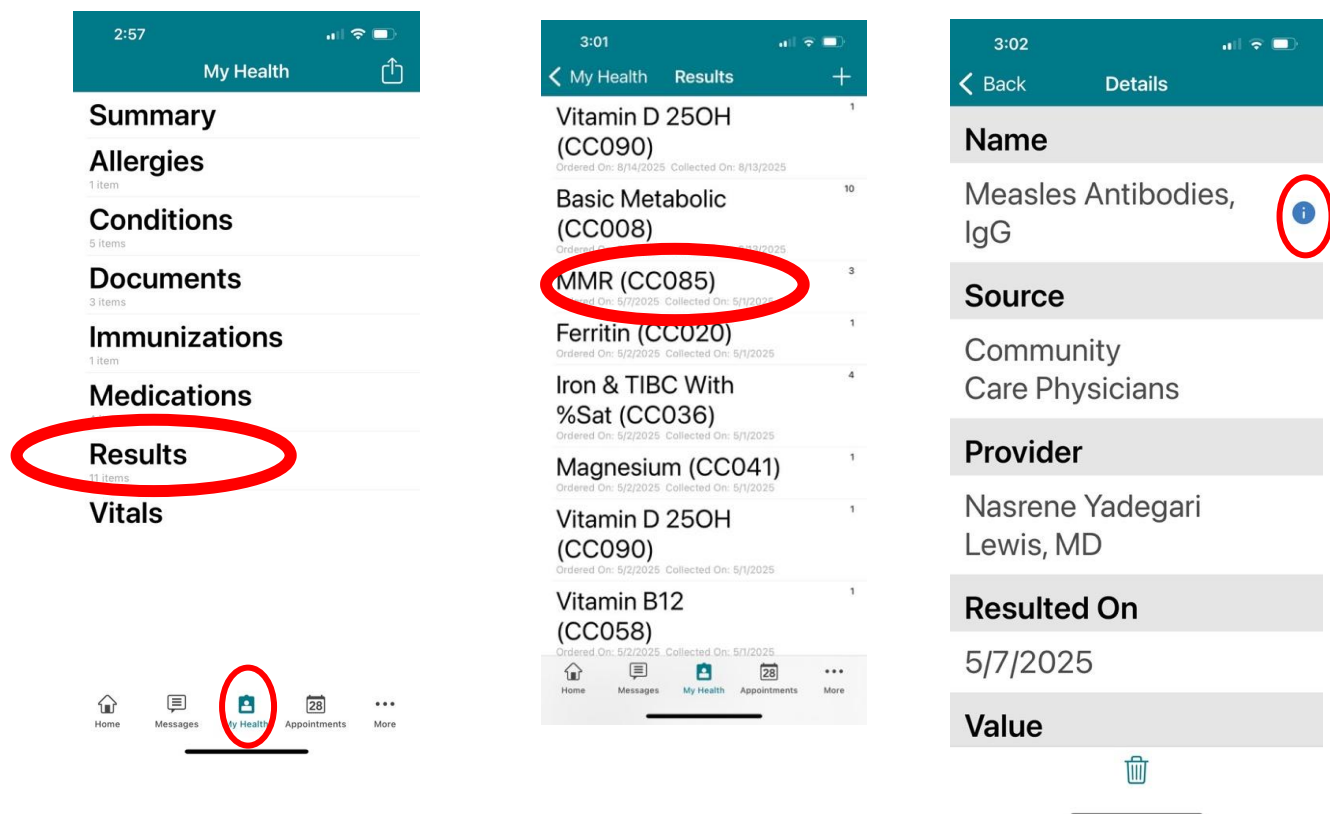
# How Can I View My Lab Results Through the Patient Portal?

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.



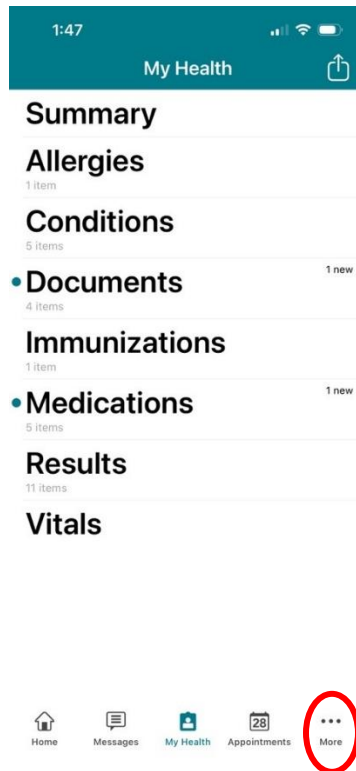
2. Click on the **"My Health"** button at the bottom of the home screen, then select **"Results."** Select the result you want to review. After you click on the test result, more information will appear, and in some cases, a blue 'i' in a circle will appear. If you click it, this brings up more information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



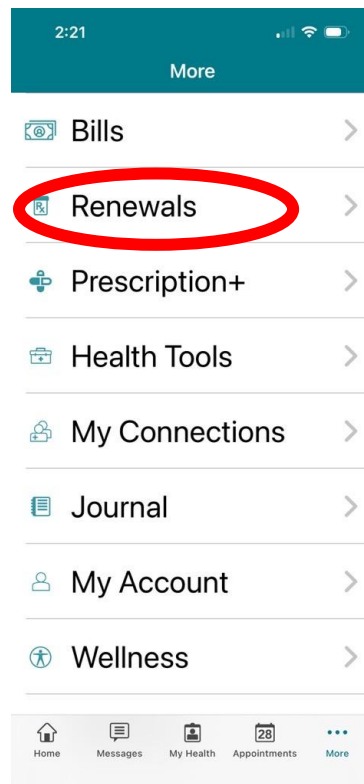
***Please note that any labs conducted outside of our organization may not appear in your portal account.***

# How to Request a Refill on a Prescription:

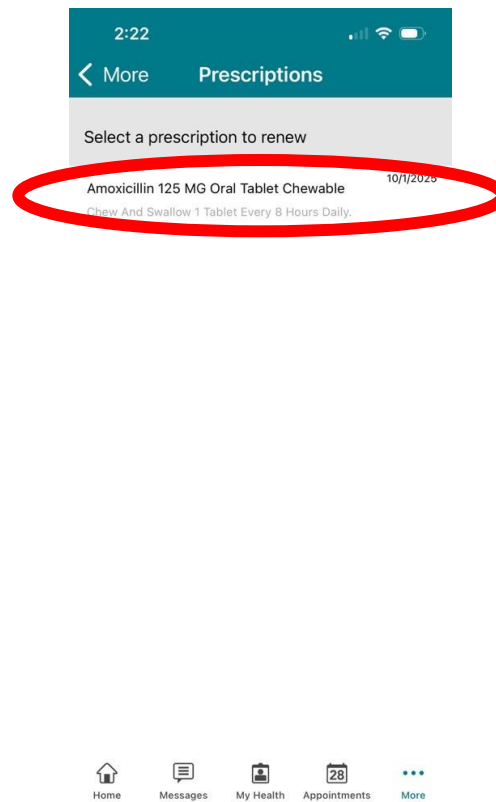
1. Navigate to the More... section on the bottom of the home screen and click the button



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? E-mail [mycareDOT@communitycare.com](mailto:mycareDOT@communitycare.com) or call 518-213-6952.

A staff member will assist you with your portal needs!