Huntington Medical Foundation

A PARTNER *of* HUNTINGTON HOSPITAL

Universal Health Record

Patient "Quick" Guide

Jardogs

FollowMyHealth Requirements

Supported browsers:
- Internet Explorer 8.0 or higher
- Modern versions of Chrome, Firefox, and Safari.

Log in Process

You Received an Invitation Email

Upon clicking the invitation link contained in the Invitation email, you will be prompted with the following screen:

Create an Account: choose this option if you do not have an existing FollowMyHealth (FMH) account with Huntington Medical Foundation (HMF).

Create a FMH log In and Username or log in with any of the four authentication providers:

Facebook
Google
Yahoo
Microsoft Live ID
Cerner

Choosing one of those four providers to log in with simply authenticates you to FMH. In no way is any information shared from FMH to them or from them to FMH. FMH does not store your login credentials and does not have access to your password.

Upon choosing the Login method and successfully logging in, you will be taken through the Invitation process.

Connect your account
Step 1: Welcome

Welcome Jardogs5,

These screens will take you through the 5-step process of connecting your Universal Health Record to Central IL Health Systems. Please allow sufficient time to complete this process from start to finish. If your session is interrupted, you will be asked to start again from the beginning.

Please click "Next" to continue.

[Next]

The Invite "Wizard" displays. The bar across the middle top tells you what step you are on in the acceptance process.

You must click the "Next" button to continue.

Connect your account
Step 2: Enter Invite Code

This code is a secret between you and the health care provider you are connecting to. Often, it is either the last four digits of your social security number or your year of birth (yyyy). For more information, consult your invitation email or contact this health care provider.

[Next]
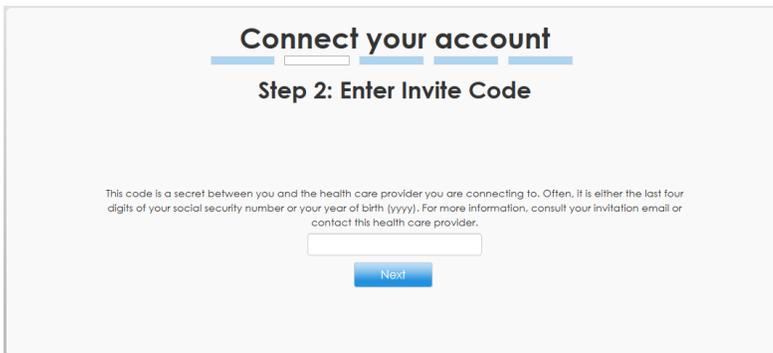
You must enter the invitation code you received when you signed up for a FMH account.

This is the four digit year of your birth.

If you do not know your invite code, please contact our Patient Portal Support Team Monday – Friday, 8:00 am – 5:00 pm at (626) 397-8354.

Connect your account
Step 3: Accept Terms of Service

Please review the terms of service below: [Print]

FollowMyHealth Universal Health Record

Terms of Use

Welcome to the FollowMyHealth Universal Health Record. All users of this web site, the FollowMyHealth Universal Health Record and all related products and services (collectively, the "Service") are subject to the following terms and conditions of use (these "Terms of Use"). Please read these Terms of Use carefully before accessing or using any part of the Service. **By accessing or using the Service, you agree that you have read, understand and agree to be bound by these Terms of Use, as amended from time to time, and agree to be bound by Jardogs' Privacy Policy, which is hereby incorporated into these Terms of Use.** If you do not wish to agree to these Terms of Use, do not access or use any part of the Service.

Definitions

By clicking on 'I Accept' below you are agreeing to the Terms of Service above and the Privacy Policy.

[I Accept] [I Decline]

You must accept the Terms of Service.

To print the Terms of Service, you may click the "Print" link.

You also have access to the Privacy Policy on this step. Clicking the link will open the Privacy Policy and you can print it.

Connect your account
Step 4: Release of Information

Please review this Release of Information and click "I Accept" or "I Decline" below. [Print]

FollowMyHealth
Release of Information Authorization

By signing where indicated below, I hereby authorize:

Central IL Health Systems, on its own behalf and on behalf of: (1) all of its subsidiaries and otherwise affiliated entities for which it has the authority to act; (2) each of their respective employees, independent contractors and agents; and (3) each of their respective employed or contracted health care providers, as applicable (collectively, "Central IL Health Systems"), to disclose the following information to the FollowMyHealth portal and its administrators and operators (except when disclosure is prohibited by applicable State law):

All data and health information about me maintained by Central IL Health Systems related to the following types of records or information:

[I Accept] [I Decline]

You must accept the Release of Information. The Release of Information permits FMH to obtain your medical information from HMF and store it on your behalf.

If you decline, your medical information will not be obtained from HMF.

To print the Terms of Service, click the "Print" link.

Connect your account

Step 5: Upload Health Record

The last step is the uploading of your health record.

Once the upload is complete, you will be taken in to the Home screen of Patient Access.

Home Screen

The Home screen is the landing page upon successful login. It is comprised of several actionable widgets.

Static Toolbar

The top level toolbar is accessible from any page within FMH.

FollowMyHealth™
Universal Health Record

Message   Request Appt   Hello Jardogs5   My Account ▼

Home   Inbox (1)   My Health ▼   My Info ▼

Message

You can compose a secure FMH message to any any HMF provider that you have had a visit with. See page 12 for more information on secure messaging.

Request Appt

You can request an appointment to any HMF provider that you have seen previously. See page 7 for more information on appointment requests.

Hello [user name]

Indicates whose health information is being displayed. This is a dropdown that contains the proxy accounts, if any are available. Please see the Patient Guide for more information on proxy accounts.

Action Center Module

The Action Center Module notifies you of items that require your attention.

Health Summary

The Health Summary contains basic information about you, including age, gender, height, weight, BMI, blood pressure, and your primary insurance.

Action Center

The Action Center displays items that require your attention. It also notifies you of certain items, such as validating a cell phone number or watching the walkthrough video, which will enhance your experience with FMH.

You can remove unwanted items from the Action Center by clicking the delete "x" next to the item.

Clicking on an item in the Action Center will expand that selection to provide details. Clicking on an item in the details will take you to that section of FMH.

When there are no Action items, a calendar will display in this area.

Recent Activity Module

Recent Activity

| Previous | Next | Page 1 of 2 |

You removed **ANA SCREEN** from your health record.
3 hours ago   ✕

Jardogs Clinic (QA) added 15 scanned documents to your health record.
1/15/2013   ✕

You connected your health record to **Jardogs Clinic (QA)**
1/15/2013   ✕

Jardogs Clinic (QA) added 41 appointments to your record.
1/15/2013   ✕

Jardogs Clinic (QA) added 2 health conditions to your health record.
1/15/2013   ✕

Recent Activity details additions to your FMH account.

Each entry is a hyperlink and will take you to the appropriate section of FMH.

You can remove any items from the Recent Activity Module by clicking the delete "x" next to the item.

Appointments Module

The Appointments Module is an actionable module where you can manage your upcoming and past appointments.

Appointments

Search: [   ] [Request] [Export]

| Upcoming | Past | Other |

Wednesday, January 23, 2013 8:40 AM
Test (Jdc) Provider
Jardogs Clinic (QA)   [+]

The search field allows you to search the current tab (upcoming, past, or other) by organization name or provider name.

The Export button allows you to export the appointments in a .ics file to import in to your calendar of choice.

Request a New Appointment

Schedule An Appointment   ✕

Appointment With   Reason For Appointment
Organization
[Jardogs Clinic (QA)   ▼]
Provider
[Test (Jdc) Provider   ▼]
Appointment Type
[Request an Appointment   ▼]   Characters left: 0 / 250

My Available Times   Appointments may or may not be
                                    available within the time slots you have
☐   ☐   ☐   ☐   ☐   provided.
Mon Tues Wed Thurs Fri

[Anytime ▼]

[First Available ▼]

[Add This Time Slot]
(Please select a day to add time slots.)

Comments

[   ]
[   ]
[   ]

              [Submit] [Cancel]
        Characters left: 0 / 250

You can request a new appointment by clicking the "Request" button in the Appointments Module.

Please note:
- *Please call your doctor's office to make same-day appointments.*
- *For non-same day appointment requests through the Patient Portal, you will receive a response within one (1) business day.*

The pop-up contains four different sections:
- Appointment With
- Reason for Appointment
- My Available Times
- Comments

Appointment With

In the Appointment With section, you will select:

Organization – this will default to HMF.

Provider – Click on the drop down arrow and select the provider you would like an appointment with.

Appointment Type – Click on the drop down arrow and select the Appointment Type

Request an Appointment sends a secure message to the provider's front office staff asking for an appointment. An appointment is not guaranteed or confirmed until you receive confirmation from the HMF.

Reason for Appointment
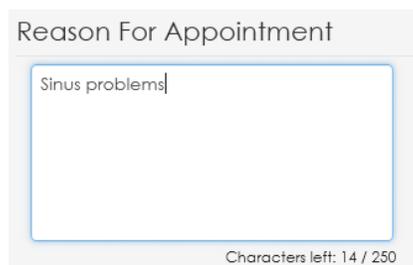
Enter the reason you are requesting an appointment in the Reason for Appointment box. This should be a short description of the issue or reason. You are limited to 250 characters in this section.

My Available Times

Choose which days you are available for the appointment by clicking the appropriate checkboxes.
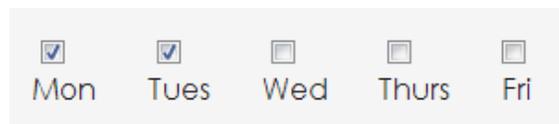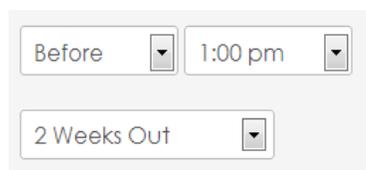
Then indicate what time during those days you are available by using the dropdown choices.
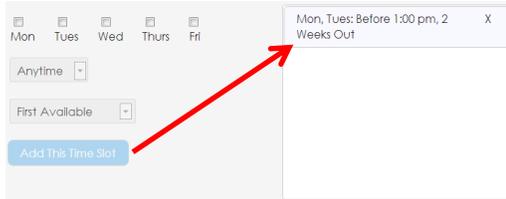
Clicking the "Add This Time Slot" button will populate the selection in the field to the right.

You are able to add as many selections as you want. You may also remove any selection by clicking the "x" delete button next to each item.

Comments
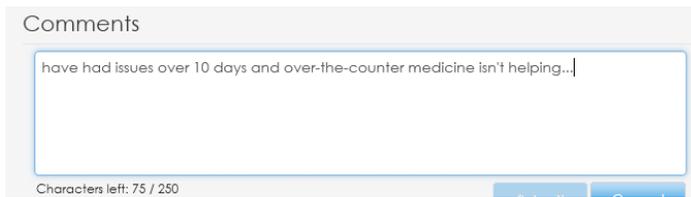
Enter any comments that pertain to your appointment request.

You are limited to 250 characters.

Once all of the necessary and appropriate information has been entered, click the "Submit" button.
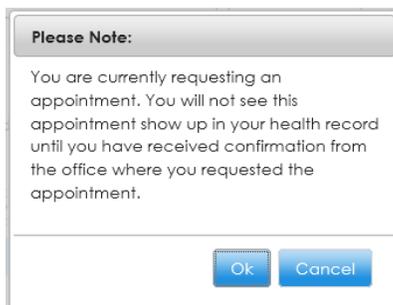
You will receive a reminder that you merely requested an appointment. An appointment is not confirmed until you receive notice from HMF.

Rescheduling an Appointment

To reschedule an appointment, click the "Reschedule Appointment" tab within the Appointment Information pop-up.

The organization and provider will default automatically based on the chosen appointment and cannot be altered.

The reschedule appointment workflow is identical to the request appointment workflow.

This will send a secure message to your provider's front office staff requesting to reschedule the appointment. It may take a day for the appointment to be removed from your Upcoming Appointment list.

While the provider's front office staff is working on your request to reschedule your appointment, a "Pending Reschedule" flag will display with that appointment on your Upcoming Appointments.

Cancelling an Appointment

To cancel an appointment, click the "Cancel Appointment" tab within the Appointment Information pop-up.

You must enter a cancellation reason and then click the "Submit" button.

This will send a secure message to your provider's front office staff requesting to cancel the appointment. It may take a day for the appointment to be cancelled from your Upcoming Appointment list.

While the provider's front office staff is working on your request to cancel your appointment, a "Pending Cancellation" flag will display with that appointment on your Upcoming Appointments.

Upcoming Appointments
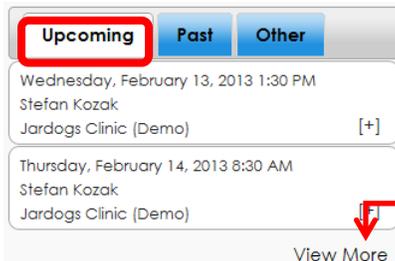
You can see any upcoming appointments in the Upcoming tab of the Appointments Module.

Your two next appointments are listed automatically. If you're looking for an appointment that is further out, you can click the "View More" link.

To see more details about a particular appointment, click that appointment and the Appointment Information pop-up will display.

Past Appointments

You can view any past appointments in the "Past" tab of the Appointments Module.

Clicking on a past appointment opens the Appointment Information workspace.
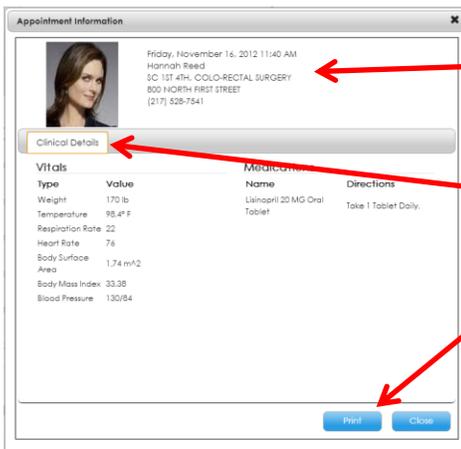
The past appointment information displays at the top of the workspace, along with a provider photo, if one is uploaded.

Any clinical details or documents associated with this appointment will also display.

To print past appointment information, including clinical details and/or documents, click the "Print" button.

Other Appointments

You can see other appointment types (usually cancelled or appointments you didn't show up for) in the "Other" tab of the Appointments Module.

Appointment Information
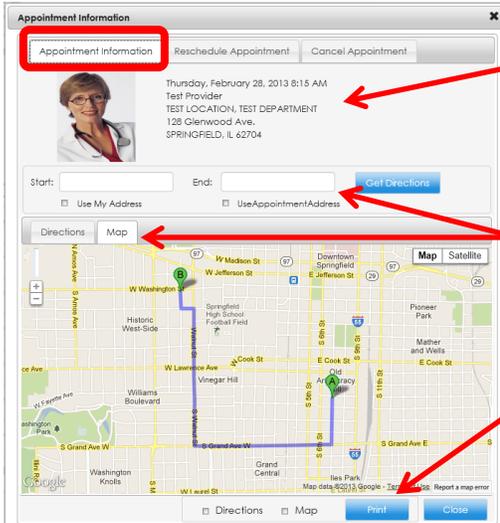
The appointment information (date, time, location) displays at the top of the workspace, along with a provider photo, if one is available.

A map and written directions are available if the appointment location is known. The directions are from your home address as known by FMH to the appointment location. If you need to change the start or end address for the map, enter the new addresses in to the Start and End fields. Click "Get Directions" to see the new map and directions.

You can choose to print the appointment information, along with the map and/or directions by clicking the "Print" button.

My Account

My Account contains Connections, Billing, Preferences, Support, Help, and Log Out. For information regarding Connections, Preferences, Support, and Help; please refer to the Patient Guide.

Billing

The Billing screen is broken up in to 2 sections:
- Patient Responsibility
- Paid Invoices

Patient Responsibility

Patient Responsibility is what you owe to the organization.

You can see the date of service, invoice number, provider, procedures, charges, and amount due.

Click the box in front of the invoices you would like to pay. The total is calculated in the "Pay Now" field. You may choose to partial pay an invoice by typing an amount in the "Pay Now" field.

Please note:
- *Payments made through FMH will be applied to the oldest balances in your account regardless of the specific invoice(s) that you select to pay.*

When you are ready to pay, click the "Pay Now" button. You will be taken to a new page that is specific for HMF.

Fill out all required information. Once completed, click "Process Transaction."

If the transaction was successful, you will be presented with a receipt page you may print out to keep for your records. A receipt of the billing transaction will also be sent to your Inbox in FMH.

Paid Invoices

Paid Invoices will list all invoices with that organization that have a zero balance.

Log Out

Use the Log Out option to completely log out of FMH. To enter back in to your FMH account you will have to log in with your username and password again.

Inbox
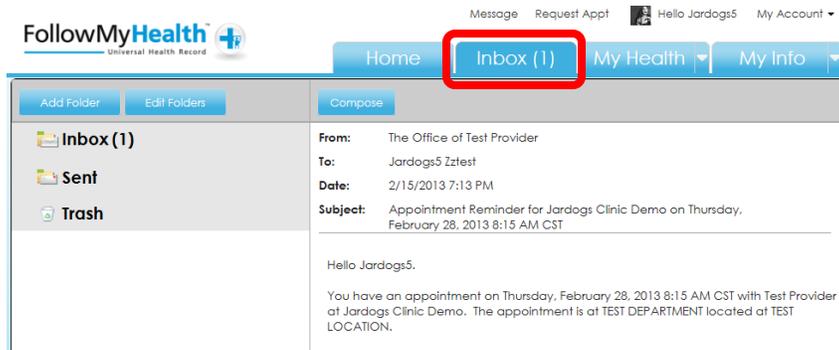
The Inbox contains all of the secure messages with HMF.

The Inbox tab will display the number of new messages in the Inbox.

By default, the inbox contains an Inbox folder, Sent folder, and Trash folder. You are able to add folders, sub-folders, or sub-sub-folders. You can also edit any existing folders.

To send a new secure message, click the "Compose" button.

You will be presented with the Emergency Message Disclaimer. You have the ability to click the "Do not show this message again" checkbox which will prevent the disclaimer from displaying every time the Compose button is clicked.
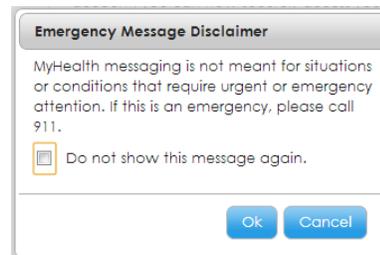
Please note:
- *Send only non-urgent messages to your doctor and you will receive a response within one (1) business day.*
- *To request prescription refills, please contact your pharmacy directly.*

Click on the Inbox to open the Inbox. The Inbox messages are listed to the left and the selected inbox message is displayed on the right.
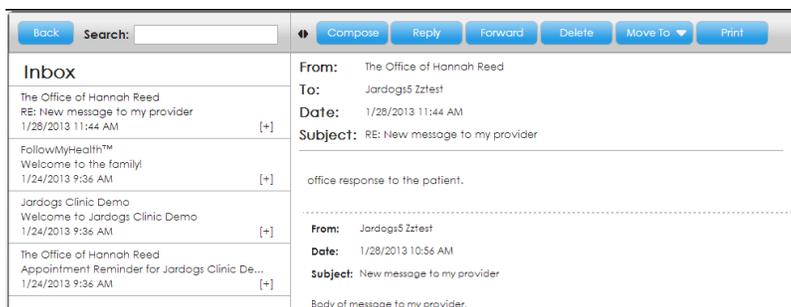
You have multiple options within each secure message:

Compose new message.

Reply to current message. This only displays when the provider has allowed a reply to his/her message.

Forward the current message to another HMF provider.

Delete the current message.

Move the current message to a new folder within the Inbox.

Print the current message.

You can also double click on any message and that message will open in a new window.
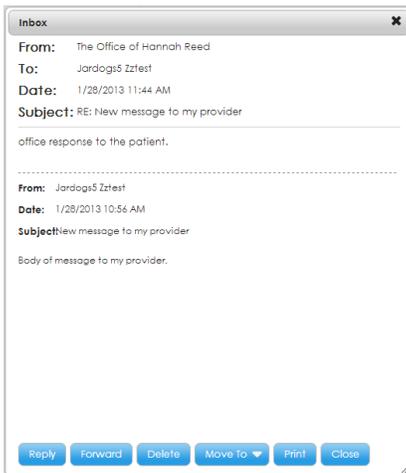
All of the same options will exist in the new window also.

To reply to a secure message you have received, click the "Reply" button. This only displays when the provider has allowed a reply to his/her message.
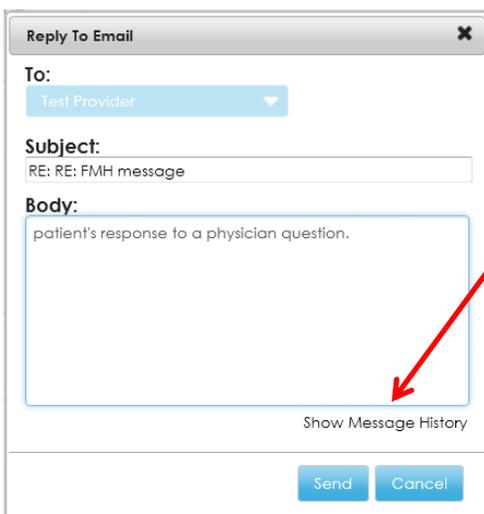
Enter your comments in the "Body" section of the pop-up.

If you need to see the previous messages in this exchange, click the "Show Message History" link.

The message history will display. To hide the history, click the "Hide Message History" link.

My Health

You can get to any of the pages within My Health by clicking on the main My Health tab and then navigating to the desired tab. You may also choose the desired section directly from the main My Health tab by using the dropdown arrow selector.
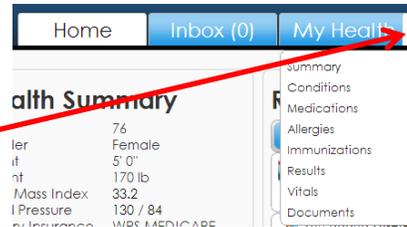
For more information on Summary, Conditions, Medications, Allergies, Immunizations, and Vitals; please refer to the Patient Guide.

Please note: any changes (add, delete, etc.), in these sections are not sent to HMF.

Results

The Results page will show lab results, radiology results, or any other results if your provider who ordered those tests allows you online access to them.

The number of new items contained within the Results tab will display in a bubble on the tab. New items will also display with an icon in the list.

You may also Email, Print or Fax Results.

For any result that has more than 3 data points, you can graph the result by clicking the Chart button.
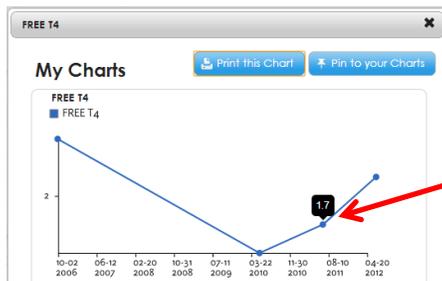
The chart will display in a pop up box. You can choose to print the graph or pin the chart to the My Charts app on the Home screen.

Hovering your mouse over a data point will display the result of that point.

All results display in an accordion grid. All categories can be expanded or collapsed at once by clicking the "Collapse All" button. Each category can be opened or collapsed by the arrows in the header.

 If you don't want to keep the result, click the Delete button to remove it from your list.

Results that are a number will display a visual representation of where it falls in the low, normal, or high range. The visual representation will only display if your provider sent that information with the result.

□ **FREE T4 5/1/2012 (3 items)**

✓	FREE T4	4/20/2012	2.15	LOW NORMAL HIGH	Provider, Test	Jardogs Clinic (D...	

Results that are not a number (radiology results, pathology results, etc.) will not display a range, as one does not exist.

□ **MRI KNEE WO RIGHT 5/1/2012 (1 items)**

✓	MRI KNEE WO RIGHT	4/24/2012	see details		Provider, Test	Jardogs Clinic (D...	

These text-based results must be opened to be viewed. Click the Details button to open the result.

View Result ✕

Name:
MRI KNEE WO RIGHT

Result Date:
4/24/2012

Value:
see details

Provider:
Provider, Test

Comments:
Springfield Clinic Main Campus

Jardogs Clinic Main Campus
Springfield, IL 62704

Name: TEST, PATIENT
Mrn: 1234567891

Exam Date: 04/24/2012
Age: 30

Physician: TEST, MD, PROVIDER

Examination: MRI KNEE WO RIGHT

Exam: MRI of the right knee without contrast

Print   Close

The result pop up window will display all of the information available for the result.

You may print this result by clicking the "Print" icon.

Documents

Summary	Conditions	Medications	Allergies	Immunizations	Results	Vitals	Documents 24	Search	Chart

Documents   ➕ Add Document   Email   Print   Fax

New	Name	Date	Provider	Source	Options
✓	Office Visit 1	5/22/2012	Provider, Test	Jardogs Clinic (Demo)	
✓	sNotes Old Records	5/21/2012		Jardogs Clinic (Demo)	
✓	sPT Patient History	5/16/2012		Jardogs Clinic (Demo)	
✓	sImaging Old Records	5/16/2012		Jardogs Clinic (Demo)	

The number of new items contained within the Documents tab will display in a bubble on the tab. New items will also display with an icon in the list.

You may also Email, Print or Fax Documents.

To view any additional details available about a documenet, click the Details button.

If you do not want a document, click the Delete button to remove it from your list.

Clicking the "Details" button of a document will open that document in a pop up window.

You are able to Print, Email or Fax that document from the pop up window.

Office Visit 1

Written By:
Provider, Test

Email   Print   Fax

Contents:

HPI
HEADACHE:
JARDOGS5 is a 75 year old female presenting today with a complaint of headache. This headache began 4 hours ago. It is not similar to other headaches she has experienced in the past. They typically occur approximately 1 times per week. The headaches are moderate in nature and are relieved by nothing.

JARDOGS5 describes the headaches as pounding, crushing, stabbing, and are associated with nausea, vomiting, photophobia, fatigue. She has been taking [ ] without adequate relief.
.
Allergies
Biaxin TABS
Corn
Penicillins
Pollen.
Current Meds
Lipitor 20 MG Oral Tablet;; RPT
MetFORMIN HCl 1000 MG Oral Tablet;; RPT
Vitabee/C Oral Tablet;TAKE 1 TABLET DAILY AS DIRECTED.; RPT
Lisinopril 20 MG Oral Tablet;TAKE 1 TABLET DAILY.; Rx
PARoxetine HCl 20 MG Oral Tablet;; RPT
Desipramine HCl 25 MG Oral Tablet;TAKE 1 TABLET DAILY AS DIRECTED.; Rx.
Active Problems
Asthma (493.90)
Diabetes Mellitus (250.00)
Esophageal Reflux (530.81)

You can add your own documents to FMH by clicking the "Add Document" button.

Add Scanned Document

Document Name:
My MRI Report

Date:
January 3, 1989

Provider:
Dr. Smith

Files to Upload:
Choose File

Save   Cancel

Enter a name for the document in the **Document Name** field.

Enter the date the document was created in the **Date** field.

If the document came from a doctor and you know who, enter their name in the **Provider** field.

Click the **Choose File** button to find the document on your computer and upload it to FMH.

Click the **Save** button to move the document to your FMH account.

My Info

My Info contains the Demographics and Providers pages. You navigate to the desired tab directly from the main My Info tab by using the dropdown selector.
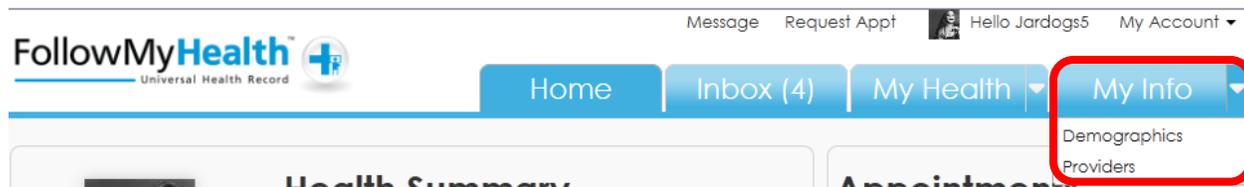
For more information on Demographics & Providers, please refer to the Patient Guide.