

FollowMyHealth Patient Portal Frequently Asked Questions

Q: How do I retrieve my username or password?

A: If you are logging in using an existing Gmail, Facebook, Yahoo or Windows Live ID, you will need to go through them to reset your username or password. If you are using an ID that you created specifically for FollowMyHealth, there is a *Forgot Password* link where you can enter your email address, and a new password will be sent to you. ***Please note that South Shore Women's Health cannot retrieve lost usernames or passwords.***

Q: How do I find my invitation code?

A: Your invitation code will be your 4 digit year of birth.

Q: Why isn't there any information in my portal account?

A: This indicates that you are not connected to South Shore Women's Health, and have created a generic FollowMyHealth account. To pull your information in, you will need to go back to the email invitation we sent to you when you signed up. Click on the "To begin click here" link. This opens the FollowMyHealth log in screen. Click on the **Add This Connection** button. Log into the account you created, and enter your invitation code when prompted. The invitation code is what connects you to South Shore Women's Health.

Q: What is the URL for the portal website?

A: <https://sswomenshealth.followmyhealth.com/login#/Index>. You may want to save that as a Favorite in your internet browser to get to it more easily in the future.

Q: Who do I contact if I need help setting up my account?

A: South Shore Women's Health portal staff may be contacted by email at portal@southshorewomenshealth.com 8:30am to 4:30pm, Monday through Friday. Messages are typically returned on the same or next business day, but it may take up to 3 business days during high volume times.

Q: Why aren't my lab results showing up yet?

A: Labs ordered by a South Shore Women's Health physician will appear in the portal 4 - 12 days after they are viewed and verified by the provider. Please note that lab results sometimes take a few days to get to the provider.

FollowMyHealth Patient Portal Frequently Asked Questions

Q: Some of my health information is missing or incorrect. What do I do?

A: Please call your doctor's office directly if this occurs. The Patient Portal Staff cannot change the information in your account; it comes over automatically based on what is in your electronic health record at South Shore Women's Health. Once it is corrected in your chart, you will see the change in your portal account.

Q: This isn't my entire record. What exactly shows up in the portal.

A: What comes into the portal isn't your entire record, but a snapshot of some of your most important information. Please keep in mind that legally, South Shore Women's Health can only release information that we are responsible for. This means that we can't release any information that was not ordered by our providers.

The list of exactly what appears in the portal is as follows:

- Appointments
- Conditions List
- Medication List (active, complete, discontinued)
- Allergy List
- Social History
- Procedures (Past Surgical History)
- Immunizations
- Vitals (height, weight, BMI, BSA, temperature, blood pressure, and heart rate)
- Documents you would have otherwise received (Clinical Summaries, Result Notes, Patient Portal Letters)
- Results (labs)

Q: How do I get copies of my medical records that aren't included on the portal?

A: You will need to fill out a Medical Release Form. These forms can be found on our website www.southshorewomenshealth.com under "Patient Resources".

Q: What can I do in the portal?

A: There are a lot of other things you can do with the patient portal! Some of the things you can do using the patient portal are:

- Update demographic and insurance information and send the updates directly to our office.
 - Request new appointments, or request that one be rescheduled or canceled
 - Sign up to receive email and/or text message appointment reminders
 - Send general messages to our office
- Print and fax your information

FollowMyHealth Patient Portal Frequently Asked Questions

Q: Can I request a refill of my prescriptions using the Patient Portal?

A: Yes! The request will be sent to our clinical staff first, then sent to your pharmacy. Refill could take 24 to 48 hours. You will have to make an appointment to discuss any new medications that you may want prescribed.

Q: How quickly can I expect a response from any request I submit via the portal?

A: Just like receiving a call back from your doctor's office, it depends on the priority of your request and the volume of other requests being handled. You should receive a message within 3 business days.

Never use the portal in case of an emergency! Any urgent or time-sensitive matters should be called into your physician's office immediately.

Q: I am not receiving emails from FollowMyHealth. Why is that?

A: All FollowMyHealth emails are automated and do not come from South Shore Women's Health. Because they are automated, your email provider may have identified it as spam, and put it in your junk mail folder. AOL in particular has been blocking these emails, and sometimes not delivering the emails to users at all. Adding noreply@followmyhealth.com to your contact list may help, but please reach out to AOL to resolve the issue.

Q: Is FollowMyHealth secure?

A: Maintaining your privacy is FollowMyHealth's top priority and they have taken the necessary steps to ensure they meet your expectations as well as all federal and state privacy laws. In order to allow most people to simply sign into FollowMyHealth without needing to create a new email address, they offer Facebook, Google, Yahoo and LiveID as authentication methods. FollowMyHealth uses a standard protocol to securely authorize users. FollowMyHealth will not utilize any additional information from these third party organizations other than what is required to help you gain access to your records.

- FollowMyHealth does not store your username and password. Your credentials will continue to be maintained by those organizations.
- In compliance with federal patient privacy regulations, all data that is transmitted is encrypted to protect it during this process. The data storage is also encrypted for protection. Your login occurs over SSL (https), which is an industry standard providing secure communication over the internet.
- Facebook, Google, Yahoo and LiveID provide FollowMyHealth with a confirmation of your identity and then secured access to your personal health record is granted. The identity confirmation is only stored temporarily and will remove itself from the system the moment you close the browsing window (the entire window/program; not just the existing tab).
- The first time that you create a FollowMyHealth account, you will be asked to share some basic information from your connecting account so that your authorization can be verified. Please keep in mind that each organization (Facebook, Yahoo, Google and LiveID) has a different authentication method. For example, LiveID will ask to grant access to view your profile info and contact list. While this step is necessary, essentially the only information we obtain is your username. FollowMyHealth will NOT be utilizing the potential public information contained in your authenticating accounts pictures, contacts, friends, etc. and will NOT release and/or sell your information to other organizations, people, etc.