Using the FollowMyHealth Mobile App for Android to Access the MyUHCare Personal Health Record

Follow the steps below to access and view your MyUHCare Personal Health Record (PHR) directly from the FollowMyHealth (FMH) Android app.

Logging into the App

1. Once you install the app on your phone, select the FMH app icon on your Android device to open the app.

   ![FollowMyHealth](image1.png)

   **Note:** You must create a MyUHCare PHR account prior to logging into the FMH app. For sign up instructions visit uhospitals.org/HowToSignUp.

2. The FollowMyHealth app opens. Enter your **Username** and **Password**. Click **Sign In**.

   ![FollowMyHealth](image2.png)

Home Screen

1. After login, the **Home** screen appears. Tap on the **Menu** icon in the top left of the screen to view different sections of your PHR.

   ![FollowMyHealth](image3.png)

Navigating My Health

1. From the Menu options, select the arrow next to **My Health** to display a list categories. Select any category to view details.

   ![FollowMyHealth](image4.png)

   **Note:** A teal numbered icon alert will indicate new items in your PHR. It will disappear once you have viewed the new items.
Renewing a Prescription

1. Under the categories in My Health, select **Medications**. The medication list will appear.

2. Select the item to renew, then select **Renew Prescription**. A message appears that your request was sent to the provider.

Viewing Documents

1. Under the categories in My Health, select **Documents** to view documents from your office visits.

2. Select the desired visit date to display details.

Sending a Secure Message to Your Provider

1. From the Menu options, select **Messages** to send a secure message to a connected provider.

   **Note:** You can only send messages to providers you have already seen.

2. To compose a new message, select the **Compose** icon in the bottom right corner of the screen.

Viewing Results

1. Under the categories in My Health, select **Results**.
**Note:** An emergency disclaimer will appear when you select the Compose icon. Please allow at least 24-48 business hours for your message to be addressed by your provider.

3. Click on the arrow next to **Select Provider**. Select the provider’s name you would like to message.

4. Enter a message **Subject**. Enter your message in the **Email Body**.

5. Select the **Send** icon in the top right corner of the screen.

6. To view additional message folders (Sent, Trash, Outbox), select the Folder icon in the top right corner of the main Message screen.

### Scheduling an Appointment

1. From the Menu options, select **Appointments**. Select **Upcoming, Past or Other** to view additional appointments. Select an appointment for more details.

2. Schedule a new appointment by selecting the teal calendar icon in the lower right corner.

3. On the **WITH WHOM?** tab, click **Select Organization** and choose the office of your desired provider. Next, click **Choose Provider** and select your desired provider.
Note: You can only make appointments via the mobile app with providers you have already seen.

4. Select NEXT to continue to the WHEN? tab. Select desired day(s) to move to the CONFIRM tab. Select ADD THIS TIME SLOT.

5. Review Selected Time Slots. Make any necessary changes and select NEXT.

Note: You can select preferred day(s) of the week, or use the arrows next to First Available and Anytime to view specific details for these time slots.

6. Select Send Request.

Note: Requesting this appointment does not mean the appointment is scheduled. You will receive a message to your PHR message inbox confirming your appointment.

Support

1. From the Menu options, select Support to read a list of Help Articles or Create Support Request.

Note: Customer Service phone numbers are not located in the Support section. To contact Customer Service by phone, call 1-888-670-9775 form 8 a.m. to 8 p.m.

Signing Out

From the Menu options, select Sign Out to disconnect from your session.

Need Additional Assistance?
Please contact Customer Service at 1-888-670-9775, Monday – Friday, 8 a.m. – 8 p.m. or email support@followmyhealth.com
Advanced App Options

Creating a Passcode and Fingerprint Authentication

You can create a passcode or use your fingerprint to securely login to the mobile app by following the instructions below.

1. From the Menu options, select **Device Settings** to set a mobile passcode or authorize fingerprint login.

2. Select **Security**.

3. Select **Create Mobile Passcode** and follow prompts.

4. Once you have set a mobile passcode, you can enable Fingerprint Authentication by moving the toggle from left to right. Once the toggle is teal, you have enabled fingerprint authentication.

**Note:** If you access more than one PHR through your mobile app, only one account can be set for mobile passcode and fingerprint as well as push notifications.

Accessing Shared or Parent/Guardian Accounts

1. If you have authorization to access another user’s PHR, it can be viewed by selecting the arrow to the right of your name at the top of the screen.

**Note:** For information on how to share health information visit uhhospitals.org/SharingYourHealthInformation. To learn how to register for Parent/Guardian access visit uhhospitals.org/ParentGuardianAccess.