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

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

Logging into the App

1. Select the FMH App icon on your Apple device to open the app.

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

2. The FollowMyHealth app opens. Enter your Username and Password.

   Home Screen

1. The Home screen displays. Navigate through the app by tapping the desired item from the menu located at the bottom of the screen.
Navigating My Health

Select My Health to view the My Health menu. Select the category you wish to view.

Note: Select More located to the far right in the main menu to display additional menu options.

Note: Any new clinical items in your PHR will display with a teal dot as an alert. It will disappear once you have viewed the section.

Renewing a Prescription

1. Request a prescription refill by tapping Medications from the My Health menu. The medication list will display. Select the item to refill and select Renew in the bottom right of the screen. Review the information and tap Send.
Viewing Results

1. View laboratory and imaging results by tapping **Results** from the My Health menu.
2. Results list will display.
3. To display result details, select the desired result.

Viewing Documents

1. Select **Documents** from the My Health menu to view documents from your office visits.
2. Select the desired document to display details.

Sending a Secure Message to your Provider

1. Send or view a secure message by tapping **Messages** from the Main Menu.
2. To compose new message select the **Compose** icon in the top right corner of the screen.

**Note:** An emergency disclaimer will appear when you select the Compose icon. Please allow 24-48 business hours for your message to be addressed by your provider.

3. Select the Provider you would like to message by tapping the + (plus) icon to the right. Select the desired provider's name from **Select Provider** screen.
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 to send.

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

**Tip:** Any folders containing messages will have a number to the right in parenthesis.

### Appointments

1. Request an appointment by tapping **Appointments** from the menu.

**Tip:** Select Upcoming, Past or Other to view additional appointments. Select an appointment to view more detail.

2. Request a new appointment by tapping the + (plus) icon in the upper right corner of the screen.

3. Tap **Select an Organization** and tap the location name.
4. Tap **Select a Provider** and tap the provider name.
5. Tap **Next**.

**Tip:** In the Timeframe section, moving the arrows left or right will create a specific timeframe you are available.

6. Tap **Add Time Slot**.
7. The selected time will default to First Available. Scroll down to select preferred day(s) and times, then tap **Done**.

8. Confirm selections or choose more appointment preferences by tapping **Add Time Slot**.
9. When finished, select **Next**.
10. Enter reason for appointment and any comments for the provider.
11. Tap **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. Select **Support** from menu.
2. Select **Contact Support** to search common support issues.
3. Select **Create Support Request** to report an issue regarding your PHR.

**Tip:** Customer Support 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

When Sign Out is selected from the top right of the screen, you will be asked if you are sure you would like to disconnect from the session. Select **Yes** to continue.

**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](mailto:support@followmyhealth.com)
Advanced App Options

Mobile Passcode and Fingerprint

1. Set a mobile passcode or authorize fingerprint login by tapping **Device Settings** from Menu.
2. Select **Security**.
3. Select **Create Mobile Passcode** and follow prompts.
4. Once you have set a Mobile Passcode, you may sign in using a fingerprint by tapping **Enable Touch ID**. When the checkmark appears, you have enabled Touch ID.

**Note:** Touch ID is available with fingerprint capable devices. To disable Touch ID, select the checkmark.

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

Accessing Shared or Parent/Guardian Accounts

1. If the patient has authorization to access another user’s PHR, it can be viewed by tapping **Accounts** located to the top left of the Home banner. Select the connected user’s name to view their PHR.

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