My UHCare Personal Health Record
User Guide

User Guide

Contents

UH Personal Health Record ......................................................................................................................... 1
What is My UHCare Personal Health Record? .......................................................................................... 3
My UHCare Personal Health Record Tutorial ........................................................................................ 4
The Home Page ........................................................................................................................................ 5

Health Summary ........................................................................................................................................ 5
Appointments ............................................................................................................................................ 5
Action Center ............................................................................................................................................ 6
App Center ................................................................................................................................................ 6

Health Journal .......................................................................................................................................... 7
Know My Health ...................................................................................................................................... 7
My Charts ................................................................................................................................................ 8
Recent Activity .......................................................................................................................................... 9

Inbox ......................................................................................................................................................... 10

My Health .................................................................................................................................................. 11

Summary .................................................................................................................................................. 11
Conditions .............................................................................................................................................. 12
Medications ............................................................................................................................................ 13
Allergies .................................................................................................................................................. 14
Immunizations ......................................................................................................................................... 14
Results .................................................................................................................................................... 15
Vitals ......................................................................................................................................................... 16
Documents .............................................................................................................................................. 17
Search ...................................................................................................................................................... 17
Chart ......................................................................................................................................................... 18

My Info .................................................................................................................................................... 19

May 22, 2017
General ........................................................................................................................................ 19
Emergency Contact .................................................................................................................. 20
Responsible Party ..................................................................................................................... 20
Insurance ................................................................................................................................... 21
My Account ................................................................................................................................... 22
Connections ............................................................................................................................... 22
Billing ......................................................................................................................................... 23
Preferences .................................................................................................................................. 23
Support ...................................................................................................................................... 24
Help ............................................................................................................................................ 24
Log Out ....................................................................................................................................... 24
My UHCare Personal Health Record Support ........................................................................... 25
Contact Us .................................................................................................................................... 25
What is My UHCare Personal Health Record?

My UHCare Personal Health Record is your personal health record, designed to provide you electronic access to your health information. My UHCare allows you to view, edit and manage your health information in a single location.

University Hospitals uses My UHCare powered by Follow My Health to provide you real time access to the following information from your connected Providers:

- Current Medications
- Current Diagnoses
- Allergies
- Immunization History
- Past Medical History
- Vital Signs
- Lab and Radiology Results (10/16/13 and forward)*
- Reminders entered by your physicians
- Visit Documentation
- Social History
- Family History
- Demographic Information (address, contact information, insurance information, etc.)

Note ► *Lab and Radiology results display in My UHCare Personal Health Record after they have been reviewed by your physician.
My UHCare Personal Health Record Tutorial

After you log into My UHCare Personal Health Record, an online tutorial launches, providing you with an overview of the application. Please take a few minutes to view this tutorial before you begin using My UHCare Personal Health Record.

Tip ► You may view the tutorial at any time by accessing the Help menu and selecting FollowMyHealth Video Walkthrough.

An additional My UHCare tutorial is available to you at the following link:

https://youtu.be/encUpV8oloo

This tutorial takes approximately 15 minutes to complete and can be accessed anywhere you can access the internet.
The Home Page

The My UHCare Personal Health Record Home Page displays as soon as you log in. The following sections are available on the My UHCare Personal Health Record Home Page:

Health Summary

The Health Summary contains demographic data, including your age, gender, smoking status, last recorded blood pressure reading, primary insurance and your primary pharmacy.

Appointments

The Appointments section displays your upcoming appointments with any of your connected Providers. You may request an appointment with any of your connected Providers by using the Request button.

Tip ► You may also request an appointment using the Schedule An Appointment link at the top of the webpage.

Note ► Requesting an appointment does not guarantee that your appointment has been scheduled. Your Provider will contact you via your Inbox in approximately 2 business days to let you know when your appointment request has been processed.
Action Center

The Action Center informs you of any new clinical items added to your medical record and any reminders of actions you should take in the My UHCare Personal Health Record.

Tip ► Addressing these alerts when you log in helps ensure that your medical record is up to date.

App Center

The App Center provides you with several options that may assist you in using My UHCare Personal Health Record. Three apps are pre-loaded for your convenience.

Tip ► Additional apps are available by accessing the Add Apps button.
Health Journal

Use this app to record notes for yourself about your health information.

Know My Health

Access this app to review your active conditions and access educational materials.
Use this app to create charts and graphs of your health information when you have three or more results of the same type.
Recent Activity

The **Recent Activity** section displays a summary of the recent activity on your My UHCare Personal Health Record account, including information added by you and information added by your Providers.
Inbox

The My UHCare Personal Health Record Inbox is where you can retrieve messages sent to you by your Providers.

You may also send messages to your Provider by replying to the messages in your Inbox, or using the Compose button.

Tip ► You may also send a connected Provider a message by using the Send a Message link at the top of the webpage.

Note ► Messages can only be sent toProviders you have had a visit with from 2012 to the present. It is not possible to send a message from My UHCare Personal Health Record to a University Hospitals Acute Care Center.
My Health

My Health provides an overview of your health information.

**Tip ►** Information in My Health can be printed, faxed or emailed directly from My UHCare Personal Health Record.

The following sections are available under My Health:

**Summary**
The Summary tab displays your demographic and health information at a glance, including:

- Demographics
- Care Team Members

**Tip ►** You may add additional Providers to your Care Team by using the Add Provider button. Added information will not be sent to University Hospitals.

- Diagnoses
- Surgical History
- Allergies
- Medications
- Recent Vitals

**Conditions**

*Conditions* displays your current diagnoses, as well as your past medical history and past surgical history.

**Tip ►** You may add additional conditions by using the *Add Condition* button. Added information will not be sent to University Hospitals.
Medications displays your current and past medications.

Tip ► You may add additional medications by using the Add Medication button. Added information will not be sent to University Hospitals.

Tip ► You may request a prescription by using the icon.

Note ► Prescription refills can only be requested from connected Providers. It is not possible to request a prescription refill from a University Hospitals Acute Care Center.
Allergies displays your allergy list.

**Tip ►** You may also add additional allergies by using the **Add Allergy** button. Added information will not be sent to University Hospitals.

Immunizations displays your immunization history.

**Tip ►** You may add additional immunization records by using the **Add Immunization** button. Added information will not be sent to University Hospitals.
Results displays your final lab and radiology results after they have been reviewed by your Provider.

**Tip** You may add additional results by using the **Add Result** button. Added information will not be sent to University Hospitals.

**Note** Historical lab and radiology results from University Hospitals Providers available as of **October 16, 2013** display here.

**Note** Historical lab and radiology results from UH Hospital facilities available 3 months prior to the date you established your My UHCare Personal Health Record account display here.
Vitals displays your recorded vital signs.

**Tip ►** You may add additional vitals by using the Add Vital button. Added information will not be sent to University Hospitals.
Documents displays visit documentation completed by your Provider.

**Note** ► Documents from University Hospitals from October 16, 2013 and forward display here.

**Tip** ► You may add additional documents by using the **Add Document** button. Added information will not be sent to University Hospitals.

**Search**

Use the **Search** tab to locate any existing health information contained in your My UHCare Personal Health Record account.
Chart provides a single location for you to view information contained in your My UHCare Personal Health Record account.
My Info

The My UHCare Personal Health Record My Info section allows you to review and update your personal information. The following sections are available under My Info:

General

![Image of the Demographics section]

The General section contains demographic information, including:

- Name/Date of Birth
- Address
- Contact Information
- Social Information
- Preferred Pharmacy

**Tip** You may edit this information, as desired. Edited information is not sent to your connected Providers.
Emergency Contact

The **Emergency Contact** section contains your emergency contact.

**Tip ►** You may edit this information, as desired. Edited information is not sent to your connected Providers.

Responsible Party

The **Responsible Party** section displays the person or entity responsible for your health payments (after insurance is applied).

**Tip ►** You may edit this information, as desired. Edited information is not sent to your connected Providers.
The **Insurance** section displays your current insurance information.

**Tip ►** You may edit this information, as desired. Edited information is not sent to your connected Providers.
My Account

The My UHCare Personal Health Record My Account menu allows you to set your preferences, view the Help options and contact technical support.

The following options are available to you under the **My Account** menu:

**Connections**

Connections displays the hospitals and organizations your My UHCare Personal Health Record account is currently connected to.

As a University Hospitals patient, you may be connected to the following UH organizations:

- **University Hospitals (Ambulatory)**
  
  - Indicates a connection to a University Hospitals Provider who maintains his/her own practice.
  
  - Allows information from your provider visits to display in your My UHCare Personal Health Record.

- **University Hospitals (Acute)**
  
  - Indicates a connection to the University Hospitals family of hospitals.
  
  - Allows information from your UH hospital visits to display in your My UHCare Personal Health Record.
Billing takes you to a link where you can pay your outstanding bills.

**Note ►** The Billing link directs you to the UH website to pay your bills for University Hospitals.

Preferences allows you to invite a proxy user to view your My UHCare Personal Health Record account, set your login and notification preferences, delete your account and view an activity history log.

**Tip ►** You may change any of these preferences, as desired.
Support provides contact information for technical support and links that provide education and guidance for using your My UHCare Personal Health Record.

Help opens the My UHCare Personal Health Record Knowledge Base, where you can access a variety of articles, documents and frequently asked questions to assist you in using your My UHCare Personal Health Record.

Log Out logs you off of your My UHCare Personal Health Record.
My UHCare Personal Health Record Support

If you require assistance using your My UHCare Personal Health Record, you may access the **Knowledge Base (Frequently Asked Questions)** link from the Help menu.

**Contact Us**

For additional support, contact the My UHCare Personal Health Record Support Team:

- By telephone: 888-670-9775
- By email: support@followmyhealth.com