

# Frequently Asked Questions

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## **GENERAL QUESTIONS**

- **What is the NIH Clinical Center FollowMyHealth® Patient Portal?**

The NIH Clinical Center's FollowMyHealth® Patient Portal is an internet-accessible application that offers patients secure access to pieces of their NIH Clinical Center electronic medical record.

- **Does the NIH Clinical Center FollowMyHealth® Patient Portal have a mobile app?**

Yes. FollowMyHealth® Patient Portal can be downloaded through the Apple and Android app stores. You can easily find the app by scanning the below QR code with your mobile device.

Unfortunately, the mobile app is only available in the United States.



- **What if I need help?**

Technical support or questions regarding accessibility to the NIH Clinical Center FollowMyHealth® Patient Portal is available by calling 1-855-644-6445 or sending an email to

[NIHCCPatientPortalSupport@mail.nih.gov](mailto:NIHCCPatientPortalSupport@mail.nih.gov). If you need to leave us a voicemail please be sure to leave your full legal name and the best number to contact you.

- **Is my information secure in the NIH Clinical Center FollowMyHealth® Patient Portal?**

Yes. FollowMyHealth® Patient Portal is a secure internet site which is protected through advanced encryption technology. Access to your account is secured through your own personalized user name and password, known only to you. It is important that you keep this information in a secure place and do not share it with others.

- **What if I find a discrepancy in my health information in the NIH Clinical Center FollowMyHealth® Patient Portal?**

Please contact the Clinical Center's Health Information Management Department for information about managing these issues on 1-888-790-2133.

- **I received a piece of mail titled “eHealth” regarding Medicare Coverage. How do I remove myself from this mailing list?**

#### Desktop

- Login to your FollowMyHealth® account.
- Select My Account in the top toolbar.
- Select Preferences and then Communication Preferences.
- At the bottom of that list you will see an item titled Notifications About 3rd Party Partners.
- If you wish to decline these communications, uncheck both the “Email and/or Mail” and “Text Message” radio buttons.
- Once unchecked you will no longer receive these mailings/messages.

#### Mobile Application

- Login to your FollowMyHealth® account.
- Select the More option in the bottom right of your screen
- Select Settings
- Select Communication Preferences
- At the bottom of that list you will see an item titled Notifications About 3rd Party Partners.
- If you wish to decline these communications, uncheck both the “Email and/or Mail” and “Text Message” radio buttons.
- Once unchecked you will no longer receive these mailings/messages.

### **ACCOUNTS/ACCESS**

- **How do I get a user name and password for the NIH Clinical Center FollowMyHealth® Patient Portal?**

Through your internet browser go to the NIH Clinical Center’s FollowMyHealth® Patient Portal page <https://www.cc.nih.gov/followmyhealth/> and click on “Sign In”. Once there, you will need to create a new account by clicking on the “**I Need to Sign Up**” box. If you currently use Facebook, Google, Microsoft, Yahoo, or CernerHealth you may use those usernames and passwords to login. Information is never shared with these organizations. This is offered as a convenience so that you do not have to remember an additional username and password. FollowMyHealth® Patient Portal user guide and other reference materials are available to you on the sign-in page.

**Please note that if you did not take action on the invitation emailed to you from the NIH Clinical Center then you must request a connection to our organization in order to see your NIH Clinical Center medical records.**

Below is an example of the invitation you will receive in your email.

Dear

In order to start the registration process and get connected to your medical information, follow these 3 steps when you click the registration link below:

- 1) **Click Sign Up and Connect.** If you already have a portal account and want to connect with an additional provider, click Sign in and add this connection (skip to step 3).
- 2) **Create a username** for your portal account. By default, this will be your email address. Next, create a password following the criteria noted on the right of the screen. Confirm your password to continue.
- 3) **Connect your account.** Follow the on-screen prompts to complete your account connection. These screens include accepting our Terms of Service, entering your Invite Code [the last four digits of your social security number/year of birth] and accepting the release of information.

You will then be ready to access and manage all of your personal health information in one secure location **24 hours a day / 7 days a week** with any computer, smartphone or tablet!

And don't forget: with our portal you can communicate with your physicians via secure messaging ... save time by scheduling appointments online... view your test and lab results the moment they're available... refill prescriptions and so much more!

If you have any questions during the registration process, please contact [if you have Level One support - provide FollowMyHealth® Support Services' #. If you don't have Level One support - provide your organization's support #.]

[Click here](#) to begin.

Sincerely,  
NIH

[Please click here to opt out.](#)

- **When I sign-in to the NIH Clinical Center FollowMyHealth® Patient Portal I do not see any of my medical records from the NIH Clinical Center.**

### **Is my account set up properly?**

FollowMyHealth® Patient Portal requires an invitation from your health care organization prior to connecting to their records. If you have not received an invitation, you can request a connection to our organization in one of two ways.

- a. If you already have a FollowMyHealth® account: Select *My Account* in the top toolbar and select *My Connections*. In the *With Providers and Healthcare Organizations* tab, click *Add Organization*. Search using the zip code 20892 and you will see the NIH Clinical Center listed as an available organization.
- b. If you do not have a FollowMyHealth® account: Create an account following the steps listed above. After you have successfully created your account, you will be asked if you would like to request a connection to an organization. At this time, search using the zip code 20892 and you will see the NIH Clinical Center listed as an available organization.

After you request a connection to the NIH Clinical Center please allow one business day for your connection to be reviewed and established. If you experience any problems please contact our Patient Portal Support team. This team is available Monday through Friday 9am-6pm EST (excluding federal holidays) by phone 1-855-644-6445.

- **What is my user name?**

When you select the **"I Need to Sign Up?"** link on the Patient Portal website you will be able to create your own user name (or Account User Name). This will need to be a user name that is unique to you. The system will automatically use your email address as your username but you can change this to whatever username you would like.

- **What do I do if my user name doesn't work?**

Contact the Patient Portal Support Team. This team is available by phone 1-855-644-6445 or email [NIHCCPatientPortalSupport@mail.nih.gov](mailto:NIHCCPatientPortalSupport@mail.nih.gov).

- **Can I create my own password for the NIH Clinical Center FollowMyHealth® Patient Portal and change it whenever I want?**

Yes, you can create your own password and change it when necessary. Password requirements are: at least 8 characters, must contain at least one number, and one special character. To change your password after logging in, navigate to the *My Account* drop down menu at the top of your screen. Select *Preferences*, then *Sign In Preferences*. From there you can select *Preferences* next to the FMH Sign In box to change your password.

- **What if I forget my password?**

Look for the “**Forget your password?**” link under the user name and password field on the Sign-In page. You will be prompted to enter your NIH Clinical Center FollowMyHealth® Patient Portal account username. Once you have entered this information, a message will be sent to your email address providing you with a link to reset your password. If you can’t remember your username or if you experience any problems, please contact our Patient Portal Support team by phone, 1-855-644-6445.

- **Is there a fee to use the Patient Portal?**

No. The NIH Clinical Center FollowMyHealth® Patient Portal is provided as a courtesy to our patients and use of the Portal is optional.

## **INFORMATION AVAILABLE IN THE FOLLOWMYHEALTH® PATIENT PORTAL**

- **What information will I see in the NIH Clinical Center FollowMyHealth® Patient Portal?**

Patients will be able to access pieces of your electronic medical record, which include:

### Information dated January 2013-June 30, 2019

- Inpatient Discharge summaries, inpatient discharge instructions, outpatient first registration reports, inpatient history and physical examination notes, rehabilitation notes, procedure notes, imaging (or radiology) results, and some laboratory, cardiology, and neurology results.

### Information dated July 1 2019 – present

- All of the above listed documents and results
- Inpatient and outpatient progress notes, nutrition notes, patient education notes, consultation notes, spiritual care notes, transfusion medicine notes, social work discharge summary notes

If you cannot locate specific information, please contact the Patient Portal Support Team at 1-855-644-6445.

- **How long does it take for information to become available in the NIH Clinical Center Patient Portal?**

Authorized test results will be available for patients to view within 24 hours of the result being finalized. Documents including discharge instructions, discharge summaries and outpatient first registration reports are available in the FollowMyHealth® Patient Portal once they are signed and

completed by your physician. Imaging or Radiology results are released to you three days after the report is finalized by the clinician.

- **Who do I contact if I am having difficulty locating information in the NIH Clinical Center FollowMyHealth® Patient Portal?**

If you cannot locate specific information, please contact the Patient Portal Support Team 1-855-644-6445.

## **PROXY ACCOUNTS**

- **Do you allow proxy accounts?**

Yes. Proxy accounts can be created for the parents/guardians of minor patients, or any adult patient can request a proxy account for any family member/care giver with the patient's permission. For instructions on how to add someone as a proxy in your profile, please see the User Guide posted here: <https://www.cc.nih.gov/followmyhealth/>. The information can be found on page 51 of the User Guide, under "Add an Authorized Individual". To obtain the "Proxy Account Form" select the *Forms link* on our website, <https://www.cc.nih.gov/followmyhealth/>. Completed forms can be submitted via fax, mail or click on the box titled Click Here to Submit Your Completed Forms on the website, <https://www.cc.nih.gov/followmyhealth/>. Once your form has been submitted and reviewed by the Patient Portal Support Team, an invitation will be sent to your email address.

- **Can minor patients request a FollowMyHealth® Patient Portal account?**

Yes, patients between the ages of 13 years of age and 18 years of age can request an account. To obtain the "Minor Patient Account Form" please select the Forms link on our website, <https://www.cc.nih.gov/followmyhealth/>. Completed forms can be submitted via fax, mail or click on the box titled Click Here to Submit Your Completed Forms on the website, <https://www.cc.nih.gov/followmyhealth/>.

- **Can I access my child's FollowMyHealth® Patient Portal account?**

Yes. Please select the Forms link on our website, <https://www.cc.nih.gov/followmyhealth/> to obtain the forms that must be completed to request a Proxy account. Proxy accounts for minor children may be requested and utilized until the minor patient turns 18 years of age. At the age of 18, all proxy accounts are automatically disabled.

- **I have multiple family members who are patients at the NIH Clinical Center. How can I access each family member's records?**

For minor patients, parents/guardians can sign off on the creation a proxy account. For any patient over the age of 18, the patient must also sign the Proxy Account Form. You can request proxy access to each family member's account. You will have your own sign-in information (username and password) and can access their records through that account. Once you are logged in to the

FollowMyHealth® Patient Portal, at the top of your screen you will see “Hello” followed by your name. If you have proxies currently assigned to your account you will see a drop down arrow. By clicking on that arrow you will then see the patients you are currently connected to and can select the name of the individual’s medical records that you would like to view. If you would like to request a proxy account for a patient, you can obtain the “Proxy Account Form” by selecting the Forms link on our website, <https://www.cc.nih.gov/followmyhealth/>. Completed forms can be submitted via fax, mail or click on the box titled Click Here to Submit Your Completed Forms on the website, <https://www.cc.nih.gov/followmyhealth/>. Once your form has been submitted and reviewed by the Patient Portal Support Team, an invitation will be sent to your email address.

### **MESSAGING AND OTHER USES OF THE FOLLOWMYHEALTH® PATIENT PORTAL**

- **Can I email my physician or other members of my NIH healthcare team through the NIH Clinical Center FollowMyHealth® Patient Portal?**

Yes. You will be able to message your listed Attending and Primary Clinicians, in addition to any staff member that has requested to message you through the system. If you do not see a staff member’s name in your messaging option list, this means they have not requested to enable messaging.

- **Can my non-NIH healthcare providers get access to the NIH Clinical Center FollowMyHealth® Patient Portal?**

No. Non-NIH healthcare providers cannot access your electronic medical record through the NIH Clinical Center FollowMyHealth® Patient Portal. If you have another provider who needs copies from your Clinical Center medical record, please contact the Health Information Management at 1-888-790-2133 to make arrangements for this service.

- **What do I do if I need to request copies of my medical records to go to another hospital or physician?**

If you have a provider who needs copies from your Clinical Center medical record, please contact the Health Information Management at 1-888-790-2133 to make arrangements for this service. You may also access the required “Authorization for the Release of Medical Information” if you select the Forms link on our website at <https://www.cc.nih.gov/followmyhealth/>. Completed forms can be submitted via fax, mail or click on the box titled *Click Here to Submit Your Completed Forms* on the website, <https://www.cc.nih.gov/followmyhealth/>.

- **Can I print information from the NIH Clinical Center FollowMyHealth® Patient Portal?**

Yes, you can print information from the FollowMyHealth® Patient Portal. Please be sure that you store any printed information which includes personal demographics and/or health information in a secure location just as you would other important sensitive documents such as financial information, etc.

- **How can I update my email address in the NIH Clinical Center FollowMyHealth® Patient Portal?**

You cannot update your email address within the NIH Clinical Center FollowMyHealth® Patient Portal. You may request updates to any demographic information, including your email address, when you visit the NIH Clinical Center. If you have received a Patient Update Form in your portal account, you may print it out and make any necessary changes. Completed forms can be submitted

via fax, mail or click on the box titled *Click Here to Submit Your Completed Forms* on the website, <https://www.cc.nih.gov/followmyhealth/>. If you need to request an update at any other time, please contact the Patient Portal Support Team at 1-855-644-6445 .

- **Can I ask emergency related questions via the Portal?**

No. The NIH Clinical Center FollowMyHealth® Patient Portal is **not** to be used for emergency related healthcare issues. Please contact your physician directly for any questions or concerns. For medical emergencies or immediate care, please call 911.

- **How do I view my NIH Clinical Center appointments in the Portal?**

To view your NIH Clinical Center upcoming and past appointments, select the *Home* tab in your FollowMyHealth® account. Once there, navigate to the *App Center* (the lower left portion of the page). Click the right or left arrow button to scroll through the Apps until you see *Appointments*. After the Appointment App is displayed you will see “This secure website will allow you to view all of your NIH Clinical Center appointments”. Click on the words “secure website”. This will display the Appointment Tracker website. To view appointments on the FollowMyHealth® mobile app, select the *More tab* at the bottom of your screen. Then select *Health Tools* and click on the *Appointments link*.

- **Can I cancel an appointment, make changes to an appointment or schedule appointments in the NIH Clinical Center FollowMyHealth® Patient Portal?**

At this time, you are only able to view past and future appointments. For any changes or to make an appointment please contact a member of your research team.

- **How do I print my Appointment Tracker schedule?**

To print your appointments on the NIH Clinical Center Appointment Tracker website, click on the printer icon found at the bottom of your list of appointments.

- **Why does the appointment tracker indicate that it may not include all of my scheduled appointments?**

The appointment tracker currently includes only the appointments that require a scheduled appointment time. There are some locations in the hospital that don't require a scheduled appointment time since patients are seen in the order in which they arrive, including Admissions for registration, Phlebotomy, EKG, and Xray. These walk-in/unscheduled appointments will not appear on the appointment tracker. Your research team plans your entire schedule and will provide you with a complete itinerary of appointments to include the scheduled and walk-in/unscheduled appointments. For any questions about appointments, please contact your research team.

- **If I upload information to my FollowMyHealth® Patient Portal account or submit a journal entry will NIH staff members be able to see this information?**

Unfortunately at this time, information that you enter in your portal account cannot be sent back to your NIH medical record or your NIH care team