Family Practice Associates is pleased to introduce the Follow My Health Patient Portal where you can send messages to your provider, view test and lab results, request prescription refills, schedule appointments, receive care reminders, pay bills, and much more!

We hope that you find the patient portal easy-to-use and valuable in tracking important health information. Here are some Frequently Asked Questions. If you have other questions, please click on “Support” or “Help” under “My Account” on the Patient Portal or contact us at (308) 865-2767.

**Question:** I want to use the Patient Portal. How do I get access?
For privacy reasons, patients must be invited to use the Family Practice Associates Patient Portal. Family Practice Associates will invite every patient who provides us with an email address. If we did not ask you for your email address, or if it has changed since you started seeing us, please contact us. We will then send you an invite to get you started.

**Question:** I see that I can use different login methods. What does this mean?
Follow My Health offers users various ways to login for their convenience. This allows you to use a username and password that you may already know and have memorized. When you set up your account, you will need to choose a login method then use that same login method each time you login. If you do not, you will not be able to get into your account. If you wish to change your login method, you can do so by clicking on “My Account” and then “Preferences”.

**Question:** The Patient Portal says I can login with my Facebook account. Does that mean people on Facebook can see my medical information?
No. This is simply a way to allow you to easily login to your account. The Patient Portal does not send any information to Facebook; it is very secure! You are the only person who can see the information unless you specifically allow someone else to see it.

**Question:** I set up a Follow My Health Account, but I can’t see any health information on it.
Due to security reasons, Family Practice Associates must invite you to set up an account. It is possible for you to set up a Follow My Health account without our invitation; however, you will not see any information from our clinic. If this has occurred, please contact us and we will send you an invitation, and provide instructions regarding how to connect this to your Follow My Health account.

**Question:** I can’t remember my username or password.
If you have problems getting into the system, first be sure that you are using the right login method. For instance, if you chose to login through Facebook when you set the account up, you cannot login through any other method unless you formally change it. If you are sure you have chosen the right login icon, and you can’t remember your password, you can choose to reset it. Click on “forgot password” and the system will walk you through the steps. If you cannot remember your username, you will need to contact us and have us delete your account and send you a new invitation.

**How do I change the Follow My Health account information?**
You can change account information by clicking on “My Account”, then “Preferences”. This includes your contact information, such as your email address, your address, phone number, etc… When you make such
changes, we will receive a note saying you have done so. At that point, we will either make these changes in
our official health record for you or contact you for more information.

**Question:** How can I see my child’s information on the Patient Portal?
If you would like to see your child’s information on the Patient Portal, please contact us and we will send you a
“proxy invitation”. Parents can access this information if the child is under 18 years old. If your son or
daughter is 18 years old or over, he or she will have to give you permission to see this information.

**Question:** How do I refill a prescription?
Under the “My Health” tab, go to “Medications”. Here you will see a full list of medications. On the right
hand side of the screen, you will see three pictures. One of these pictures looks like a medicine bottle. If a refill
of this prescription may be allowed, you can click on the picture of the bottle. A box will pop up that allows
you to write a message to your doctor. If the computer does not allow you to click on the bottle, it means you
will need to call the clinic and speak with a nurse to discuss a refill. Please note, you should always check
with your pharmacy first if your medicine bottle indicates a refill is available.

**Question:** How do I schedule an appointment using the Patient Portal?
There are three ways to schedule an appointment:
- Click on “Schedule an Appointment” at the top of your screen. OR
- Go to the “Home” page. Click on “Appointments” on the right side of the screen. OR
- Go to “My Info”. Using the dropdown menu, click on “Providers”. On the right side of your
screen, click on “What do you want to do?” then click on “Schedule an Appointment”.

**Question:** How do I send my doctor a message?
There are three ways to send your doctor a private, secure message using the Patient Portal:
- Click on the “Inbox” tab at the top of the page, then select the “Compose” button. OR
- Click on the drop-down button next to “My Info” and click “Providers”. Click the button that says,
“What do you want to do?”, then select “Send a message”. OR
- Click on “Message” at the very top of the screen, to the left of your name from any place on the website.

Please remember, you should not send your doctor a message if you believe you may need care right away!
Always call the clinic directly, or, if you believe you are having an emergency, call 911!

**Question:** Can I pay my bills through the Patient Portal?
Yes! On the “Home” page, scroll down until you see “Billing”. You will see the amount you owe on the
screen. When you click “Make Payment”, you will be taken to a screen that shows you what charges are
“Patient Responsibility”, “Pending with Insurance” or “Paid Invoices”.

**Question:** I care for my Mom, Dad or another adult. Can I see their information?
Yes! You can see another adult’s information if that person gives you access. The patient should go into
his/her Portal account and click on “My Account”, then “Preferences”. Under “Preferences”, the patient should
click on the button that says “Invite a Proxy”. A box will now pop up and the patient will be able to put your
information into the box. He or she will need to decide if you should have “Read Only” or “Full Access”.

When you receive the proxy access invite, click on the link provided. You can then follow the steps to view the
patient’s information. You do not have to have an account with us to view another patient’s account, when
invited to do so.

Thank you for entrusting us with your care! Please call us with any other questions you may have!
Family Practice Associates (308) 865-2767

www.kearneyfpa.com