



### FollowMyHealth Authorized User Invite Consent

The FollowMyHealth™ patient portal at Mesa Pediatrics is designed to enhance secure patient and provider communications and is provided as a courtesy to our valued patients. Please complete and submit this form if you would like to set up your portal account\*\*.

**Authorized User Information** (please print): (\*Person receiving access to a Patient Portal account)

Parent/Guardian\* Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Authorized User DOB: \_\_\_\_\_

Email address where Authorized User portal messages will be sent (Personal email recommended):

\_\_\_\_\_

Address (street, city, state, zip): \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Authorized User Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Patient Information** (please print):

List all patient(s) you wish to have portal access for (please print):

Patient Name: \_\_\_\_\_ DOB: \_\_\_\_\_ Age: \_\_\_\_\_

Patient Name: \_\_\_\_\_ DOB: \_\_\_\_\_ Age: \_\_\_\_\_

Patient Name: \_\_\_\_\_ DOB: \_\_\_\_\_ Age: \_\_\_\_\_

Patient Name: \_\_\_\_\_ DOB: \_\_\_\_\_ Age: \_\_\_\_\_

Patient Name: \_\_\_\_\_ DOB: \_\_\_\_\_ Age: \_\_\_\_\_

(for additional children, please fill out second form—patient section only)

\*\*families with separate households-Please note that all demographic and insurance information will be visible on the portal account to all legal parents who have signed up for portal access for your child(ren).

For MPPA use only:

Patient Portal Invite sent by: \_\_\_\_\_ Date: \_\_\_\_\_

(verified email address, FMH invite sent, paperwork scanned and saved in patient chart)



## FollowMyHealth(FMH) Patient/Parent Guide

### How do I set up my access?

Now that you've completed the form---what's next?? How to you access your child's data?

1. Within about 48-72 hours, you should receive an email from **FollowMyHealth**. The email could go to your Inbox, Spam, Junk or Clutter folder---PLEASE CHECK ALL OF THESE PLACES for your invitation. You can accept your invite from your mobile/tablet device (iPhone/iPad or Android) or you can accept it from a computer/pc.
2. In the email there will be instructions for completing the registration. Once you have read the instructions click the link at the bottom of the email to register your account.
3. You will be prompted to **Sign-Up** or **Sign-in** (If you have a FMH account from another clinic/hospital for yourself or your children, you can choose **Sign-in** (using your existing login credentials). Otherwise, click **Sign-Up**).
4. Fill in some demographic information **about yourself (this is your information, not your child)**
5. Agree to terms of service.
6. Create your username and password. Using your email as your login is recommended.
7. Finally, you will see **Step 1: Welcome** Click **Next**

Enter in the Invite Code (year of birth for an invite with only one child, or the year of birth of the youngest child if there are multiple children on the invite).

Accept the Release of Information (you will see one for each child---this goes into their chart and will pop up annually for you to renew).

If you are on your mobile device, you will next be prompted to either launch it in the app, or install the FMHmobile app (from App store or GooglePlay) if not yet installed. You do not have to use the mobile app, you can log into the account from a pc/computer by going to <https://Mesapeds.FollowMyHealth.com>.

### TIPS/TRICKS

1. If you have more than one child on your FMH account, after you log in, you will want to click: (iPhone--**Account** at top of screen) (Android-click the dropdown arrow at top of screen)(pc/computer-click dropdown arrow next to **Hello (followed by your name)** to see which account/child you want to view.
2. If you want to receive Text message notifications (instead of or in addition to email notifications) when there is new health information to view on the portal, or for appointment reminders, you can set this up from a pc/computer. Go to our portal: <https://MesaPeds.FollowMyHealth.com> , log in, and click on **My Account>Preferences**. Then click on **Notification Preferences** where you will click "Add A Cell Phone number" --- you will need to have a verification text sent. Then you can choose **Text Message** for the various message types below on that screen.
3. If you need help with logging in or how to access various PHI once logged in, you can either call FMH Support (888-670-9775) or email: [support@followmyhealth.com](mailto:support@followmyhealth.com) for assistance. Hours available (8:00am-8:00pm EST).