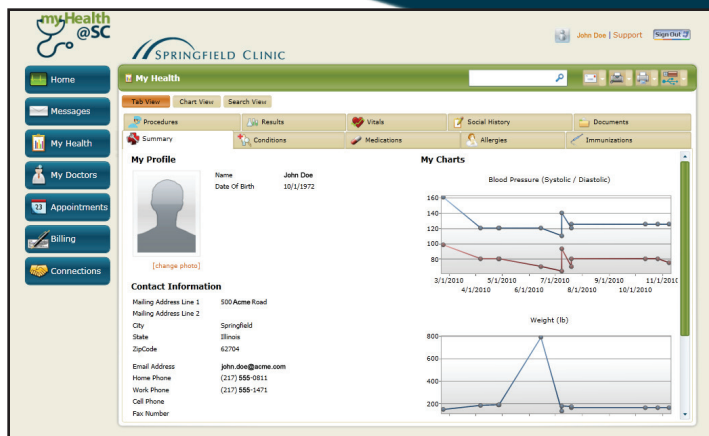




## Manage Your Health Online!

Springfield Clinic is excited to bring our patients the latest advance in personal health care management – and YOU'RE in the driver's seat. Welcome to **myHealth@SC** Patient Health Portal, the next big leap in health technology.

**myHealth@SC** is a secure, convenient way to manage your personal health care and communicate directly with your doctor's office online. This FREE self-service health management tool can improve interactions with your doctor's office, document important health care information and ultimately give you the ability to make more informed decisions about your health!



### Features

#### ONLINE ACCESS – ANYWHERE, ANYTIME

View your health information electronically via a web browser

#### THE COMFORT OF A SECURE ENVIRONMENT

Your health information is posted to a highly secure data repository

#### YOUR INFORMATION – AND YOU MANAGE IT

Review and update your **health history** and personal health record online.

Expedite **appointment check-ins** by completing and submitting forms online

**Download, fax, and email** select health information – immunizations history, school exam forms, and more

View personal health information from other participating organizations

Review your personal **medical record**, including office visits, physician notes, conditions, and medications

View test and **lab results**

#### CONNECT WITH YOUR DOCTOR'S OFFICE

Request **appointments** when it's convenient for you

Request a **prescription refill**

**Send and receive messages** from your Doctor's office

**Receive reminders** for preventative and follow-up care

#### PAY YOUR BILL ONLINE (coming soon)

View, manage, and **pay bills** for your account online

### Powered by FollowMyHealth™

The next generation universal health record, FollowMyHealth, combines patient-provider communication with a patient-managed personal health record.

One of the most prestigious features of this technology is the seamless combination of information from multiple health care organizations which creates the potential for all of your health care information in one easy place.

**It's YOUR health. Now you can have the access you deserve.**





# More details and information

## FREQUENTLY ASKED QUESTIONS

How do I sign up for myHealth@SC?

- Individuals may sign up to use myHealth@SC during an office visit.
- The receptionist will verify your identity (photo ID required) and notify the myHealth@SC team that you've signed up.
- Within 5 business days, you will receive an invitation via email to activate your myHealth@SC account.
- The email invitation will include two links: the first to create a Windows Live ID (see separate FAQ for more information) and a second to populate your online health record.
- You will be required to enter an INVITATION CODE, which is the last four digits of your social security number.

What is Windows Live™ ID?

In order to use myHealth@SC, all users must have a Windows Live ID account. These accounts are free of charge and provide necessary authentication technology in the application. Any existing email address for any email provider can be used when creating credentials for Windows Live ID. In fact, if you already have a Hotmail account, those accounts are compatible and can be used with myHealth@SC. Sign up for an account at [www.passport.net](http://www.passport.net).

When I receive an email to sign-up for myHealth@SC, how long will the link in the email be valid?

60 days

Can a parent/guardian set up and manage an account for a child/dependent?

At this time, myHealth@SC does not support enrollment for children under age 18, adults utilizing a power of attorney or guardianship arrangement, or for records of deceased patients.

Is there a timeout setting?

Yes, users will be automatically logged out of myHealth@SC after 10 minutes of inactivity.

Will online consults be available?

No, billable online consults with physicians are not available at this time. The messaging feature may be used to ask simple, non-urgent questions.

What if I have concerns about the content of my record?

Call Springfield Clinic at 800.444.7541 and ask for the Privacy Office. They will work with your provider to make any changes.

Can I un-enroll from myHealth@SC?

Yes, your account can be disabled from further communication of medical data but the historical data will remain. This can be done within the connections tab and removing the organization from which you no longer want information.

Why do I get appointment reminders for some appointments in myHealth@SC and not for others?

Due to the utilization of different scheduling systems, appointments reminders are not available for the Ambulatory Surgery Center, Radiology, and Laboratory.

**myHealth@SC should NEVER be used to report a life-threatening or urgent medical condition.**

### Technical Requirements:

Compatible Browsers: Internet Explorer 7.0 or higher, Mozilla FireFox 2 & 3, Google Chrome 4, Safari 1 & 2

Operating Systems: Windows or MAC

Microsoft Silverlight 4.0 is required (will be prompted if not installed)

Must have a Windows Live ID (or Hotmail)

### Support:

For support by email, please contact [myHealth@springfieldclinic.com](mailto:myHealth@springfieldclinic.com)

### Average Turnaround Times:

- View medical record after initial sign up – up to 2 weeks
- Please allow the following intervals for interactions with your health care providers:
  - Message request for a call back or follow up – 1 business day
  - Appointment request – 1 business day
  - Request for Rx refill – 2 business days
  - View test results – 7 business days
  - View notes from office visit – within 15 days of the visit