



myHealth

@SC



New Enrollment Guide

Springfield  
clinic



# IMPROVED New Enrollment Guide



If you do NOT have an account set up for FollowMyHealth® for another health care organization, follow these instructions to establish access to our patient portal, myHealth@SC powered by FollowMyHealth®.

You will need your email address and contact information available in order to complete the process.  
You must have a valid email address account to have access to the patient portal.

1. From the myHealth@SC login page, click **I need to sign up**.



## Questions and Support

Trouble with accessing and connecting to the portal: FAQs available by visiting [support.followmyhealth.com](https://support.followmyhealth.com)

- Email: [support@followmyhealth.com](mailto:support@followmyhealth.com)
- Phone: 888.670.9775

2. Complete all of the fields on the **Sign Up and Connect** form.



Your home phone and social security number are not required, but they allow for secure data checkpoints to verify your identity without delay. So, it's recommended to include these.

3. When finished filling out the form, click **Confirm and Continue**.

## Sign Up and Connect

With FollowMyHealth® you can manage your health information and communicate with providers in a secure, online environment – 24 hours a day / 7 days a week. Once you create your account, you will be prompted to search for and connect with available providers in your area.

Notifications Email ?

Zip Code

First Name

Home Phone Number (optional)

Last Name

Social Security Number (optional)

Date of Birth (e.g. 10/29/1985)

?

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Confirm and Continue

### FollowMyHealth Universal Health Record

#### Terms of Use

Welcome to the FollowMyHealth Universal Health Record. All users of this web site, as well as the FollowMyHealth Universal Health Record and all related products and services (collectively, the "Service"), are subject to the following terms and conditions of use (these "Terms of Use"). Please read these Terms of Use carefully before accessing or using any part of the Service. By accessing or using the Service, you agree that you have read, understand, and agree to be bound by these Terms of Use, as amended from time to time, and agree to be bound by FollowMyHealth Privacy Policy which is hereby incorporated into these Terms of Use. If you do not wish to agree to these Terms of Use and/or the FollowMyHealth Privacy Policy, do not access or use any part of the Service.

Definitions

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I Accept I Decline

4. Review the myHealth@SC poweredby FollowMyHealth® Universal Health Record terms of use that are standard for accessing electronic health records, and then click **I Accept**.

Sign Up and Connect

Create Username (Tip: Use your email address)

- ✗ Cannot contain the characters /, ?, #, or \
- ✗ If using your email, must be a valid email address

---

Create Password

- ✗ Must be at least 8 characters
- ✗ Must contain at least one number
- ✗ Must contain at least one special character.  
For example: !@#\$%^&\*()-
- ✗ Passwords must match

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Confirm and Continue

5. Create a username and password for your myHealth@SC account, and then click **Confirm and Continue**.

Now, you will connect your account to Springfield Clinic.

6. From the **Request Connections to Healthcare Organizations** page, delete the zip code of your home address and type **Springfield Clinic**. Press **Enter**. The list is alphabetized, and you may have to click Show More to see all the options available.
7. Click **Springfield Clinic** at 1025 South 6th Street from the choices, and then click **Connect**.



FollowMyHealth.

If your healthcare provider is a participant in FollowMyHealth, they will display in the search results below. Use the Search Box to locate available connections by entering your zip code, provider, or healthcare organization. (We have started the process for you by entering your zip code.)

To use FollowMyHealth without adding connections, please click the "Skip This Step" button.

Please note that response times to your connection requests may vary by organizations or providers.

Search:  (Zip Code, Organization, or Provider)

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### Search Results

**Springfield Clinic Test**  
 (Part Of **Springfield Clinic**)  
 1025 South 6th Street  
 P.O. Box 19248  
 Springfield, Illinois 62794
 Connect

**Springfield Clinic**  
 1025 South 6th Street  
 P.O. Box 19248  
 Springfield, Illinois 62794
 Already Connected

**Ssma Flu Clinic**  
**Springfield Clinic Test**  
 (Part Of **Springfield Clinic**)  
 1025 South 6th Street
 Connect

Show More

### My Organizations

**Springfield Clinic**  
 1025 South 6th Street  
 P.O. Box 19248  
 Springfield, Illinois 62794
 Remove

7

Skip This Step
Next

**! Note: You MUST choose Springfield Clinic 1025 South 6th St. in order to access your electronic health record, even if you see providers at other Springfield Clinic locations throughout Central Illinois.**

Other regional health care organizations may also use the FollowMyHealth® platform, but you only need ONE account to access your records. If you ever want to connect a new organization using FollowMyHealth®, simply click **My Health** on the FollowMyHealth® homepage, click **Connections**, and then click **Add Organization**. You can do this as many times as you need to.



8. Review the Request for Access if you wish, and then click **I Accept**.

### Sign Request for Access

#### 1 of 1 - Springfield Clinic

Please review the Request for Access agreement and accept or decline the terms below.

Print

FollowMyHealth@  
Request for Access

First Name: ROBERT

Middle Initial:

Last Name: SYLVER

I, SYLVER, ROBERT request access to the healthcare information about me, and authorize Springfield Clinic to release such information that it has configured to be transmitted to my FollowMyHealth personal health record for my own uses and purposes. I acknowledge that such healthcare information may include the following: your clinical diagnosis, history of present illness, immunizations, allergies, prescription drug information.

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I Accept

I Decline

9. Click **I Agree** to begin the validation process.

### Patient Identification

Springfield Clinic is using an identity verification service to match you to your health record.

Please

Verify Your Identity

Before we can connect you to your health information, we need to make sure that you are YOU! This service will ask you a few questions and use publicly available information to check your answers. Some of this information is based on your credit history. Don't worry! This identity check will have no impact on your credit score as credit information will be used solely to authenticate your identity. Read through the short agreement below. When you're ready, select "I Agree."

Print


04/09/2021 By selecting the "I Agree" button below, you are providing "written instructions" under the Fair Credit Reporting Act authorizing Springfield Clinic to obtain information from your personal credit profile or other information from Experian. You authorize Springfield Clinic to obtain such information solely to verify your identity to confirm you are a patient with Springfield Clinic."

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I Agree

I Decline

**Note:** The system will verify your identity electronically by asking a few questions and using publicly available information to check your answers. Some of this information is based on your credit history. Don't worry! This identity check will have no impact on your credit score, as credit information will be used solely to authenticate your identity.



### Patient Identification

Springfield Clinic is using an identity verification service to match you to your health record.

Please complete the following and click OK when you are ready to begin the verification process.

First Name: \*

Middle Name:

Last Name: \*

Suffix:

Date of Birth: \*

Social Security Number (Optional):

Primary Phone:

Address Line 1: \*

City: \*

State: \*

Zip Code: \*

10. Fill out the **Patient Identification** form, and then click **Submit**. You will have to answer several identifying questions.

Sample **identity verification questions** you might expect to answer:

## Questions

Please answer each of the following questions. When you are finished, click "Finish".

Which of the following is a current or previous employer? If there is not a matched employer name, please select 'NONE OF THE ABOVE'.

- ☐ NEW CONSUMER PRODUCTS
- ☐ THE HOME DEPOT
- ☐ BOBS
- ☐ SIEBEL SYSTEM
- ☐ NONE OF THE ABOVE/DOES NOT APPLY

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## Questions

Please answer each of the following questions. When you are finished, click "Finish".

Which of the following businesses have you been associated with? If there is not a matched business name, please select 'NONE OF THE ABOVE'.

- ☐ GIANT EAGLE
- ☐ AVON SALES
- ☐ H AND L LUMBER
- ☐ JACK AUGSBACK CO INC
- ☐ NONE OF THE ABOVE/DOES NOT APPLY

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## Questions

Please answer each of the following questions. When you are finished, click "Finish".

You may have opened a student loan in or around September 2017. Please select the lender that you have previously or you are currently making payments to. If you have not received student loans with any of these lenders now or in the past, please select 'NONE OF THE ABOVE/DOES NOT APPLY'.

- ☐ FIRST MIDWEST BK
- ☐ BANK ONE
- ☐ WELLS FARGO
- ☐ STUDENT LOAN MKT ASSN
- ☐ NONE OF THE ABOVE/DOES NOT APPLY

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Sample **identity verification questions** you might expect to answer:

## Questions

Please answer each of the following questions. When you are finished, click "Finish".

According to your credit profile, you may have opened an auto loan in or around September 2019. Please select the lender for this account. If you do not have such an auto loan, select 'NONE OF THE ABOVE/DOES NOT APPLY'.

- ☐ NISSAN MOTOR ACCEPTANCE
- ☐ BMW FINANCIAL SERVICES
- ☐ GEC AUTO LEASE
- ☐ CHRYSLER CREDIT
- ☐ NONE OF THE ABOVE/DOES NOT APPLY

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## Questions

Please answer each of the following questions. When you are finished, click "Finish".

Using your date of birth, please select your astrological sun sign of the zodiac from the following choices.

- ☐ VIRGO
- ☐ SCORPIO
- ☐ AQUARIUS
- ☐ LIBRA
- ☐ NONE OF THE ABOVE/DOES NOT APPLY

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If your identity has been verified, you will receive **two email confirmations** and two notifications inside your new portal account:

Back Search: Compose Delete Move To Print

**Inbox**

FollowMyHealth@  
Welcome to the family!  
03/23/2021 3:23 pm **1** Expand

Welcome

## Welcome Message #1

welcoming you to the **FollowMyHealth®** Universal Health Record Family

Back Search: Compose Delete Move To Print

**Inbox**

Springfield Clinic Test  
Welcome to Springfield Clinic  
03/23/2021 3:35 pm **2** Expand

FollowMyHealth@  
Welcome to the family!  
03/23/2021 3:23 pm **1** Expand

Hello You are now connected to Springfield  
received from this organization will now appear in y

## Welcome Message #2

showing your new connection to **Springfield Clinic**. Your medical information will be available for review going back one year.



If your identity was not verified, or if you declined the identity verification process, you will receive a "Connection Request is Pending" message. Your request will be routed to our Springfield Clinic Portal Support team to manually validate. If additional information is required to confirm your identity, a member of the portal support team may contact you via phone within **3-5 business days**.

**Patient Identification**

Springfield Clinic is using an identity verification service to match you to your health record. Please complete the following and click OK when you are ready to begin the verification process.

First Name: \* ROBERT Primary Phone: None

Middle Name:

Last Name: \* SYLVER

Suffix: None

Date of Birth: \* 11/09/1963

Social Security Number (Optional): Zip Code: \*

**Your Connection Request is Pending**

Way to go! Your request has been sent to Springfield Clinic. You may be contacted for further proof of identity. This is so only you and approved individuals have access to your private information.

You'll receive an email once your health information is ready for you to view. (You'll need to sign out and back in to see your data once you receive this email. Find this under "My Account" in the upper right.) Until then, feel free to explore the features of your FollowMyHealth account. We're glad you're here!

Continue



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