Health aSC New Enrollment Guide

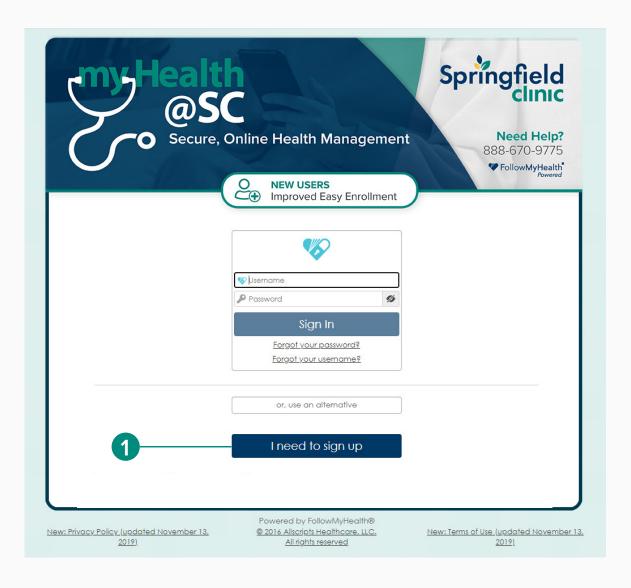
Springfield clinic



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

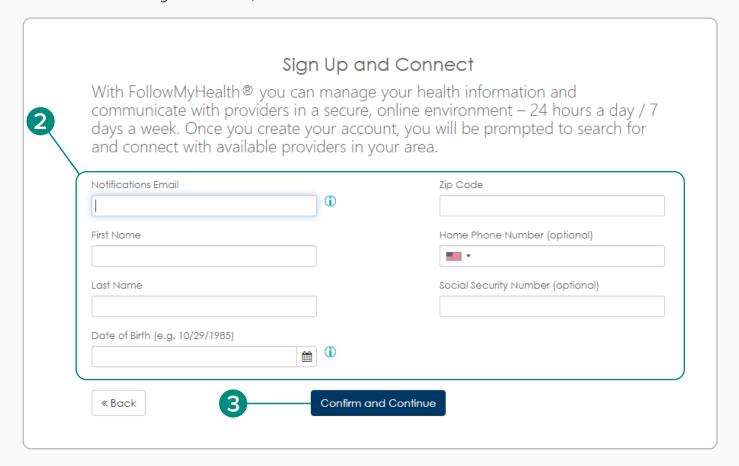
- **Email:** support@followmyhealth.com
- Phone: 888.670.9775

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



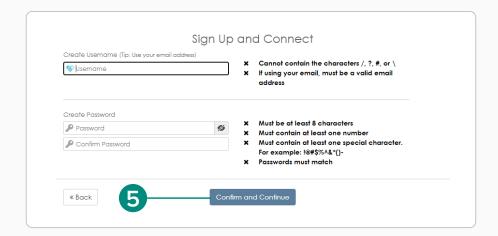
Your home phone and social security number are not required, but they allow for secure data checkpoints to verify your identity without delay. So, it's recommended to include these.

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



FollowMyHealth Universal Health Re	cord
Terms of Use	
Welcome to the FollowMyHealth Universal Health Record. All users of the as the FollowMyHealth Universal Health Record and all related pro (collectively, the "Service"), are subject to the following terms and cond "Terms of Use"). Please read these Terms of Use carefully before accessing of the Service. By accessing or using the Service, you agree that you have and agree to be bound by these Terms of Use, as amended from time to the bound by FollowMyHealth Privacy Policy which is hereby incorporated Use. If you do not wish to agree to these Terms of Use and/or the Folicy, do not access or use any part of the Service.	oducts and service ditions of use (thes ing or using any par we read, understand ime, and agree to b into these Terms of

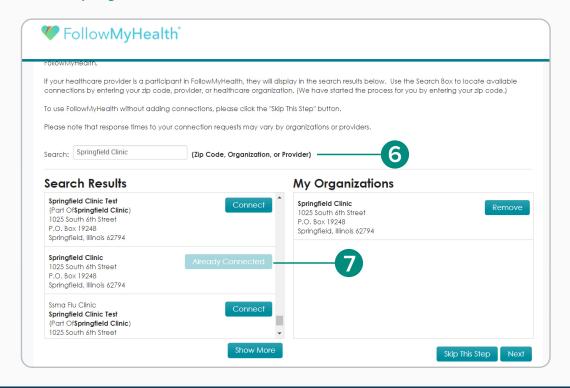
4. Review the myHealth@SC poweredby FollowMyHealth® Universal Health Record terms of use that are standard for accessing electronic health records, and then click | Accept.



 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.

- 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 avvailable.
- 7. Click Springfield Clinic at 1025 South 6th Street from the choices, and then click Connect.



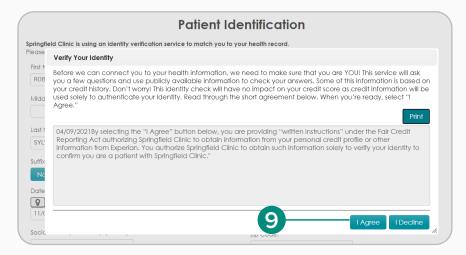
Note: You MUST choose Springfield Clinic 1025 South 6th St. in order to access your electronic health record, even if you see providers at other Springfield Clinic locations throughout Central Illinois.

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.

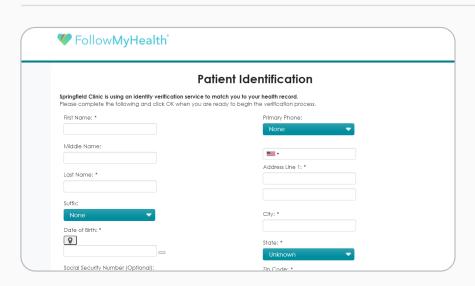
8. Review the Request for Access if you wish, and then click I Accept.



9. Click I Agree to begin the validation process.



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.



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 	
Back Next Finish	
Questions	
Please answer each of the following questions. When you are finished, click	

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 OH AND L LUMBER O JACK AUGSBACK CO INC
- ONONE OF THE ABOVE/DOES NOT APPLY

Next Back

Questions

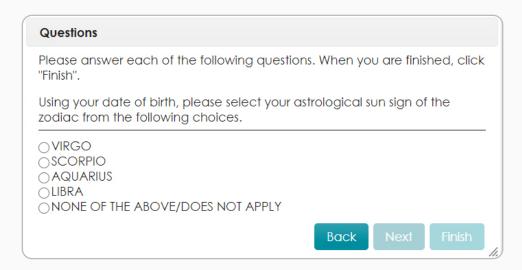
Please answer each of the following questions. When you are finished, click "Finish".

You may have opened a student loan in or around September 2017. Please select the lender that you have previously or you are currently

these lenders now or in the past, please select NOT APPLY'.		,
○ FIRST MIDWEST BK ○ BANK ONE ○ WELLS FARGO ○ STUDENT LOAN MKT ASSN ○ NONE OF THE ABOVE/DOES NOT APPLY		
	Back N	ext Finish

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
Back Next Finish



? Questions and Support

Trouble with accessing and connecting to the portal: FAQs available by visiting support.followmyhealth.com

- Email: support@followmyhealth.com
- Phone: 888.670.9775

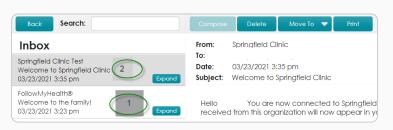


If your identity has been verified, you will receive **two email confirmations** and two notifications inside your new portal account:



Welcome Message #1

welcoming you to the FollowMyHealth® Universal Health Record Family

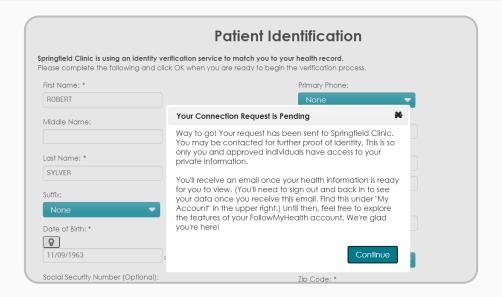


Welcome Message #2

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 you identity, a member of the portal support team may contact you via phone within 3-5 business days.



? Questions and Support

Trouble with accessing and connecting to the portal: FAQs available by visiting support.followmyhealth.com

- Email: support@followmyhealth.com
- Phone: 888.670.9775