
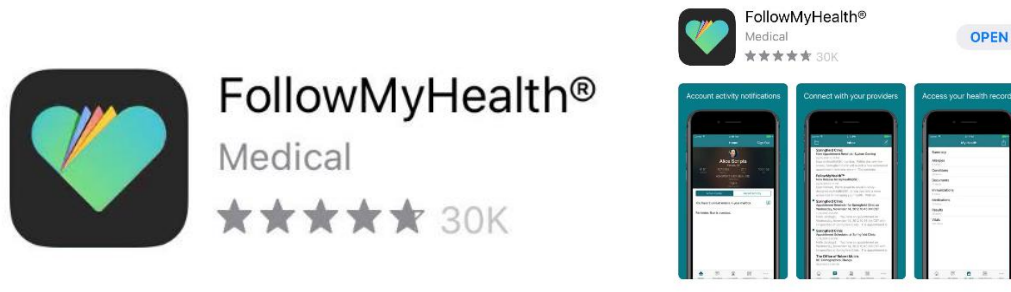



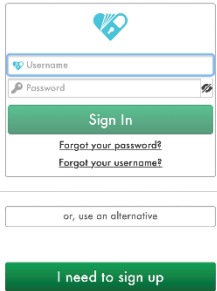
Our patients tell us it is easiest to use a SMART Phone for the FollowMyHealth Service.

1. It is easiest to use FollowMyHealth if you: **DOWNLOAD the APP** onto your smartphone – and use your Smartphone for portal access

Go to the APP store:  (on your phone) download the FollowMyHealth App



2. To get set up: Give our staff your email address.
 - a. A follow my health portal invitation will be sent to your email with instructions to set up an account.
 - b. A trusted relative or friend can sign up for you using their email address – but this person will have access to your medical record.
 - i. * Add this person to the HIPPA Form if they are not already on it.
3. Email RECEIVED from “FollowMyhealth”
 - a. Create a Login and Password
 - i. You can also create a quick code and thumbprint id to make this

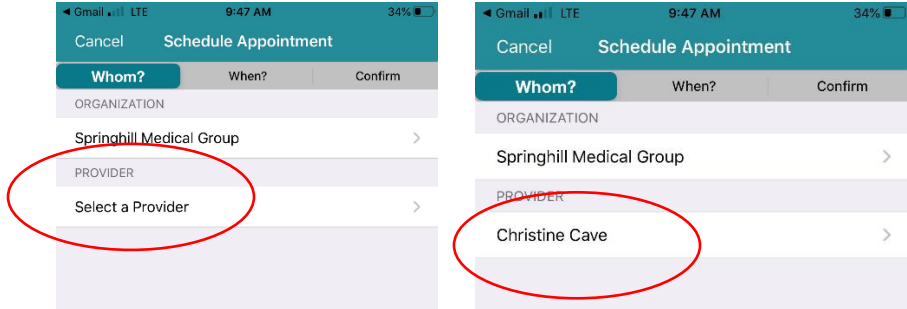
quicker [Support](#) | [Help](#) | [English](#) | [About](#)
Powered by FollowMyHealth®

Your email address is your user id.
Create a password you will remember

b. You will need to use your year of birth (e.g. 1950) also when creating your account.

4. You need to identify your primary provider.

Set up your account with your primary provider.



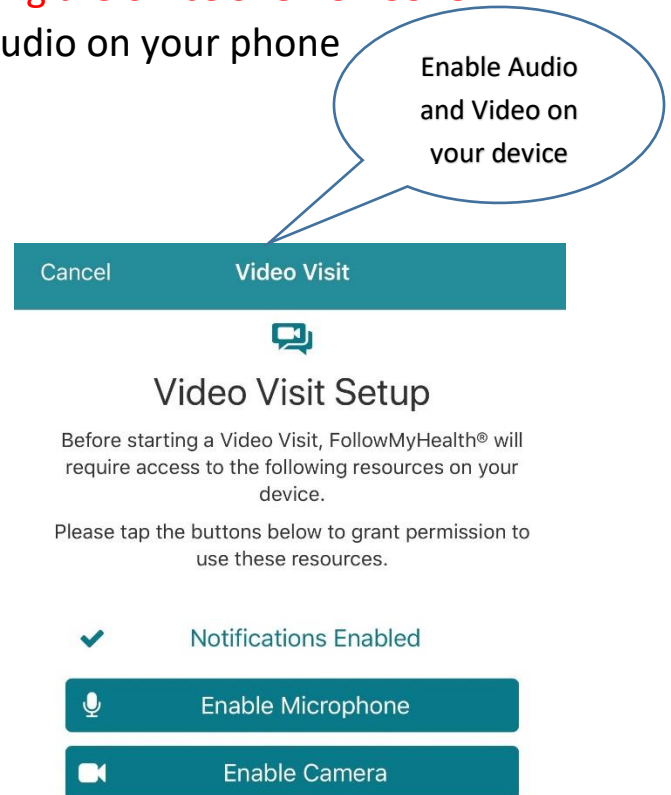
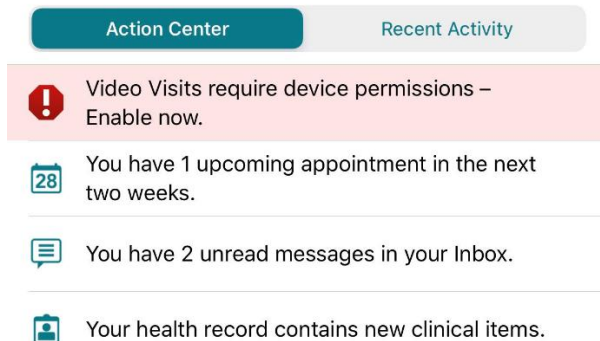
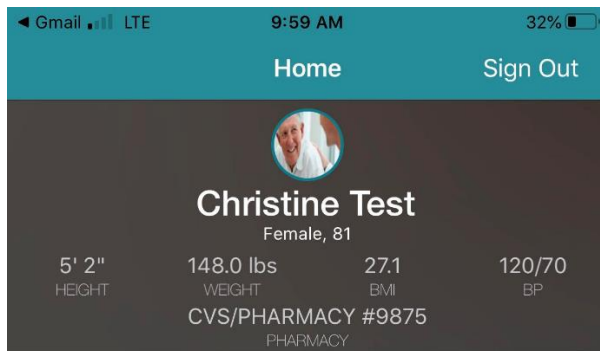
i. Select Springhill Medical Group

1. Select your provider

** If you need **HELP getting started**, Call the portal hotline (888) 670 – 9775

5. *Video Visits MUST be set up by FIRST calling the office 925.432.3318

a. Be sure to ENABLE the microphone audio on your phone



Enable Audio and Video on your device

Now: See “VIDEO Visits” Handout