



# FollowMyHealth Features Guide: Requesting Prescription Refills

via FollowMyHealth Phone Application

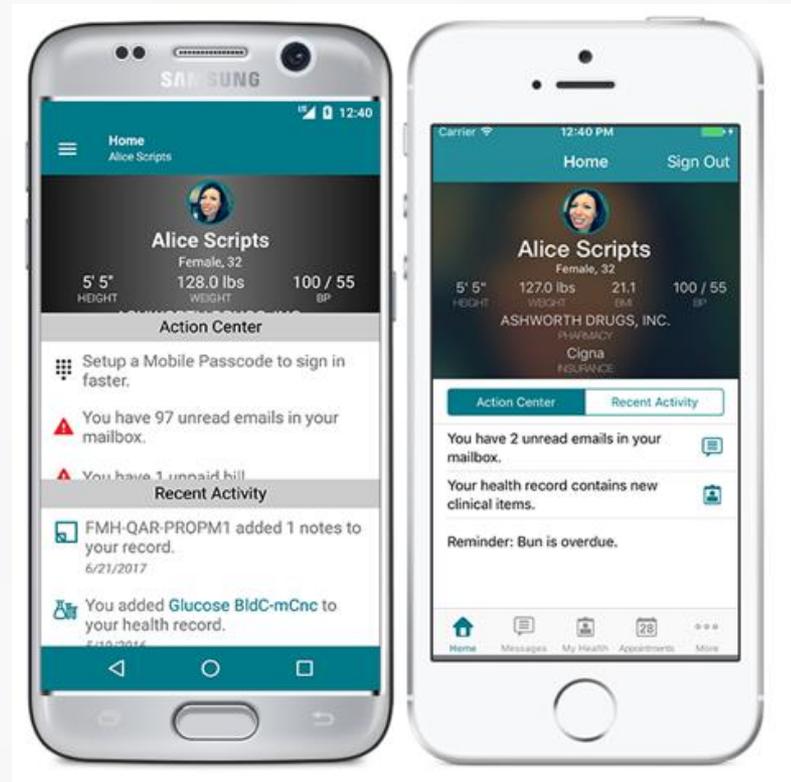


FollowMyHealth®  
An Allscripts Solution

# FollowMyHealth Phone Application

The mobile portal views will look slightly different on an Android phone vs. an iPhone. But, they both have the exact same tab functions.

Please note that the following screenshots will be views from an Android Phone.

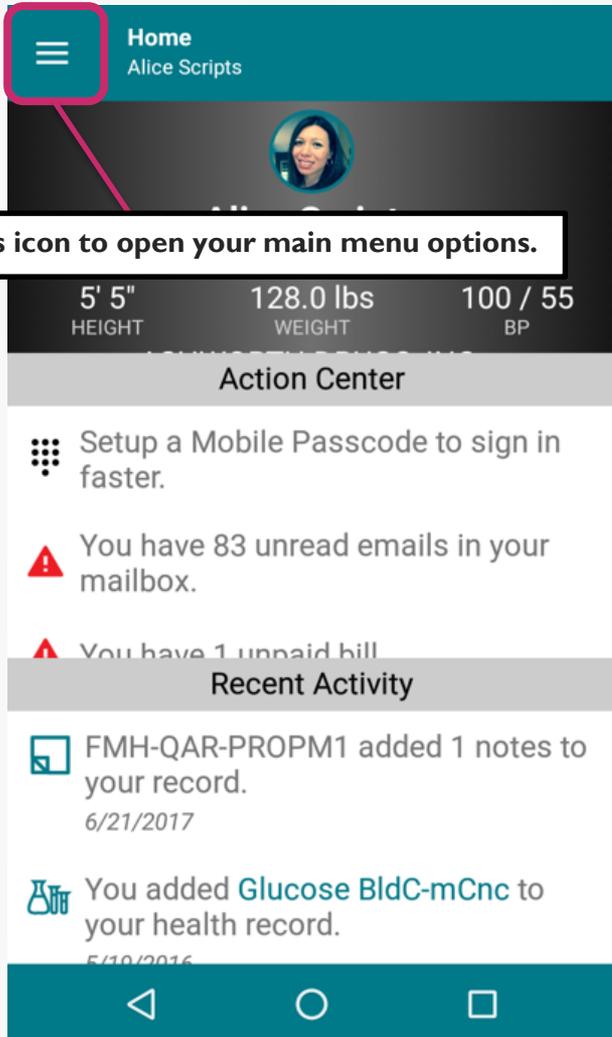


Android

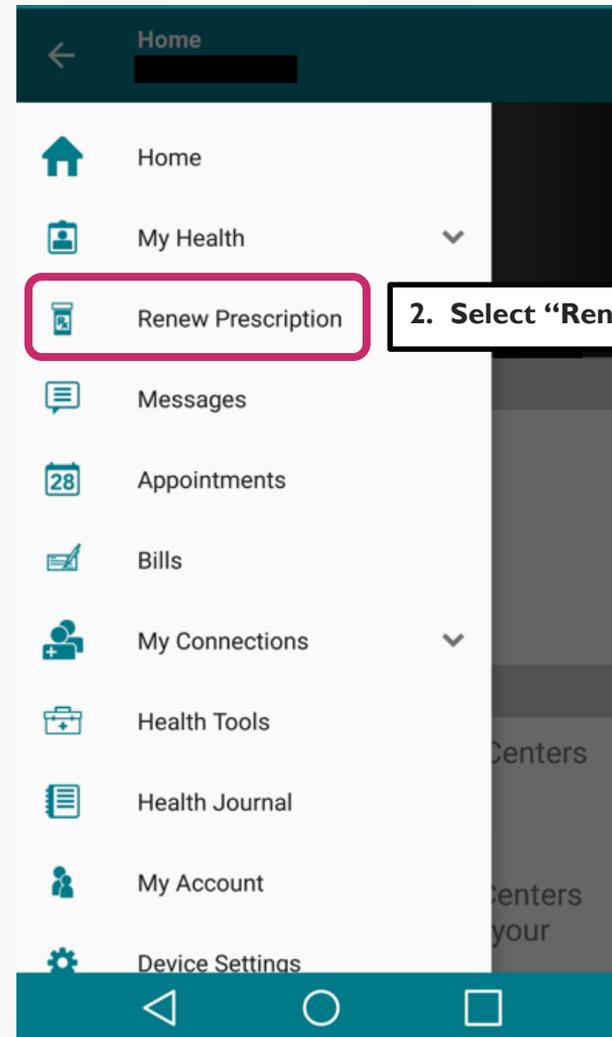
iPhone



# Requesting Prescription Refills via FollowMyHealth Phone Application



1. Click on this icon to open your main menu options.



2. Select "Renew Prescription".

# Requesting Prescription Refills via FollowMyHealth Phone Application

Prescription Renewal

Medication  
Select a Prescription

Pharmacy  
RITE AID

Provider

Comments

**Note:** The pharmacy location will automatically populate when this screen is open. Ensure this is the right pharmacy.

If you need to change your pharmacy location, use the messaging feature to send a message to your provider.

**3.** In the drop-down menu, select the prescription you would like to send a refill request for.

**Note:** The provider name will automatically populate when the medication to be refilled has been selected. Ensure the prescription is from the proper provider.

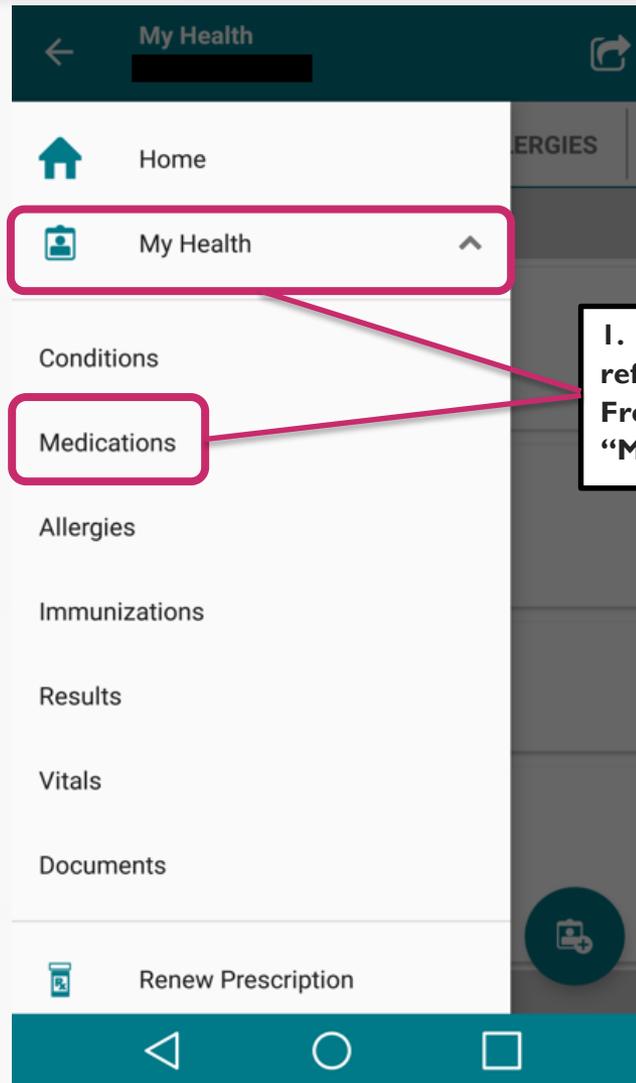
If you would like a different provider to refill your prescription, use the messaging feature to send a message to the provider.

**4.** Add any additional notes, if desired.

**5.** Click here to send the request to your provider.

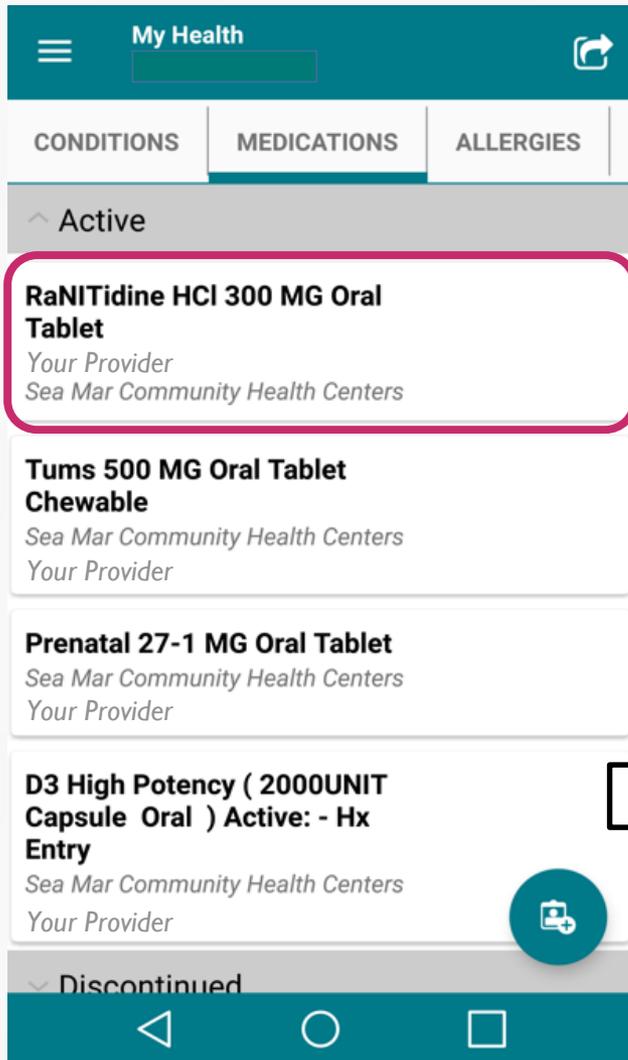


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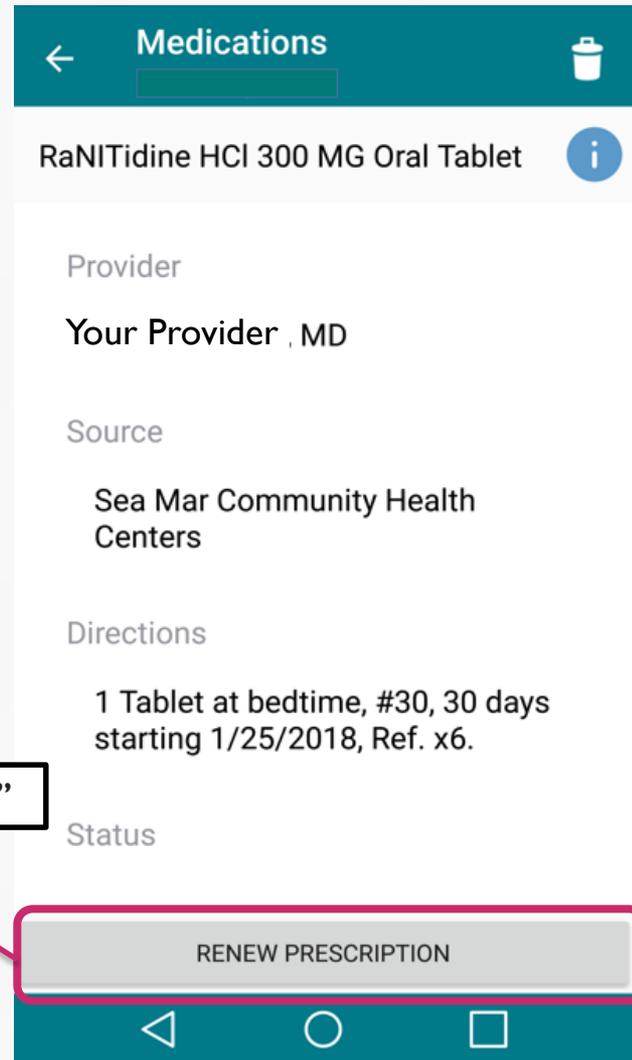


**1. Another way to send prescription refills is from your medications list. From the main menu options, select "My Health" and then, "Medications".**

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2. Your medications list will display. Select the medication you would like to refill.



3. Click "Renew Prescription"

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**Note:** The “Prescription Renewal” page will appear like on page 3, but the Medication, Pharmacy, and Provider fields will be automatically populated.

**4.** Add any additional notes in Comments, if desired.

Prescription Renewal

Medication  
RaNITidine HCl 300 MG Oral Tablet

Pharmacy  
RITE AID-

Provider  
Your Provider , MD

Comments

▶

**5.** Click here to send the request to your provider.



# FollowMyHealth Support Information

If you need any assistance and/or support for your FollowMyHealth account, please contact:

Support Hotline: 1-888-670-9775

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

