



FollowMyHealth Features Guide: **Requesting Appointments**

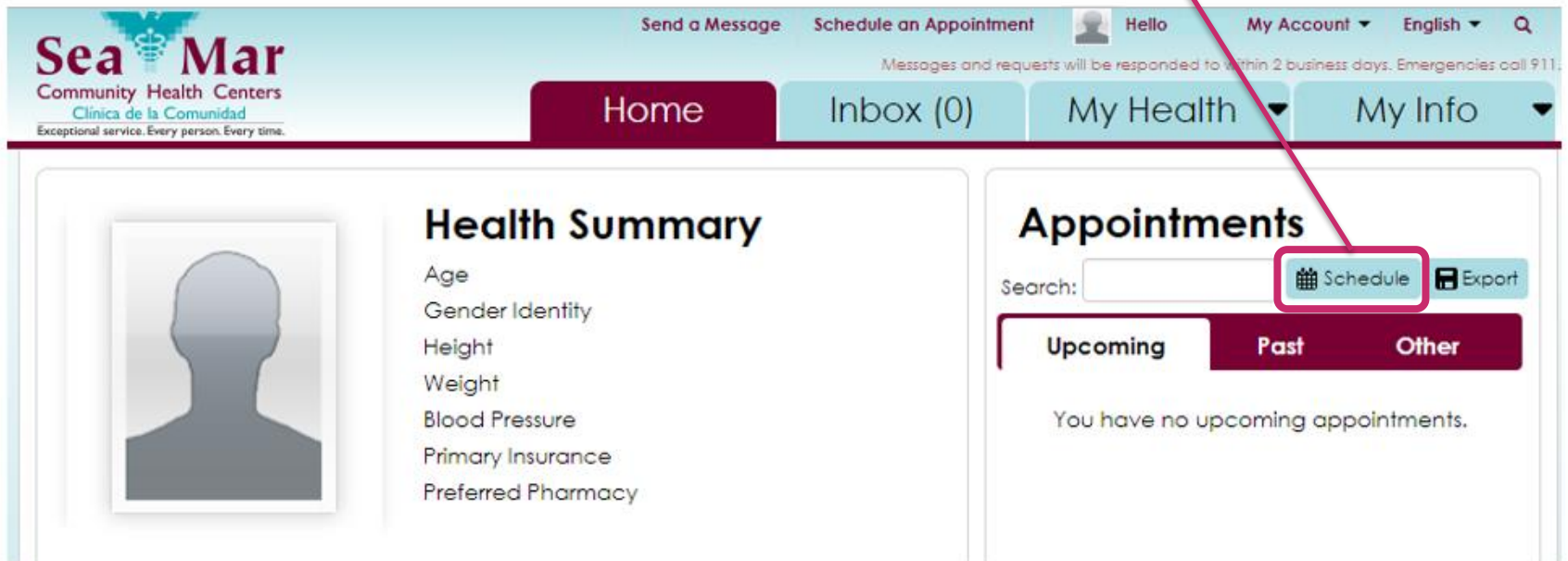
via Online on the Computer



FollowMyHealth®
An Allscripts Solution

Requesting Appointments via Online on the Computer

1. On the “Home” page, under the “Appointments” section on the top right, click the button that says, “Schedule”.




The screenshot displays the Sea Mar Community Health Centers website. The header includes the logo, navigation links like 'Send a Message' and 'Schedule an Appointment', and user options like 'Hello', 'My Account', and 'English'. Below the header, there are tabs for 'Home', 'Inbox (0)', 'My Health', and 'My Info'. The main content area is divided into two sections: 'Health Summary' on the left and 'Appointments' on the right. The 'Appointments' section features a search bar, a 'Schedule' button (highlighted with a red box and a red arrow from the instruction box), and an 'Export' button. Below these are tabs for 'Upcoming', 'Past', and 'Other'. The 'Upcoming' tab is selected, showing the message 'You have no upcoming appointments.'




Requesting Appointments via Online on the Computer

Schedule an Appointment ✕

 If this is an emergency, please call 911 Dismiss

Organization: **Sea Mar Community Health Centers**

Choose an appointment type

Other 

3. Click "Continue".

Continue


Requesting Appointments via Online on the Computer


Schedule an Appointment


! If this is an emergency, please call 911


Organization: **Sea Mar Community Health Centers** Appointment Type: **Other**


Choose a provider

 Your Provider , MD

 Your Provider , MD

 Your Provider , MD
Family Medicine

 Your Provider , MD

 **ADND**

[Additional Providers](#)

[Back](#) [Continue](#)


4. This window will appear where you select the provider you'd like to request an appointment with. Please note that this provider list will only show the providers you've seen for a medical appointment.

Note: If you would like to request an appointment with a provider you have not seen before, click on "Additional Providers" where it'll display all of the providers available at Sea Mar to select from.


5. Click "Continue".

Requesting Appointments via Online on the Computer

Schedule an Appointment ✕

 **If this is an emergency, please call 911** Dismiss

Organization: **Sea Mar Community Health Centers** Appointment Type: **Other**

 Your Provider, MD

Date and time preference
Tell us when you would like to have an appointment.

When do you need an appointment?

First Available ▼

Select days(s) you're available

☒ Mon ☒ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun

Select window of availability

After ▼

10:00 AM ▼

Save time preference

Back

9. Click "Continue".


Continue

6. Select in the drop-down menu when you would like to have an appointment. Then, check box the day(s) that you're available to have this appointment.

7. Select in the drop-down menu your desired time frame for this appointment.

8. Click "Save time preference".


9. Click "Continue".




4

Requesting Appointments via Online on the Computer

Schedule an Appointment ✕

 **If this is an emergency, please call 911** Dismiss

Organization: **Sea Mar Community Health Centers** Appointment Type: **Other**

 Your Provider , MD

Date and time preference
Tell us when you would like to have an appointment.

First Available - Mon, Tue: After 10:00 AM ✕

+ [Add another time preference](#)

[Back](#)

[Continue](#)


Note: Your date and time preference are saved below.


Note: If you want to remove the time preference to add a different time preference, click here.

10. If you would like to add another time preference on when you're available for an appointment, click on "Add another time preference". This will go back to the screenshot on page 4.


11. Click "Continue".

Requesting Appointments via Online on the Computer

Schedule an Appointment 

 **If this is an emergency, please call 911** Dismiss

Appointment request summary

 Your Provider, MD

Date and time preference

- **First Available - Mon, Tue: After 10:00 AM**

Appointment Type	Organization
Other	Sea Mar Community Health Centers

Why are you scheduling this appointment? (Required)

Please tell us more about your symptoms and why you need this appointment.

0 / 40

Back

13. Click "Schedule Your Appointment".

Schedule Your Appointment

12. Type the reason for your appointment in this section. You will not be able to move forward without this section completed. The body of the message is limited to 40 characters.

Requesting Appointments via Online on the Computer

Schedule an Appointment



Appointment request has been submitted

14. You'll receive this confirmation that your request to schedule an appointment was sent.

What happens next?

Our staff will review your request and book an available time that fits your schedule. Once booked, the appointment will appear in your Upcoming Appointments. If there are no appointments that fit your preferences, we will reach out to find a time that works.

Your appointment request details



Su Proveedor

Date and time preference

- **First Available - Mon, Tue: After 10:00 AM**

Appointment Type

Other

Organization

Sea Mar Community Health Centers

15. Click "Close".

Close



Requesting Appointments via Online on the Computer

The screenshot displays the Sea Mar Community Health Centers patient portal. The top navigation bar includes links for 'Send a Message', 'Schedule an Appointment', 'Hello', 'My Account', and 'English'. Below this, a secondary bar shows 'Home', 'Inbox (0)', 'My Health', and 'My Info'. The left sidebar contains folders: 'Inbox', 'Sent', 'Outbox', and 'Trash'. The main content area shows an email from 'The Office of Your Provider' to the 'Patient' dated '07/17/2018 9:53 am' with the subject 'Update Regarding Appointment Request'. The email body confirms an appointment for Friday, August 3rd at 9:15 am. Below the email, a 'Message History' section shows a previous message from the patient to the provider regarding an appointment request for diabetes.

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Clínica de la Comunidad
Exceptional service. Every person. Every time.

Send a Message Schedule an Appointment Hello My Account English

Messages and requests will be responded to within 2 business days. Emergencies call 911.

Home **Inbox (0)** My Health My Info

Add Folder Edit Folders Compose

Inbox

Sent

Outbox

Trash

From: The Office of Your Provider
To: Patient
Date: 07/17/2018 9:53 am
Subject: Update Regarding Appointment Request

Hello,

We have you scheduled for Friday, August 3rd at 9:15 am

Thank you,

MA
7/17/18

> From: Patient
> To: MA
> Sent: 7/17/2018 9:51 AM
>

Appointment Request From Patient

Provider Requested: **Your Provider**
Dates Requested: First Available - Fri: Anytime
Patient Reason: Other - Diabetes

Message History: Sent: 07/17/2018 4:51:25 PM GMT
Sender:
Subject: Other - Diabetes
Body: Available Dates: First Available - Fri: Anytime
Appointment request sent by Patient

From: Patient
Date: 07/17/2018 9:51 am
Subject: Other - Diabetes

Available Dates: First Available - Fri: Anytime
Appointment request sent by Patient

After sending an appointment request to the clinic, you will receive a message in your Inbox to confirm the date and time of your appointment.

Requesting Appointments via Online on the Computer

You will also receive an automated confirmation message from the clinic in your Inbox with the:

- Date and time of your appointment
- Provider you will be seeing
- Clinic location of your appointment
- Clinic's contact information

The screenshot displays the Sea Mar Community Health Centers website interface. At the top, there is a navigation bar with links for "Send a Message", "Schedule an Appointment", "Hello", "My Account", "English", and a search icon. Below this, a message states: "Messages and requests will be responded to within 2 business days. Emergencies call 911." The main navigation area includes "Home", "Inbox (0)", "My Health", and "My Info". A secondary navigation bar contains "Back", "Search:", "Compose", "Delete", "Move To", and "Print". The "Inbox" section lists three messages:

- The Office of Your Provider**
Update Regarding Appointment Reques...
07/17/2018 9:53 am [Expand]
- The Office of Your Provider** (highlighted)
Appointment Scheduled at Sea Mar Co...
07/17/2018 9:36 am [Expand]
- Sea Mar Community Health Centers**
Welcome to Sea Mar Community Health...
07/17/2018 9:35 am [Expand]

The selected message is expanded, showing the following details:

From: The Office of Your Provider
To: Patient
Date: 07/17/2018 9:36 am
Subject: Appointment Scheduled at Sea Mar Community Health Centers

The body of the email reads:

Hello Patient

You have an appointment on August 3, 2018 9:15 AM PDT with your Provider ARNP at Sea Mar Community Health Centers. The appointment is at Olympia Medical located at Olympia Medical | 3030 Limited Lane NW | Olympia, WA 98502.

(360) 491-1399 | Phone

In the bottom right corner, there is a small green heart icon with the number 9 inside it.

Requesting Appointments via Online on the Computer

The screenshot shows the Sea Mar Community Health Centers patient portal. The header includes the logo, navigation links like 'Send a Message' and 'Schedule an Appointment', and user options like 'Hello', 'My Account', and 'English'. Below the header is a navigation bar with 'Home', 'Inbox (0)', 'My Health', and 'My Info'. The main content area is divided into two sections: 'Health Summary' on the left and 'Appointments' on the right. The 'Health Summary' section features a placeholder for a patient photo and a list of fields: Age, Gender Identity, Height, Weight, Blood Pressure, Primary Insurance, and Preferred Pharmacy. The 'Appointments' section has a search bar, 'Schedule' and 'Export' buttons, and three tabs: 'Upcoming', 'Past', and 'Other'. The 'Upcoming' tab is selected, showing a single appointment for Friday, August 3, 2018, at 9:15 AM PDT, with the provider listed as Sea Mar Community Health Centers. A red box highlights this appointment, and a red line points from it to a callout box.

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Community Health Centers
Clínica de la Comunidad
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Send a Message Schedule an Appointment Hello My Account English

Messages and requests will be responded to within 2 business days. Emergencies call 911.

Home Inbox (0) My Health My Info

Health Summary

Age
Gender Identity
Height
Weight
Blood Pressure
Primary Insurance
Preferred Pharmacy

Appointments

Search: [Schedule](#) [Export](#)

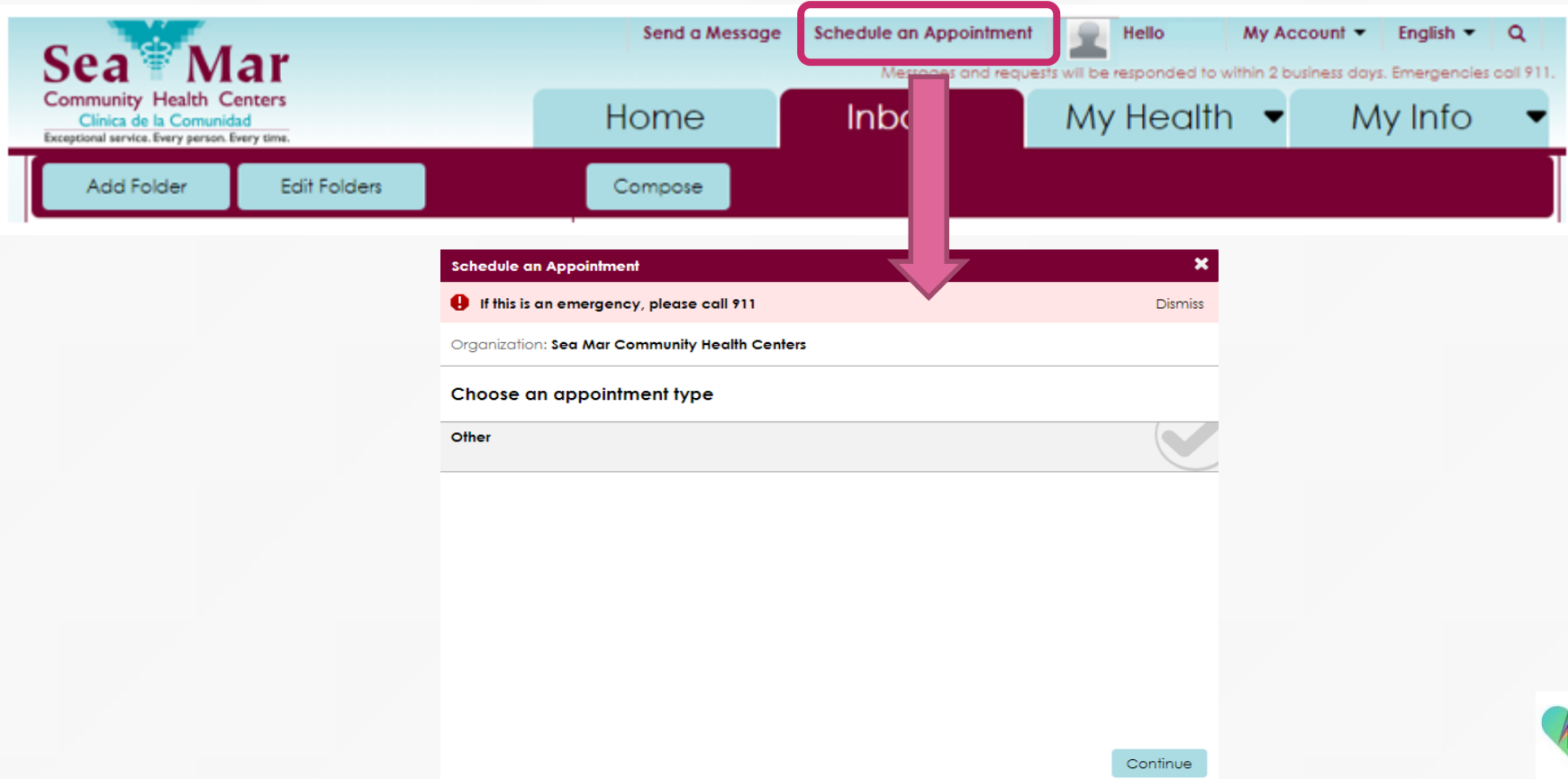
Upcoming Past Other

Friday, August 3, 2018
9:15 AM PDT
Your Provider
Sea Mar Community Health Centers

Your scheduled appointment will also appear under the “Upcoming” tab in the “Appointments” section of the “Home” tab.

Requesting Appointments via Online on the Computer

There is also a shortcut option to send an appointment request, which is located at the top of the screen. This shortcut will be available no matter where you are in the portal, starting with the Schedule an Appointment window below.



The screenshot displays the Sea Mar Community Health Centers website. The top navigation bar includes links for 'Send a Message', 'Schedule an Appointment' (highlighted with a red box), 'Hello', 'My Account', 'English', and a search icon. Below this, a secondary navigation bar contains 'Home', 'Inbox', 'My Health', and 'My Info'. A red arrow points from the 'Schedule an Appointment' button to a modal window titled 'Schedule an Appointment'. The modal window contains a red warning icon and text: 'If this is an emergency, please call 911'. Below this, it shows 'Organization: Sea Mar Community Health Centers' and a section titled 'Choose an appointment type' with a dropdown menu currently set to 'Other'. A 'Continue' button is located at the bottom right of the modal window.

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Send a Message Schedule an Appointment Hello My Account English

Home Inbox My Health My Info

Add Folder Edit Folders Compose

Schedule an Appointment ✕

! If this is an emergency, please call 911 Dismiss

Organization: Sea Mar Community Health Centers

Choose an appointment type

Other

Continue



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



FollowMyHealth®