



FollowMyHealth Features Guide: **Viewing Your Appointments**

via Online on the Computer



FollowMyHealth®
An Allscripts Solution

Viewing Your Appointments via Online on the Computer

1. On the “Home” page, the “Appointments” section is located to the right of your “Health Summary”. This is where you can view all your upcoming, past, and other appointments.

Sea Mar
Community Health Centers
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

Health Summary

Age
Gender Identity
Height
Weight
Blood Pressure
Primary Insurance
Preferred Pharmacy

Appointments

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

Upcoming Past Other

You have no upcoming appointments.



Viewing Your Appointments via Online on the Computer

2. The middle tab shows all your past appointments.

Appointments

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

Upcoming Past Other

Sunday, November 26, 2017
2:30 PM AKDT
Your Provider
Sea Mar Community Health Centers [📄](#)

Monday, September 19, 2016
10:00 AM PDT
Your Provider

3. The right tab shows all your other appointments, including your cancelled appointments.

Appointments

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

Upcoming **Past** Other

Thursday, January 18, 2018 Your Provider
(Cancelled)
Sea Mar Community Health Centers

Monday, September 19, 2016 Your Provider
(Cancelled)
Sea Mar Community Health Centers

Viewing Your Appointments via Online on the Computer

Appointment Details

Note: If you would like to add this appointment on your personal calendar, click here.

Note: If you would like to print your appointment details, click here.

Cancel | Reschedule

[Add to your personal calendar](#) [Print appointment details](#)

Your Provider

Fri Friday
3 August 3, 2018
Aug 9:15 AM PDT

Appointment Type: **M Chronic Care Office Visit**

Organization: **Sea Mar Community Health Centers**

Location: **Olympia Medical, Olympia Medical**
3030 Limited Lane NW
Olympia, Washington 98502
(360) 491-1399 | [Get Directions](#)

Appointments

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

Upcoming Past Other

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

4. The left tab shows all your upcoming appointments. Click on an appointment to view its details.

5. Click "Close" when you are finished viewing the details of your upcoming appointment.

Close

3




Rescheduling Your Appointments

Rescheduling Your Appointments via Online on the Computer

Appointment Details ✕

Appointment Details

[Cancel](#) [Reschedule](#)

 [Add to your personal calendar](#)

 [Print appointment details](#)

1. If you want to send a rescheduling request for your upcoming appointment, click "Reschedule".


 **Your Provider**

Fri Friday
3 August 3, 2018
Aug 9:15 AM PDT

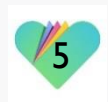
Appointment Type
M Chronic Care Office Visit

Organization
Sea Mar Community Health Centers

Location
Olympia Medical, Olympia Medical
3030 Limited Lane NW
Olympia, Washington 98502

[\(360\) 491-1399](#) |  [Get Directions](#)

Close



Rescheduling Your Appointments via Online on the Computer


Appointment Details ✕

! If this is an emergency, please call 911 Dismiss

Reschedule

[← Back to Appointment Details](#)

Organization: **Sea Mar Community Health Centers** Appointment Type: **M Chronic Care Office Visit**

 **Your Provider**

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

Continue

2. 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.

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

4. Click "Save time preference".

5. Click "Continue".

Rescheduling Your Appointments via Online on the Computer


Appointment Details

! If this is an emergency, please call 911 Dismiss

Reschedule

[← Back to Appointment Details](#)

Organization: **Sea Mar Community Health Centers** Appointment Type: **M Chronic Care Office Visit**

 **Your Provider**

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](#)

[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.

6. 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 6.

7. Click "Continue".

Rescheduling Your Appointments via Online on the Computer


Appointment Details ✕

 If this is an emergency, please call 911 Dismiss

Reschedule

[← Back to Appointment Details](#)

Appointment request summary

 **Your Provider**

Date and time preference

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

Appointment Type	Organization
M Chronic Care Office Visit	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](#) **9. Click "Schedule Your Appointment".** [Schedule Your Appointment](#)

8. 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.



Rescheduling Your Appointments via Online on the Computer

Appointment Details

Reschedule

[← Back to Appointment Details](#)

Your request to reschedule this 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

Your Provider

Date and time preference

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

Appointment Type: **M Chronic Care Office Visit** | Organization: **Sea Mar Community Health Centers**

[Close](#)

10. You'll receive this confirmation that your request to reschedule your appointment was sent.

Your request to reschedule this appointment was sent.

Appointments

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

Upcoming | Past | Other

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

Pending Reschedule

11. You'll also see a "Pending Reschedule" appear on your upcoming appointment. This will disappear once this appointment has been rescheduled.

Rescheduling Your Appointments via Online on the Computer

The screenshot displays the Sea Mar Community Health Centers patient portal. At the top, there is a navigation bar with options like 'Send a Message', 'Schedule an Appointment', and 'Hello'. Below this is a secondary navigation bar with 'Home', 'Inbox (0)', 'My Health', and 'My Info'. The main content area shows an email in the inbox. The email is from 'The Office of Your Provider' and is titled 'Update Regarding Rescheduled Appointment'. The body of the email states: 'Hello, We have rescheduled your appointment to Monday, August 6th at 3:15 pm. Thank you, MA 7/22/18'. Below the main email body, there is a section for 'Appointment Reschedule Request From Patient' which includes details like 'Rescheduled Date: First Available - Mon, Tue: After 10:00 AM' and 'Original Appointment Date: August 3, 2018'. A red box highlights the email content, and a red arrow points from a text box to the email in the inbox list.

From: The Office of Your Provider
To: Patient
Date: 07/22/2018 6:57 pm
Subject: Update Regarding Rescheduled Appointment

Hello,

We have rescheduled your appointment to Monday, August 6th at 3:15 pm.

Thank you,

MA
7/22/18

> From: Patient
> To: MA,
> Sent: 7/22/2018 3:33 PM
>

Appointment Reschedule Request From Patient

Patient Message:
Rescheduled Date: First Available - Mon, Tue: After 10:00 AM
Original Appointment Date: August 3, 2018
Reschedule appointment request sent by: Patient
Appointment Provider: Your Provider
Patient Reason: Diabetes follow-up
Message History: Sent: 07/22/2018 10:33:31 PM GMT
Sender: Patient
Subject: Diabetes follow-up
Body:
Rescheduled Date: First Available - Mon, Tue: After 10:00 AM
Original Appointment Date: August 3, 2018
Reschedule appointment request sent by: Patient

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

Rescheduling Your 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 patient portal interface. The top navigation bar includes links for 'Send a Message', 'Schedule an Appointment', 'Hello', 'My Account', and 'English'. Below this, there are buttons for 'Home', 'Inbox (0)', 'My Health', and 'My Info'. The left sidebar shows folders for 'Inbox', 'Sent', 'Outbox', and 'Trash'. The main content area shows an email from 'The Office of Your Provider' to 'Patient' dated '07/23/2018 9:43 am' with the subject 'Appointment Scheduled at Sea Mar Community Health Centers'. The email body contains the following text:

Hello Patient

You have an appointment on August 6, 2018 3:15 PM 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



Rescheduling Your Appointments via Online on the Computer

Your rescheduled appointment will also show in the “Upcoming” tab under the “Appointments” section.

Appointments

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

Upcoming **Past** **Other**

Monday, August 6, 2018
3:15 PM PDT
Your Provider
Sea Mar Community Health Centers






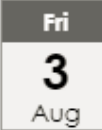
Canceling Your Appointments

Canceling Appointments via Online on the Computer

Appointment Details ✕


Appointment Details I. If you want to cancel your upcoming appointment, click "Cancel". [Cancel](#) [Reschedule](#)

 [Add to your personal calendar](#) |  [Print appointment details](#)

 **Your Provider** |  **Fri** Friday
3 August 3, 2018
Aug 9:15 AM PDT

Appointment Type: **M Chronic Care Office Visit** | Organization: **Sea Mar Community Health Centers**

Location

Olympia Medical, Olympia Medical | (360) 491-1399 |  [Get Directions](#)
3030 Limited Lane NW
Olympia, Washington 98502


[Close](#)

Canceling Your Appointments via Online on the Computer

Appointment Details ✕

Cancel Appointment

[← Back to Appointment Details](#)

 **Your Provider**

Fri Friday
3 August 3, 2018
Aug 9:15 AM PDT

Why do you need to cancel your appointment? (Required)

Please let us know your reason for canceling this appointment. Thank you.

0 / 80

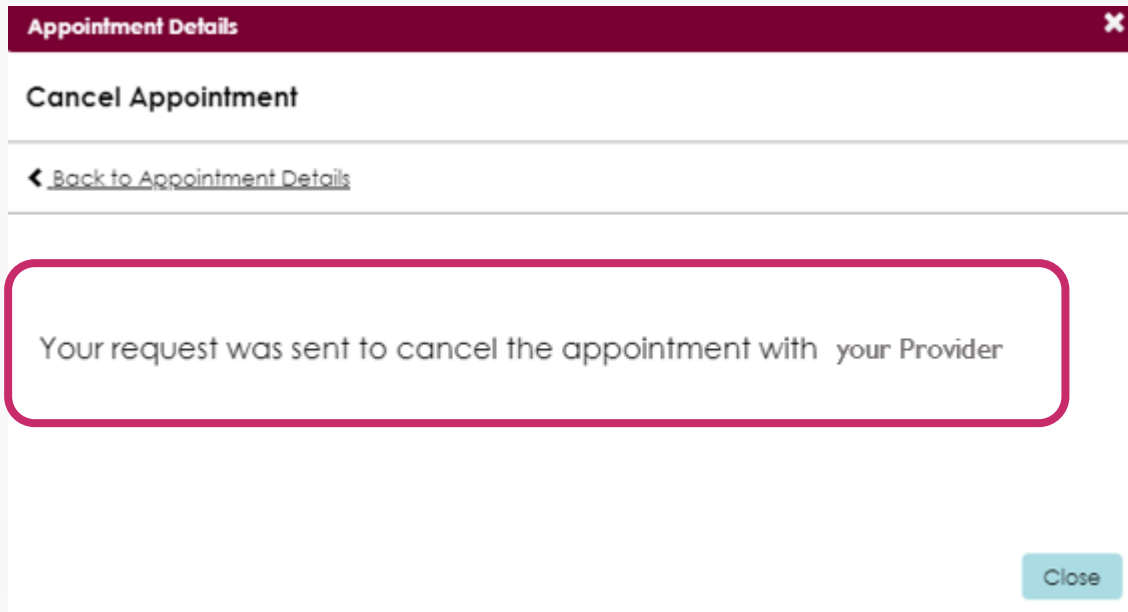
3. Click "Cancel this appointment".

Cancel this appointment

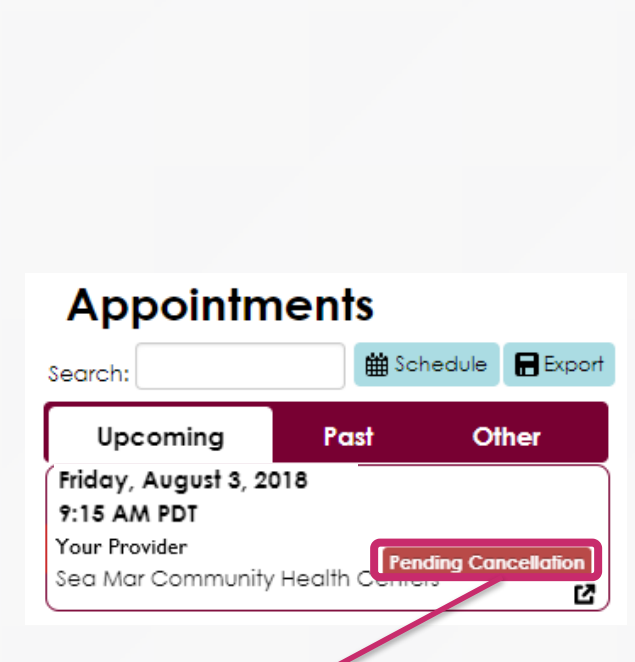
2. Type the reason for canceling your appointment in this section. You will not be able to move forward without this section completed. The body of the message is limited to 80 characters.

Canceling Your Appointments via Online on the Computer

4. You'll receive this confirmation that your request to cancel your appointment was sent.



The screenshot shows a modal window titled "Appointment Details" with a close button (X) in the top right corner. Below the title bar, the text "Cancel Appointment" is displayed. A navigation link with a left-pointing arrow and the text "Back to Appointment Details" is visible. A large, rounded rectangular box with a red border contains the message: "Your request was sent to cancel the appointment with your Provider". A "Close" button is located at the bottom right of the modal.

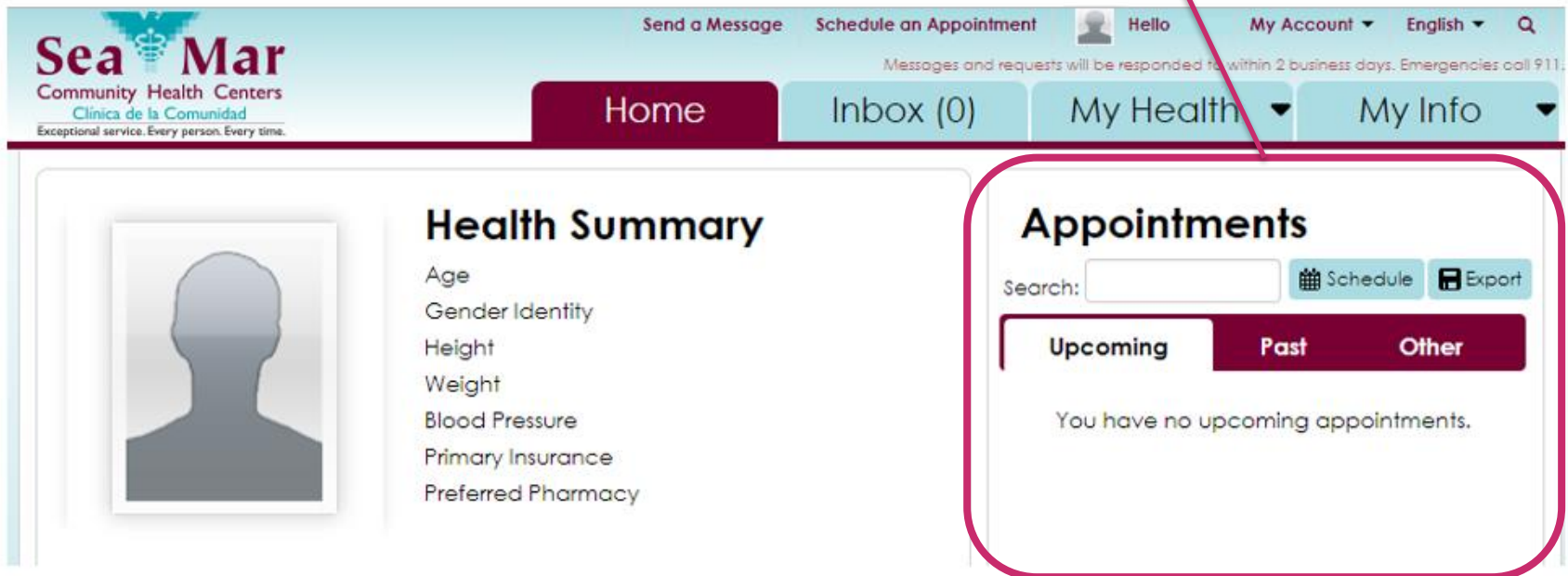


The screenshot shows the "Appointments" page. At the top, there is a search bar and two buttons: "Schedule" (with a calendar icon) and "Export" (with a document icon). Below these are three tabs: "Upcoming" (selected), "Past", and "Other". The "Upcoming" tab displays an appointment for "Friday, August 3, 2018" at "9:15 AM PDT" with the provider "Sea Mar Community Health Centers". A red callout box with the text "Pending Cancellation" is overlaid on the appointment card, with a red line pointing to the appointment details.

5. You'll also see a "Pending Cancellation" appear on your upcoming appointment.

Canceling Your Appointments via Online on the Computer

Once your appointment has been successfully canceled by the clinic, it will no longer show up in the “Upcoming” tab of your “Appointments” section.



The screenshot displays the patient portal interface for Sea Mar Community Health Centers. The top navigation bar includes links for 'Send a Message', 'Schedule an Appointment', 'Hello', 'My Account', and 'English'. Below this, a secondary navigation bar features 'Home', 'Inbox (0)', 'My Health', and 'My Info'. The main content area is divided into two sections: 'Health Summary' on the left, which lists personal information like Age, Gender Identity, Height, Weight, Blood Pressure, Primary Insurance, and Preferred Pharmacy; and 'Appointments' on the right. The 'Appointments' section is highlighted with a red rounded rectangle and contains a search bar, 'Schedule' and 'Export' buttons, and three tabs: 'Upcoming', 'Past', and 'Other'. The 'Upcoming' tab is active, and the message 'You have no upcoming appointments.' is displayed below it.

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

