

Patient Experience for Follow My Health Telehealth Visits at The Youth Clinic

Requirements

- A Follow My Health account for your child/teen
- You must have recently accessed your child's account
 - If the child is over 13 and the FMH account was set up before they turned 13 the account will have stopped updating at age 13. You will need to request a new invite to create your child's account again. No data will be lost.
- The Follow My Health app on your phone or computer (we recommend using your phone for Virtual Visits, to allow the most seamless experience)

Needed Supplies-either

- Smart phone-Android or Apple (preferred method of completing visit)
- PC

Process

- On the Youth Clinic Website www.youthclinic.com click the blue 'Patient Portal' button in the upper right of the home page to request a Proxy account to The Youth Clinic patient portal. Complete the request form, you can include all of your children in the same form. See screen shot from website below

Patient Portal

Features of The Youth Clinic's patient portal proxy access:

- Review your child's medical records, including immunizations, vitals, conditions and medications
- Request prescription refills from your child's provider
- View lab and test results
- Receive email and text reminders regarding your child's care
- Exchange secure messages with Providers at The Youth Clinic
- Review, download or even send your child's vaccination records to their school
- Manage your child's personal information online, such as updating insurance and demographic information
- Receive patient education materials from your provider
- Access your child's health information "on the go" via your smartphone or tablet

Links to patient portal sign-up forms:

[Click here to start registration for Proxy account](#)

Already have a Follow My Health account with The Youth Clinic? [Log in Here.](#)

If you need assistance with any Follow My Health related issue, please visit our [Knowledge Base](#) or submit a request using our [Secure Online Form](#).

- You will receive an email from Follow My Health (not The Youth Clinic), with a link to create a Follow My Health account. If you go to the Follow My Health website without using the link, an account will be created, but the connection to The Youth Clinic not be allowed and the account will not function correctly.
 - Create an account using Follow my Health for yourself to view your “proxy” (your child’s) account
- Download the Follow My Health app from the app store on your smart phone or log into the Follow My Health website.
- Log into the account and become a bit familiar with the account

Preparing for a Telehealth Visit

- Make an appointment for your child’s Telehealth visit by calling our appointment line
- You will receive a text 15 mins before your appointment time, alerting you it is time to check in. Log into the FMH app on your phone, choose from the list the name of the child who is having the appointment, click on appointments, click the ‘check In’ box (on your phone) or ‘join visit’ on a PC
- It will ask you to allow notifications, allow the camera in the app and allow the microphone in the app. Enter your preferred pharmacy and a phone number.
- It will then ask you to wait until you receive a text stating the provider is ready for the visit
- Click ‘join’
- You will see you have connected with your camera, After a moment or two you will see and hear the provider

Trouble shooting

- Are you on your child’s account and not your account? Near top it says “Hello, *“Parent name”* use drop down next to that to choose the child who is having the virtual visit
- Have you allowed, the microphone, camera and notifications in the Follow My Health app?
- Did you add a pharmacy and your phone number?
- Did you create the FMH account from an invite from the Clinic or did you navigate to the website and create your own?
- If still having trouble, sometimes turning off your phone and back on again will fix the problem.