

# Patients Frequently Asked Questions

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## **Will my old log-in information work on the new site?**

No, you must register for the new Myhealthrecord.com portal. To do so, request an invite from your provider's office. You can also request an invite by completing the "Request Portal Invite" form on the Florida Medical Clinic website.  
<https://www.floridamedicalclinic.com/patients/patient-portal/>

## **How do I access Florida Medical Clinic on the Myhealthrecord.com site?**

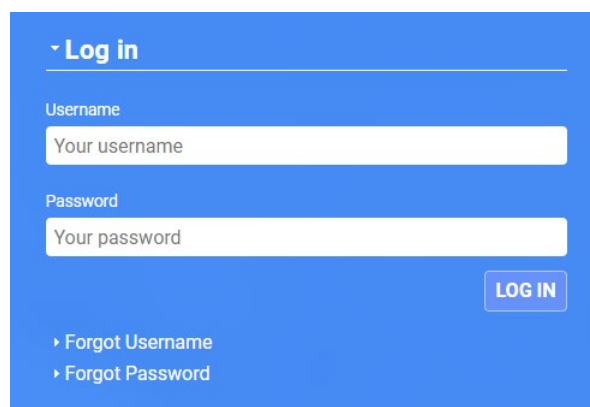
Once registered and logged into the Myhealthrecord.com site, you will be able to see all the practices that you are registered with that use [myhealthrecord.com](https://www.myhealthrecord.com) for their patient portal. Be sure to click the **link for Florida Medical Clinic** to access your records with us.

## **How do I see my child's health records?**

Select your name in the main menu. If you have access to your child's health record you will see their name in the list. If not, please contact your provider so they can grant access.

## **What if I forgot my username and password?**

On the MyHealthRecord.com login page, select Forgot Username or Forgot Password and follow the steps in the screen that follows. If you continue to have difficulty accessing the site, contact your provider. *(The email address in your medical record is the one you login with. Have office staff update accordingly.)*



Log in

Username  
Your username

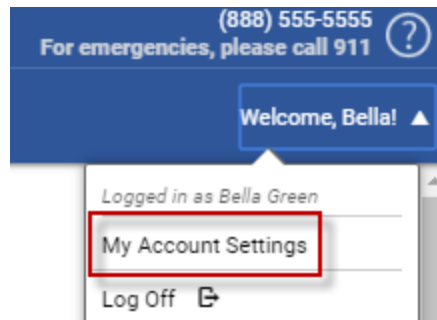
Password  
Your password

LOG IN

Forgot Username  
Forgot Password

## How do I change my password?

Select the **Welcome** menu in the Navigation bar. Select My Account Settings.



Select **Edit** next to Password. Enter your **current password** and then enter a **new password** and confirm it. Select **Save**.

### My Account Settings

Username: **emgreen**

Password: [Edit](#)

Security Questions: [Edit](#)

#### Password Requirements:

- Passwords should be between 8 and 64 characters.
- Special characters may be included, but are not required.
- Users are not allowed to use their current password when resetting or changing their password.

## Accessing Site Information

### How can I see my Medical Summary?

To see your medical summary, select **My Health**. By default, the system shows all dates of your medical history. Select the **View** drop-down to filter the date range. The **date range** that you select affects the Send Health Record and the Downloading of your medical history.

The screenshot shows the 'My Health Record' patient portal. The left sidebar contains navigation options: Summary, Visits, Medications, Patient Education, Health History Forms, Documents & Forms, and Access Log. The main content area is titled 'My Health Record' and includes a 'VIEW' dropdown menu set to 'All History', with 'Send' and 'Download' buttons. The patient's name is 'Miranda J. Green' (DOB: 01/01/1993, F, Patient #102001). The 'Vitals' section displays a graphic of a person with a heart and the number 61, and a table of vital signs:

Vital	Value	Date
BP	144/76	08/25/2017
Height	70.0"	144/76
Weight	140.0 lbs	
BMI	20.09 kg/m <sup>2</sup>	
Temp	98.10° F	
Heart Rate	61/min	
Resp Rate	21/min	
FIO2	36.0%	

The 'Social History' section lists: Tobacco (Current every day smoker), Moderate Amount of Exercise (1-3 times weekly), Infection risk due to immunosuppression, Risk for malaria due to travel, Active Duty Marine Corps, Caffeine, and Alcohol.

### How can I see the records for a specific visit?

To see your records for a specific visit, select **Visit** from the menu and pick a visit from the list. **For the full report, contact your provider office to have them send to you.**

The screenshot shows the 'My Health Record' patient portal with the 'Visits' menu item selected. The main content area displays a list of visits:

Provider	Date	Visit Type
David Ford MD	08/30/2017	Consultation
David Ford MD	08/01/2017	Allergies

A mouse cursor is pointing at the first visit entry.

## How do I download My Health Record to send to another practice?

Under **My Health**, in the **Summary** page, select the **Download** button.

The screenshot shows the 'My Health Record' portal interface. At the top, there are navigation tabs: My Health, My Messages, My Appointments, My Profile, and Pay My Bill. The main content area is titled 'My Health Record' and includes a 'VIEW' dropdown set to 'All History'. To the right of the dropdown are 'Send' and 'Download' buttons. A mouse cursor is pointing at the 'Download' button. Below the navigation is a patient summary for Miranda J. Green, born 01/01/1993, F, with patient ID #102001. The 'Vitals' section shows a graphic of a person with a heart icon and the number 61, and a table of vital signs: Date (08/25/2017), BP (144/76), Height (70.0"), Weight (140.0 lbs), BMI (20.09 kg/m<sup>2</sup>), Temp (98.10 ° F), Heart Rate (61/min), Resp Rate (21/min), and FIO2 (36.0%). The 'Social History' section lists: Tobacco (Current every day smoker), Moderate Amount of Exercise (1-3 times weekly), Infection risk due to immunosuppression, Risk for malaria due to travel, Active Duty Marine Corps, Caffeine, and Alcohol.

## How do I see my lab results?

Lab results will display under in the **Summary** page under the **Lab Results** section. *If you do not see your lab results, please contact your care provider office. Results will be available after the provider releases to the portal.*

The screenshot shows the 'Lab Results' section of the patient portal. It displays several lab profiles with their respective results and normal ranges:

- Hepatic Profile:**

DATE	RESULT	NORMAL
09/05/2017		
<b>Prot SerPI-mCnc</b>	32.0 g/dL	10-60
<b>ALP SerPI-cCnc</b>	50.0 IU/L	100-150
- Basic Metabolic Profile:**

DATE	RESULT	NORMAL
02/01/2017		
<b>Sodium SerPI-sCnc</b>	200.0 mmol/L	100-200
<b>Creat SerPI-mCnc</b>	40.0 mg/dL	80-120
- Lipid Profile:**

DATE	RESULT	NORMAL
01/01/2017		
<b>Cholest SerPI-mCnc</b>	212.0 mg/dL	140-180
<b>LDLc SerPI-mCnc</b>	42.0 mg/dL	20-100
- Endocrine:**

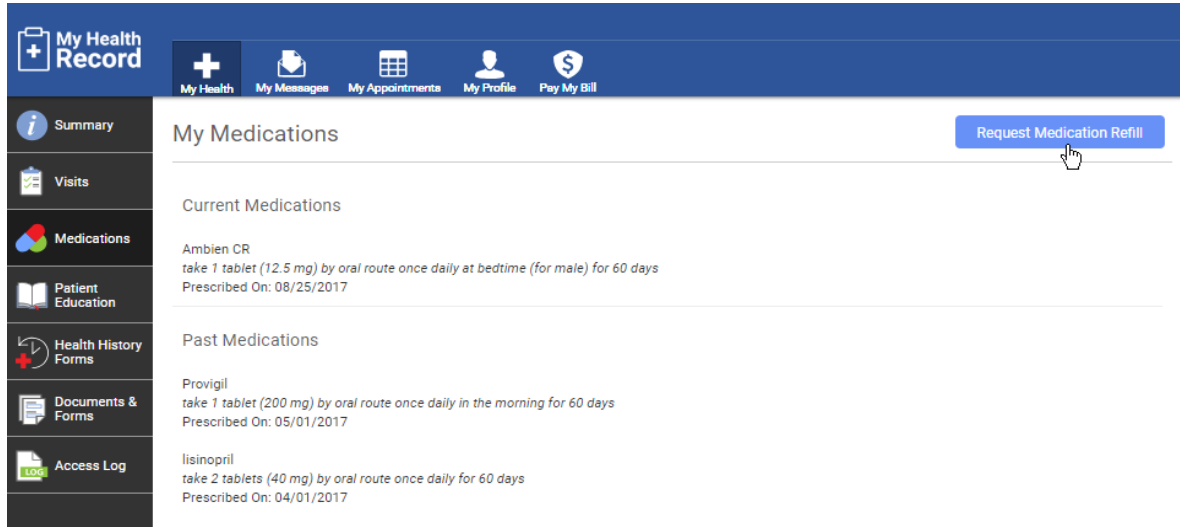
DATE	RESULT	NORMAL
11/01/2016		
<b>T4 SerPI-mCnc</b>	35.0 ug/dL	10-20
<b>Testost Free SerPI-mCnc</b>	40.0 pg/mL	60-90

Other sections visible include 'Vitals History' (a table of vitals from 04/01/2016 to 08/28/2017) and 'Care Plan' with a goal for 'Lower Blood Pressure' due 12/01/2018.

# Prescription Request

## How do I request a medication refill?

Under **My Health** select **Medications** and then select the **Request Medication Refill** button.



Select the medication(s) to be refilled, select the pharmacy, enter your preferred phone number, and then enter any notes that you may have. Select **Submit**.

## General Messages

### How do I ask a question of my physician or the office?

In **My Messages**, patients can send and receive secured communication to and from the provider office. Here, patients will be able to create new messages, view messages in Inbox, Sent folders, reply to messages, and delete messages.

The screenshot displays the 'My Messages' interface. On the left, there is a list of messages in the 'Inbox' folder, including one from 'Administrative Office (9)' dated 05/21/2018 with the subject 'Next week'. The main area shows a message preview for 'Next week' from 'Administrative Office' to 'Bella Green'. The message content asks if the patient can come 30 minutes early for their appointment next week and mentions extra paperwork. There are 'Reply' and 'Delete' buttons at the top right of the message preview.

### How do I send a general message or attachment to my doctor's office?

When creating a **New** message, users can:

- Select the care provider to communicate with (Includes only providers you have seen in the past).
- Ask questions and request records.
- Add attachments in any of the following formats: DOC, DOCX, GIF, JPEG, PDF, PNG, RFT, SVG, TXT, XLS, XLSX, or XML. The maximum file size is 5 MB

## New Message

**IMPORTANT:** In case of emergency, call 911 or go to the nearest emergency room. Messaging should be limited to non-emergency communications and requests.

To:

From: **Bella Green**

I would like to...

- Please choose
- ask a medical question
- request a medical record
- ask an insurance question
- ask a general question

Anything else you w

*Type your notes here*

Attached files will be converted to .PDF

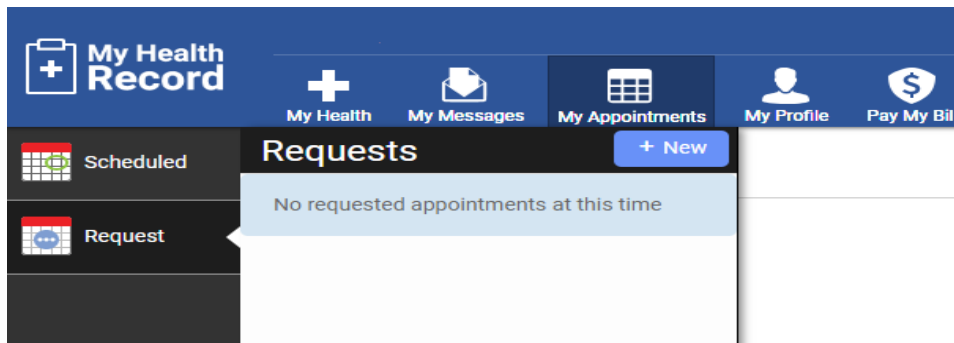
Users can also **Reply** to and **Delete** messages. Deleted messages will be removed from the user's message list, but will not be removed from the practice's internal records.

# Appointment Requests

## How do I request an appointment?

To request an appointment:

1. Select **My Appointments** and then select **Request**.
2. Select the + **New** button.



3. On the next page, fill in the any required fields.

*Note- You may see different options available when you request an appointment. The available options may vary by provider.*

A screenshot of the 'Request Appointment' form. At the top, there is a pink warning banner: 'IMPORTANT: Appointment requests should be limited to non-emergency communications. In case of emergency, call 911 or go to the nearest emergency room.' The form fields include: Patient (Lawrence Green), Location (Office - Madison Medical Center, P.A.), Provider (Scott Cutter MD), How soon? (First Available), Preferred Day(s) (Monday, Tuesday, Wednesday, Thursday, Friday), Time (No preference, Morning, Afternoon), What is most important to you? (Physician), and Reason for visit (Back Pain). At the bottom right, there are 'Submit' and 'Cancel' buttons.



4. After filling in any required information and any preferred information, select **Submit**.
5. You will then see a confirmation page.



The screenshot displays a user interface for managing appointments. On the left, there is a dark sidebar with two menu items: 'Scheduled' (with a calendar icon) and 'Request' (with a calendar icon and a plus sign). The 'Request' item is selected. The main content area is titled 'Requested Appointment' and contains the following information:

**Patient:** Lawrence Green  
**Date Request Submitted:** 9/5/2018  
**Location:** Northwest Medical Center  
**Provider:** Scott Cutter MD  
**How soon?** First Available  
**Preferred Day(s):** Monday, Tuesday, Wednesday, Thursday, Friday  
**Time:** No preference  
**What is important to you?** Day  
**Reason for visit:** Back pain

# Medical and Health Records

## How do I request my medical records?

Under [My Messages](#) select **+New**. Select a provider and then select **request a medical record** from the **I would like to ...** drop-down. Add any necessary notes or attach files. Select **Send**.

Records can also be requested directly from the medical records department via the [Floridamedicalclinic.com](http://Floridamedicalclinic.com) website. Click the **Patients** link and choose **Request Medical Records**.

The screenshot displays the 'My Health Record' patient portal. The top navigation bar includes 'My Health Record', 'My Health', 'My Messages' (with a notification badge), 'My Appointments', 'My Profile', and 'Pay My Bill'. Below the navigation is an 'Inbox' section with a '+ New' button and a list of messages from 'Administrative Office'. The main area is titled 'New Message' and contains an important notice, a 'To:' dropdown, and a 'From: Bella Green' field. A dropdown menu for 'I would like to...' is open, showing options: 'Please choose', 'ask a medical question', 'request a medical record' (highlighted), 'ask an insurance question', and 'ask a general question'. Below this is a text area for notes and buttons for 'Attach File', 'Send', and 'Cancel'. A note at the bottom states 'Attached files will be converted to .PDF'.