

Patient Portal

How to create a portal account



During your next office visit, ask the front desk if they can check if a portal invite has been sent.

They will confirm if your email address is on file, you will receive a portal invitation via your email within 15 minutes.

Email Invitation

Check your email from FollowMyHealth with the title "Complete your Synovation Medical Group Patient Portal Registration"

Please Note: Check your spam/junk inbox as well.

Complete Your Synovation Medical Group Patient Portal Registration

 FollowMyHealth <noreply@followmyhealth.com>
2/23/2021 9:25 AM



To:



Dear Test,

In order to start the registration process and get connected to your medical information, follow these 3 steps when you click the registration link below:

- 1) **Click Sign Up and Connect.** If you already have a portal account and want to connect with an additional provider, click Sign in and add this connection (skip to step 3).
- 2) **Create a username** for your portal account. By default, this will be your email address. Next, create a password following the criteria noted on the right of the screen. Confirm your password to continue.
- 3) **Connect your account.** Follow the on-screen prompts to complete your account connection. These screens include accepting our Terms of Service, entering your Invite Code [the last four digits of your social security number/year of birth] and accepting the release of information.

You will then be ready to access and manage all of your personal health information in one secure location **24 hours a day / 7 days a week** with any computer, smartphone or tablet!

And don't forget: with our portal you can communicate with your physicians via secure messaging ...save time by scheduling appointments online...view your test and lab results the moment they're available...refill prescriptions and so much more!

[Click here](#) to begin.



ation Medical Group

[click here to opt out.](#)

Try It: Click on the Click Here link.

Creating Portal Account

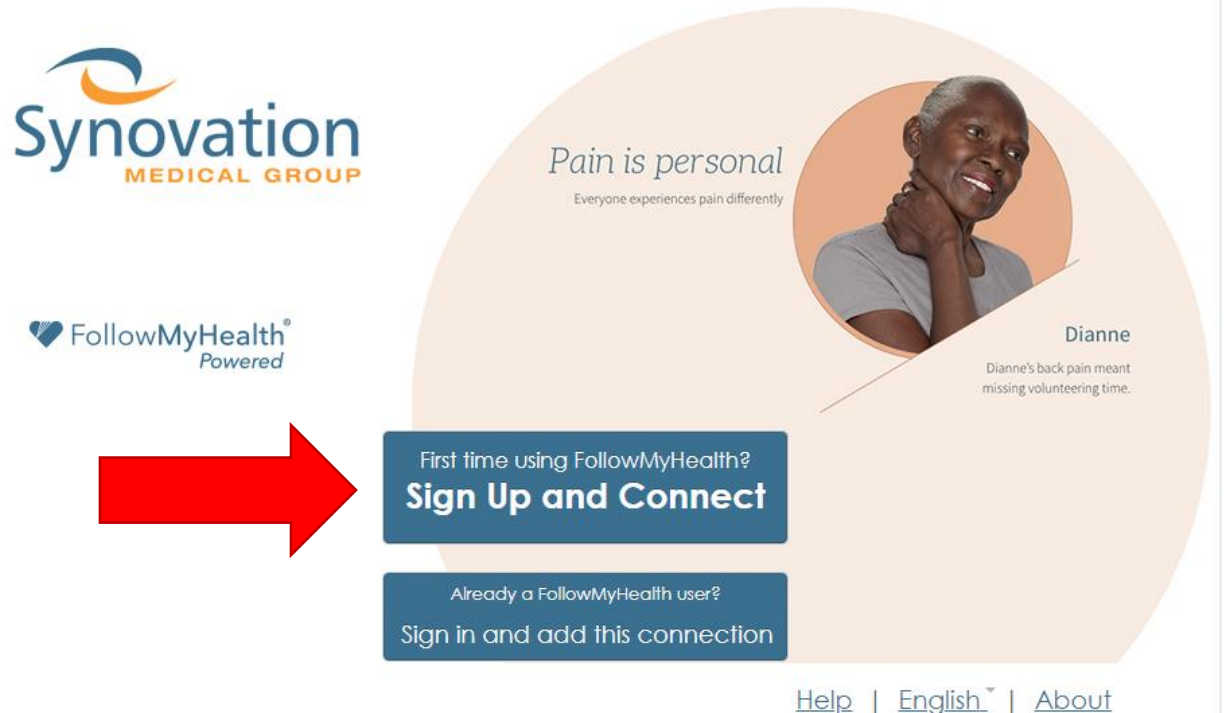
Once you click on the link from the invitation email, a new window will open.

Please Note: Your primary doctor/medical group may be part of the FollowMyHealth system already, you have the option of using your existing FollowMyHealth account by selecting the "Sign in and add this connection" button

Existing FollowMyHealth users: You will **NOT** be associated with the Synovation FollowMyHealth portal if you do not click the link in the patient portal invite email from page 1

If you already have an existing FollowMyHealth account, please skip to step 5 on page 4

1. Click on the Sign Up and Connect button



2. If you are creating a new account, you will be sent to the sign up and connect page

USERNAME: Cannot contain characters such as / ? # or \.

We recommend using your email address as your username

PASSWORD: Passwords need to be at least 8 characters with at least one number and a special character such as !@#\$

Sign Up and Connect

Create Username (Tip: Use your email address)

- ✗ Cannot contain the characters /, ?, #, or \
- ✗ If using your email, must be a valid email address

Create Password

- ✗ Must be at least 8 characters
- ✗ Must contain at least one number
- ✗ Must contain at least one special character.
For example: !@#\$%^&*()-
- ✗ Passwords must match

3. If the password or email requirements are not met, the missing requirements will turn red and you will not be able to press the confirm and continue button

Create Password

- ✓ Must be at least 8 characters
- ✓ Must contain at least one number
- ✓ Must contain at least one special character.
For example: !@#\$%^&*()-
- ✗ Passwords must match

« Back

Confirm and Continue

4. The requirements on the right side of the page will turn green if the requirements are met and your passwords match. The button on the bottom of the page will then turn blue and you will be able to continue

Create Password

- ✓ Must be at least 8 characters
- ✓ Must contain at least one number
- ✓ Must contain at least one special character.
For example: !@#\$%^&*()-
- ✓ Passwords must match

« Back

Confirm and Continue



[Help](#) | [English](#) | [About](#)

5. If your username has not been taken already, you will then reach this page


Connect your account

Step 1: Welcome

Welcome Test,

These screens will take you through the 5-step process of connecting your Universal Health Record to Synovation Medical Group. Please allow sufficient time to complete this process from start to finish. If your session is interrupted, you will be asked to start again from the beginning.

Please click "Next" to continue.

Next 

6. Review the terms of service and then click on I accept

Connect your account

Step 2: Accept Terms of Service


Please review the terms of service below: [\[Print\]](#)

For purposes of clarification, these Terms of Use are for end users of the Service. From time-to-time, Allscripts may require licensees of components of the Service and other Allscripts offerings to enter into a separate agreement with Allscripts related to such components or offerings. If there is any conflict between such agreement and these Terms of Use, the separate agreement will control with respect to the specific product or service.

Allscripts' licensors and Service Providers are third-party beneficiaries to these Terms of Use. If Allscripts provides you with a translation of the English language version of this agreement, the English language version of this agreement will control if there is any conflict. Failure to enforce any provision will not constitute a waiver of that provision. If any provision is found unenforceable, it and any related provisions will be interpreted to best accomplish the unenforceable provision's essential purpose. The other provisions of these Terms of Use shall remain in full force and effect.

Date last modified: November 13, 2019

By clicking on 'I Accept' below you are agreeing to the Terms of Service above and the [Privacy Policy](#).

 I Accept I Decline


7. Your invite code is your birth year ex. 1946, type in your birthyear and then click next

Connect your account

Step 3: Enter Invite Code

The invite code is a secret between the patient and the healthcare provider with whom you are connecting. If you were not given a code directly from your provider it will most likely be either the last four digits of your social security number, year of birth (yyyy), or full date of birth (mmdyyyy). Remember, if you are setting up a proxy account for a child or dependent adult, the code applies to that patient and will be the last four digits of his/her social security number or year of birth (unless you were given a specific invite code from the provider for that patient).

For more information, please refer to the invitation email you received from noreply@followmyhealth.com or contact your provider.



8. Review the request for access and then click on I accept

Connect your account

Step 4: Request for Access

Please review this Request for Access and click "I Accept" or "I Decline" below.


If signing on behalf of a Patient, please complete the following:

Relationship to Patient: [Place "X" in the appropriate box below]

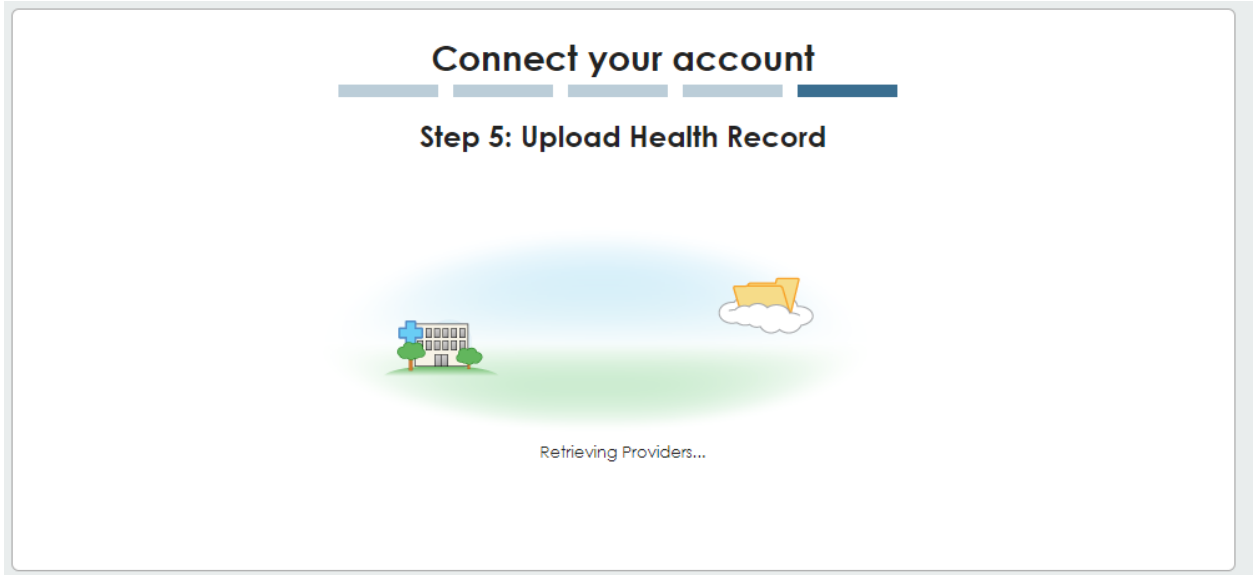
Patient

Parent/Guardian/Other Legal Representative

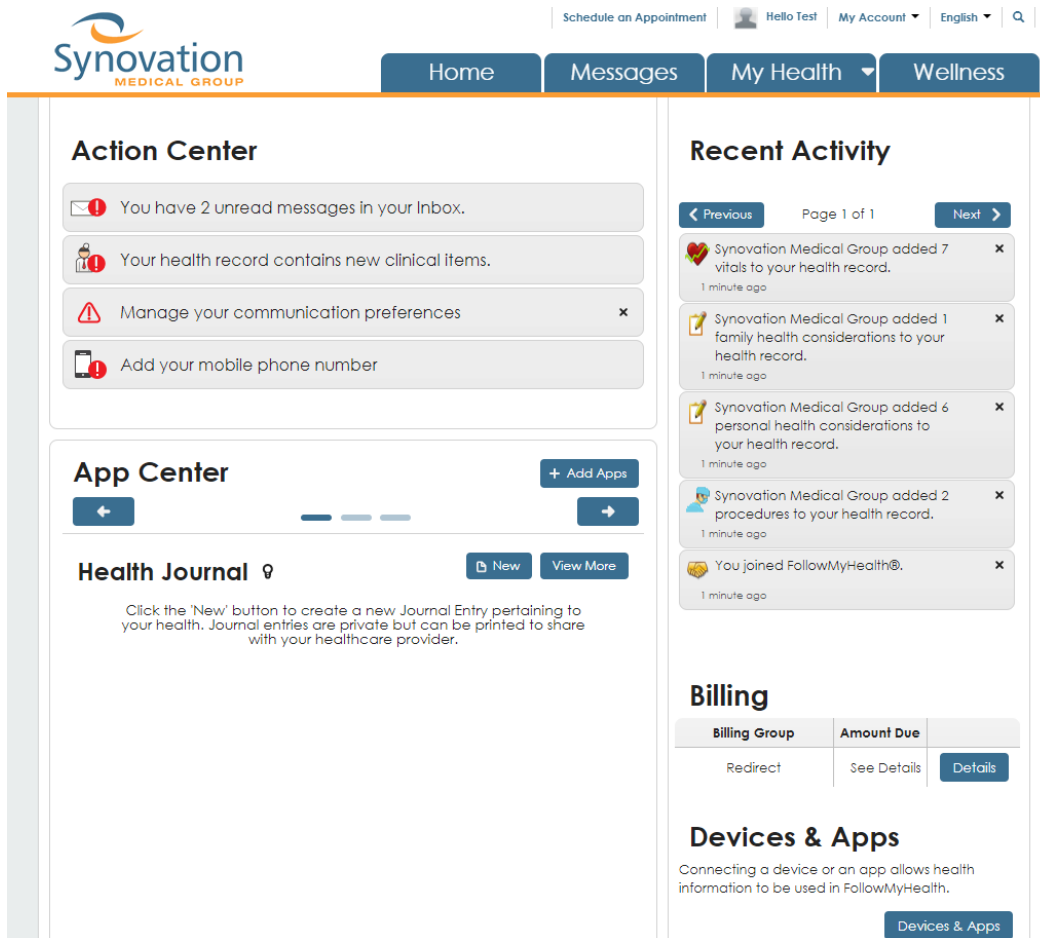
By clicking [I ACCEPT], I acknowledge and agree to the terms of this Request for Access.



9. Please wait a moment while your record is uploaded



10. You will then be sent to the homepage of your portal

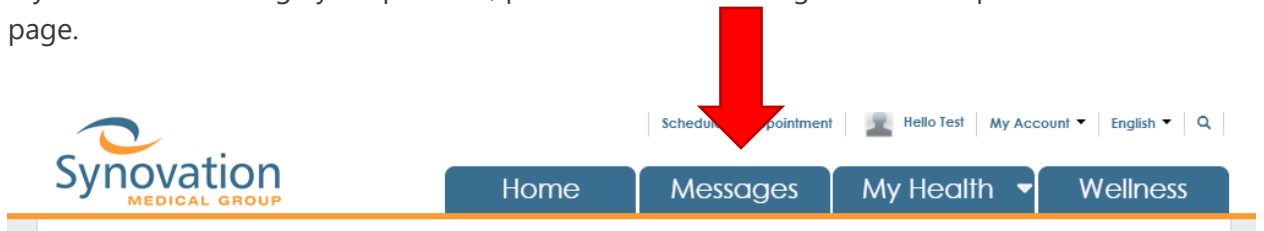


Using the portal

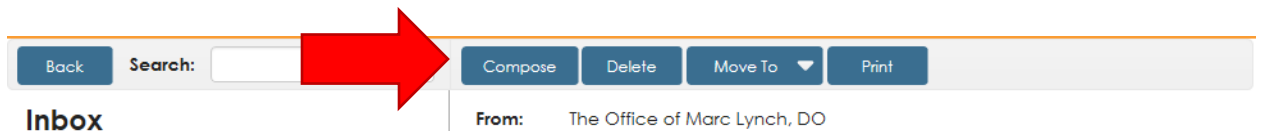
Now that you have successfully logged into the portal, you will want to know how to message your provider

Please note: Your portal homepage is a basic summary of your chart. Please contact the Medical Records Department directly at 626-696-1490 if you need a copy of your patient charts.

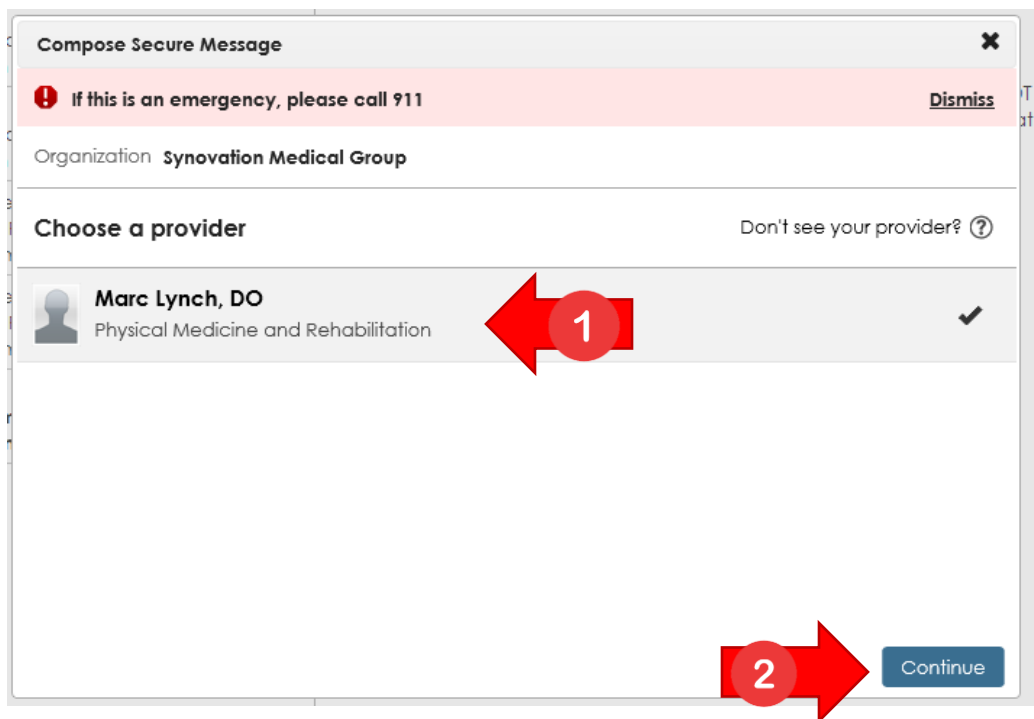
1. If you want to message your provider, please click on "messages" on the top of the page.



2. Once you are in the messages page, click on the compose button



3. A pop up will appear, you will need to click on your provider and then click continue



4. Type your message and then click send, your message will then be sent to your provider.

Compose Secure Message

! If this is an emergency, please call 911 [Dismiss](#)

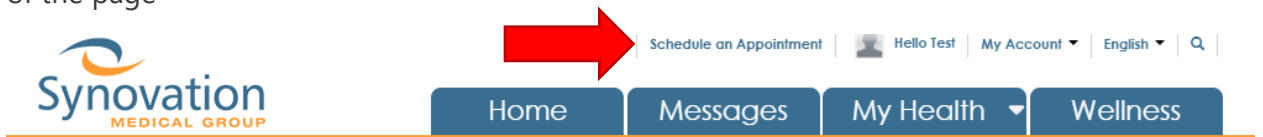
Organization: Synovation Medical Group
To: Marc Lynch, DO

Subject: Pain Help

Message* Characters used: 38 / 1000
I had a question about a recent visit

Back Send

5. If you wish to request an appointment, click on "schedule an appointment" on the top of the page



6. Since this is a request, click on other and then click on continue

Schedule an Appointment

! If this is an emergency, please call 911 [Dismiss](#)

Organization: Synovation Medical Group

Choose an appointment type

Other ✓


Continue

7. Select your provider and then select when you want to be seen and which days. When you are done, click on save time preference

Schedule an Appointment ✕

! If this is an emergency, please call 911 Dismiss

Organization **Synovation Medical Group** Appointment Type **Other**


 **Andrew Seltzer, MD**
Pain Management

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

When do you need an appointment?
First Available ▼

Select day(s) you're available
 Mon Tue Wed Thu Fri Sat Sun

Select window of availability
Anytime ▼


 **Save time preference**

8. Your time preferences will be saved, click on the continue button

Schedule an Appointment ✕

! If this is an emergency, please call 911 Dismiss


Organization **Synovation Medical Group** Appointment Type **Other**

 **Andrew Seltzer, MD**
Pain Management

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

First Available - Wed, Thu, Fri: Anytime ✕

+ Add another time preference

Back  **Continue**


9. Type your reason for the appointment and then click on schedule your appointment

Schedule an Appointment ✕

! If this is an emergency, please call 911 Dismiss

Appointment request summary

Organization **Synovation Medical Group** Appointment Type **Other**


 **Andrew Seltzer, MD**
Pain Management

Date and time preference

- **First Available - Wed, Thu, Fri: Anytime**

Why are you scheduling this appointment? * 23 / 40

Experiencing back pain |

Back  Schedule Your Appointment

10. Your request will be submitted to our call center which will then reach out to you to confirm your appointment with you.

Schedule an Appointment ✕


Appointment request has been submitted

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

Organization **Synovation Medical Group** Appointment Type **Other**

 **Andrew Seltzer, MD**
Pain Management

Date and time preference

- **First Available - Wed, Thu, Fri: Anytime**

Close

Logging into the portal (After account has been made)

Now that your account has successfully been created, you can now log into the portal whenever you need to.

1. To access the portal please bookmark or type in this link:
<https://synovationmedicalgroup.followmyhealth.com>

Once you reach the login page, type in your username and password and then click sign in

Synovation
MEDICAL GROUP

FollowMyHealth[®]
Powered

Pain is personal
Everyone experiences pain differently

Dianne
Dianne's back pain meant missing volunteering time.

Username

Password

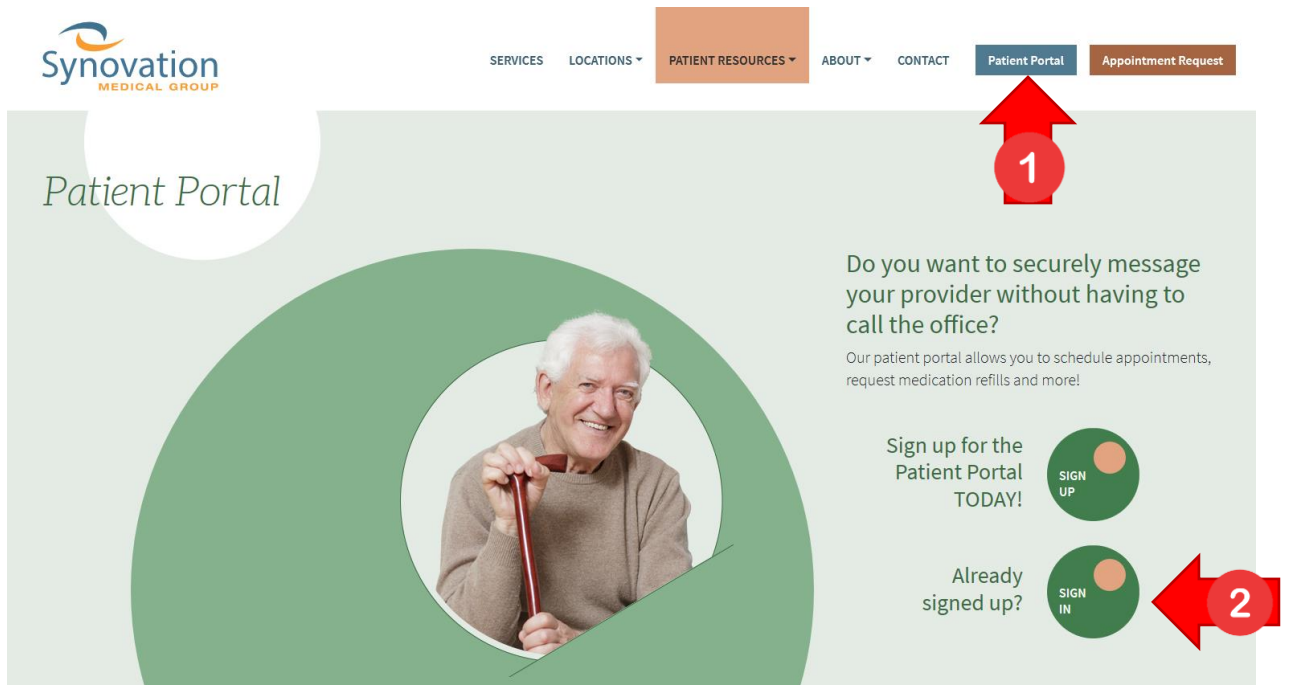
Sign In

[Forgot your password?](#)

[Forgot your username?](#)

or, use an alternative

2. You can also access the portal by going to our website: synovationmedicalgroup.com and clicking on the patient portal tab on the top of our page and then clicking on the already signed up button on the page that loads.



3. We invite you to download the Follow My Health app for your cellphone as well. Search for the Follow My Health app on the iOS App Store or Google Play Store

iOS: <https://apps.apple.com/us/app/followmyhealth-mobile/id502147249>

Android: <https://play.google.com/store/apps/details?id=com.jardogs.fmhmobile&hl=en>

