Frequently Asked Questions

• **What is the NIH Clinical Center FollowMyHealth® Patient Portal?**
  The NIH Clinical Center’s FollowMyHealth® Patient Portal is an internet-accessible application that offers patients secure access to pieces of their NIH Clinical Center electronic medical record.

• **What information will I see in the NIH Clinical Center FollowMyHealth® Patient Portal?**
  Patients will be able to access pieces of your electronic medical record, which includes discharge summaries, discharge instructions, outpatient first registration reports, and some laboratory, cardiology, and neurology results. If you cannot locate specific information, please contact the Patient Portal Support Team at 1-855-644-6445.

• **How do I get a user name and password for the NIH Clinical Center FollowMyHealth® Patient Portal?**
  Through your internet browser go to the NIH Clinical Center’s FollowMyHealth® Patient Portal page [https://www.cc.nih.gov/followmyhealth/](https://www.cc.nih.gov/followmyhealth/) and click on “Sign In”. Once there, you will need to create a new account by clicking on the “I Need to Sign Up” box. If you currently use Facebook, Google, Microsoft, Yahoo, or CernerHealth you may use those usernames and passwords to login. Information is never shared with these organizations. This is offered as a convenience so that you do not have to remember an additional username and password. FollowMyHealth® Patient Portal user guide and other reference materials are available to you on the sign-in page.

• **When I sign-in to the NIH Clinical Center FollowMyHealth® Patient Portal I do not see that I’m connected to the NIH Clinical Center. How do I get connected?**
  FollowMyHealth® Patient Portal requires an invitation from your health care organization prior to connecting to their records. If you have not received an invitation, please contact the Patient Portal Support Team. This team is available Monday through Friday 9am-7pm EST (excluding federal holidays) by phone 1-855-644-6445

• **What is my user name?**
  When you select the “I Need to Sign Up?” link on the Patient Portal website you will be able to create your own user name (or Account User Name). This will need to be a user name that is unique to you.
• **What do I do if my user name doesn’t work?**
  Contact the Patient Portal Support Team. This team is available Monday through Friday 9am-7pm EST (excluding federal holidays) by phone 1-855-644-6445 or email NIHCCPatientPortalSupport@mail.nih.gov.

• **Can I create my own password for the NIH Clinical Center FollowMyHealth® Patient Portal and change it whenever I want?**
  Yes, you can create your own password and change it when necessary. Password requirements are: at least 8 characters, must contain at least one number, and one special character.

• **What if I forget my password?**
  Look for the “**Forget your password?**” link under the user name and password field on the Sign-In page. You will be prompted to enter your NIH Clinical Center FollowMyHealth® Patient Portal account username. Once you have entered this information, a message will be sent to your email address providing you with a link to reset your password.

• **Do you allow proxy accounts?**
  Yes. There are two ways to set up a proxy account in FollowMyHealth®, the patient can request a proxy account in your account or someone can request a proxy account on your behalf. For instructions on how to add someone as a proxy in your profile, please see the User Guide posted here: https://www.cc.nih.gov/followmyhealth/. The information can be found on page 51 of the User Guide, under “Add an Authorized Individual”. For proxy account requests being made on behalf of a patient, please see the Proxy Account Form posted on https://www.cc.nih.gov/followmyhealth/. Once your form has been submitted and reviewed by the Patient Portal Support Team, an invitation will be sent to your email address.

• **Does the NIH Clinical Center FollowMyHealth® Patient Portal have a mobile app?**
  Yes. FollowMyHealth® Patient Portal can be downloaded through the Apple and Android app stores.

• **What if I need help?**
  Technical support or questions regarding accessibility to the NIH Clinical Center FollowMyHealth® Patient Portal is available Monday through Friday 9am to 7pm EST (excluding federal holidays) by calling 1-855-644-6445 or sending an email to NIHCCPatientPortalSupport@mail.nih.gov.

• **Is my information secure in the NIH Clinical Center FollowMyHealth® Patient Portal?**
  Yes. FollowMyHealth® Patient Portal is a secure internet site which is protected through advanced encryption technology. Access to your account is secured through your own personalized user name.
and password, known only to you. It is important that you keep this information in a secure place and do not share it with others.

- **Can my non-NIH healthcare providers get access to the NIH Clinical Center FollowMyHealth® Patient Portal?**
  No. Non-NIH healthcare providers cannot access your electronic medical record through the NIH Clinical Center FollowMyHealth® Patient Portal. If you have another provider who needs copies from your Clinical Center medical record, please contact the Health Information Management at 1-888-790-2133 to make arrangements for this service.

- **What do I do if I need to request copies of my medical records to go to another hospital or physician?**
  If you have a provider who needs copies from your Clinical Center medical record, please contact the Health Information Management at 1-888-790-2133 to make arrangements for this service. You may also access the required “Authorization for the Release of Medical Information” form on the Clinical Center’s website at [https://www.cc.nih.gov/followmyhealth/](https://www.cc.nih.gov/followmyhealth/). You may print and complete this form and fax it to the Health Information Management (301-480-9982).

- **How long does it take for information to become available in the NIH Clinical Center Patient Portal?**
  Authorized test results will be available for patients to view within 24 hours of the result being finalized. Documents including discharge instructions, discharge summaries and outpatient first registration reports are available in the FollowMyHealth® Patient Portal once they are signed and completed by your physician.

- **Can I access my child’s FollowMyHealth® Patient Portal account?**
  Yes. Please complete the Proxy Account Request Form found at [https://www.cc.nih.gov/followmyhealth/](https://www.cc.nih.gov/followmyhealth/).

- **Can I email my physician or other members of my NIH healthcare team through the NIH Clinical Center FollowMyHealth® Patient Portal?**
  Yes. You will be able to message your listed Attending and Primary Clinicians, in addition to any staff member that has requested to message you through the system. If you do not see a staff members name in your messaging option list, this means they have not requested to enable messaging.

- **Can I view, cancel, or make appointments in the NIH Clinical Center FollowMyHealth® Patient Portal?**
  Viewing of appointments will be available for a future release in FollowMyHealth®. For any changes or to make an appointment please contact a member of your research team.
• **Can I print information from the NIH Clinical Center FollowMyHealth® Patient Portal?**
  Yes, you can print information from the FollowMyHealth® Patient Portal. Please be sure that you store any printed information which includes personal demographics and/or health information in a secure location just as you would other important sensitive documents such as financial information, etc.

• **What if I find a discrepancy in my health information in the NIH Clinical Center FollowMyHealth® Patient Portal?**
  Please contact the Clinical Center’s Health Information Management for information about managing these issues on 1-888-790-2133.

• **Who do I contact if I am having difficulty locating information in the NIH Clinical Center FollowMyHealth® Patient Portal?**
  If you cannot locate specific information, please contact the Patient Portal Support Team 1-855-644-6445. The Patient Portal Support Team is available Monday through Friday 9am to 7pm EST (excluding federal holidays).

• **How can I update my email address in the NIH Clinical Center FollowMyHealth® Patient Portal?**
  You cannot update your email address within the NIH Clinical Center FollowMyHealth® Patient Portal. You may request updates to any demographic information, including your email address, when you visit the Clinical Center. If you need to request an update at any other time, please contact the Patient Portal Support Team on 1-855-644-6445 Monday through Friday 9 am to 7 pm EST (excluding federal holidays).

• **Is there a fee to use the Patient Portal?**
  No. The NIH Clinical Center FollowMyHealth® Patient Portal is provided as a courtesy to our patients and the use is optional.

• **Can I ask emergency related questions via the Portal?**
  No. The NIH Clinical Center FollowMyHealth® Patient Portal is not to be used for emergency related healthcare issues. Please contact your physician directly for any questions or concerns. For medical emergencies or immediate care, please call 911.