



Follow My Health Frequently Asked Questions:

Who do I contact for support and assistance?

- Email HNPatientPortal@lsuhsc.edu

What information is currently available on our Portal at this time?

- Medical Conditions
- Medical History
- Medications
- Allergies
- Immunizations
- Vitals
- Appointments
- Secure Messaging
- Results (Only labs verified on or after 3/31/2015. Abnormal results will file into the Portal 14 days after they are verified)

What information is currently NOT available on our Portal at this time?

- Scanned Documents
- Notes

I am only able to see some results in my account, why is this?

- We have only released labs that were verified on or after 3/31/2015. Normal results on or after this date will appear in your account once verified and abnormal results on or after this date will appear in your account 14 days after they are verified. If you require information or would like to obtain a copy of a laboratory test performed before this date please contact your healthcare team directly.

I forgot my user name. What should I do?

- When you signed up for the Patient Portal you received a welcome email with your user name listed in it. Try to recover that email. If you are unable to recover that email and are unable to remember your user name your account will have to be disabled and you will need to create a new account. Please note any messages sent in the old account will not be listed in your new account. You will need to email support at HNPatientPortal@lsuhsc.edu to disconnect your current account and re-invite you to the Portal.

I forgot my password. What should I do?

- Click the "Forgot password" link on the sign-in page to reset your password online. If you are unable to reset your password your account will have to be disabled and you will need to create a new account. Please note any messages sent in the old account will not be listed in your new account. You will need to email support at HNPatientPortal@lsuhsc.edu to disconnect your current account and re-invite you to the Portal.

I was sent an invitation to register for the Patient Portal? What is my invitation code?

- Your invitation code is only required if you are using an invitation to register for the Portal. The invitation code will be your year of birth. This is not required if you are using the "Create an Account" icon on the LSUHN webpage.

If my health information is not listed in my Follow My Health account, or, can't I select my provider to send a message what should I do?

- If this occurs than you may not be connected to the LSU Healthcare Network therefore that information will not populate. To request your connection sign into your Portal account, Go to "My Account" at the top of the page, Click on "Connections", Click "Add Connection", enter LSU healthcare Network or 70115 into the search engine and add the connection. You will receive an email once your connection is accepted and at that point you will be able to log in and see your information as well as select your provider(s) to begin sending secure messages.

****Connection request can take up to 2 business days to be processed****

If some of my health information on Follow My Health is not correct, what should I do?

- Your Follow My Health Portal information comes directly from your electronic medical record at your doctor's office. Please ask your doctor to correct any inaccurate information at your next clinic visit, or, send your healthcare team a secure message to update your health information.

I have a medical emergency or an urgent issue that needs to be address ASAP. Should I send it to the Portal?

- Follow My Health should not be used for urgent situations. Please contact your provider's office if the situation requires immediate attention or dial 911 if it is a medical emergency.

I am unable to see how much I owe while using the Online Bill pay option? How can I find out how much I owe before making a payment?

- Bills/invoices are not available on the website at this time. To find out how much you owe please refer back to the bill that you have received and if you have misplaced the bill than please call our billing department at 1-855-631-6628.

I have selected "Schedule an Appointment" and the appointment is not showing up in my Upcoming appointment tab?

- Your appointment will show up once the request is received by the front desk staff and booked in the appointment scheduling system. If the appointment is not able to be booked then a reply will be sent to your inbox. This could occur if the day or time you requested is not available.

I have selected "Reschedule My Appointment" and the appointment it is still showing up in my Upcoming appointment tab?

- Your appointment information will not change until the appointment is rescheduled by the front desk staff in the appointment scheduling system. If the appointment is not able to be rescheduled then a reply will be sent to your inbox. This could occur if the day or time you requested is not available.

I have selected "Cancel My Appointment" and the appointment it is still showing up in my Upcoming appointment tab?

- Your appointment information will not change until the appointment is cancelled by the front desk staff in the appointment scheduling system.

What is My Care Team?

- My Care Team is used for you to keep a personal record of any providers that you see outside of the organization. Under the field labeled "Tag" this is where you would enter the specialty of that provider.

Where can I update my personal information such as my address, phone number, insurance information...etc.?

- You can update this information by clicking on the "My Info" tab. Be sure that you click the confirmation to send that updated information to the office so that your account information will be updated in our registration system and not just in your Portal account.

Is there a Follow My Health app for my mobile device/tablet?

- Yes, the Follow My Health app is available for download in the App Store and Google Play. Be sure to update the app when notified of an updated version so that it will continue to run without issues. If you decline to update this app then errors can occur and information may not display correctly.

What are the requirements for the app using an Apple device?

- In order to use the app on an Apple device you must have iOS 7.1 or later installed.

What are the requirements for the app using an Android device?

- In order to use the app on an Android device you must have Android 2.2 or later installed.

How do I manage the E-mail and Text Notifications I receive from Follow My Health?

- To turn on or turn off email or text notifications go to My Account > Preferences > Notification Preferences and check the boxes according to your preferences. In order to turn on text alerts you must add a cell phone number which you can add on the notification preferences page by clicking the "Add A Cell Phone Number" link.

How do I add a photo to my profile?

- To add a photo to your profile go to My Health > Demographics > New Photo this will bring up the upload screen where you can choose your photo.

I am unable to do anything with the Reminders listed in the Action Center. How do I clear these reminders?

- You cannot clear these reminders. These reminders come directly from your medical record and can only be cleared once your provider completes them from your medical record.

My Preferred Pharmacy is not listed in the system, what should I do?

- We can add the pharmacy into the system. Please email HNPatientPortal@lsuhsc.edu with the pharmacy information in order for us to add that location into the system. Please include the pharmacy name, address, and phone number.

How does the “Invite a Proxy” work?

- You can give someone “Read Only Access” or “Full Access” to your Portal account. To give access you will need to log into your Portal account and go to My Account>Preferences> Account Preferences> Invite a Proxy. You will be asked to provide the proxy with a “Security Code” that you will need to give to the proxy before they are able to create a log-in.

What does the proxy do once they receive the invitation for access to your account?

- The patient would click the link in the invitation email to complete the invite. The patient would then click create an account if the patient does not already have a Follow My Health log-in. The proxy will then be asked for the security code which should be given to the proxy by the patient. Once the account is created, the proxy will have a generic account and will be able to access the patients account by clicking the drop down at the top of the page under “Hello (username)”

Can I remove a proxy account if I no longer want them to have access to my information?

- Yes, to remove access you will need to log into your Portal account and go to My Account>Preferences> Account Preferences>Remove. This will no longer allow the proxy to view your health information.

Why is it that some medications located in the medication tab are able to be refilled by clicking on the Rx medication icon and some are grayed out?

- All medications from your medical record are listed in your medication tab. However, if the prescriber of that particular medication is not enrolled in Portal then the Rx medication icon will be grayed out.

Where do I go to add one of the other login methods (Facebook, Google, Yahoo...etc.)?

- To add one of the other login methods log into your account then go to My Account>Preferences> Login Preferences. You can add one of the other login methods from this page.

Supported Browsers

- Microsoft® Internet Explorer® 8.0 or later
- Mozilla Firefox® 2.0 or later
- Google Chrome™ 4.0 or later
- Apple® Safari® 3.0 or later

I was automatically logged out of Follow My Health, what happened?

- We aim to protect your privacy and security of your information. While logged into Follow My Health, if your keyboard remains idle for 10 minutes or more, you will be automatically logged out. We recommend that you log out of your session if you need to leave your computer for even a short period of time.

Where can I find more learning material on the Patient Portal?

- You can find some helpful information such as Knowledge Based Articles, Frequently Asked Questions, a Video Walkthrough, a user manual, and a link to the support email address by logging into your account and going to My Account>Support.