

## Frequently Asked Questions

### Can I manage my child or dependent's Personal Health Record through FollowMyHealth?

At this time, the Patient Portal does not support registration for children under the age of 18.

Caregivers with a Power of Attorney (POA) who wish to have a proxy account, need to provide a copy of the POA to their New West Physicians provider's office.

### How will I know when I have a new message?

When a new message arrives in your FollowMyHealth Patient Portal inbox, an email alert will be sent to the email address you provided when you set up your account. NOTE: Please notify your provider's office if your email address changes.

### Who can I contact if I have trouble logging in or accessing FollowMyHealth Patient Portal?

Contact the Patient Portal Support Hotline by calling (888) 670-9775 or sending an email to: support@followmyhealth.com.

### What if I have additional questions?

Call the Patient Portal Support Hotline at (888) 670-9775 or Email: support@followmyhealth.com



Meet your Care Team at  
[nwphysicians.com](http://nwphysicians.com)

**Excellent service. Every patient.  
Every time.**



### Management Services Organization

1707 Cole Boulevard, Suite 100  
Golden, Colorado 80401  
p: 303.763.4900 • f: 303.763.5495

New West Physicians does not discriminate on the basis of race, color, national origin, sex, age, or disability in its health programs and activities.

ATTENTION: If you don't speak English, language assistance services, free of charge, are available to you. Please call 303-763-4900 Ext. 10507.

ATENCIÓN: Si habla español (Spanish), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al 303-763-4900 Ext. 10507.

請注意：如果您說中文 (Chinese)，我們免費為您提供語言協助服務。請致電：303-763-4900 Ext. 10507.

## Patient Portal

Your medical information  
at your fingertips



Manage Your Health Records  
Online, 24/7 with the  
FollowMyHealth Patient Portal.



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## Your Online Health Management Tool

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New West Physicians partners with FollowMyHealth to offer you a convenient and secure way to manage your care and communicate with your doctor's office. Our Patient Portal lets you exchange messages with your care provider, request appointments and prescription refills, and view your health data and lab results.

FollowMyHealth is a state-of-the art, secure health management tool you can use anywhere you have access to the Internet. All messages are encrypted to ensure security and your health record is password-protected.

### With FollowMyHealth Patient Portal You Can:

- Correspond with your care providers on non-urgent health issues
- Request appointments
- Request prescription refills
- View test results
- Review medical history
- Update your address, phone number or other personal information to save time during your next office visit

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## Medical Emergencies And Urgent Health Matters

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The Patient Portal is ideal for routine health management and should not be used for emergencies or urgent health needs.

**For medical emergencies, always call 9-1-1 immediately!**

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## Patient Portal Registration

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To access the Patient Portal, you are required to provide some basic information. Once basic information has been provided, you will receive an email invitation to begin the registration process.

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## To Begin The Registration Process

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Complete the form located on this brochure, and hand it to a staff member at your care provider's office.

Within three business days you will receive an "Invitation to Join" FollowMyHealth Patient Portal. The Invitation email will contain an invitation code specifically for you, and is not transferable. The email will provide step-by-step instructions on how to register for FollowMyHealth Patient Portal.

Once you have successfully completed the registration process, you will receive a confirmation email and can begin to enjoy the benefits of an online, secure, personal health record at FollowMyHealth patient portal.

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## Patient Portal Support Hotline

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**(888) 670-9775**

**Email: [support@followmyhealth.com](mailto:support@followmyhealth.com)**

Download the FollowMyHealth app  
FREE for iPhone and android



## Request an Invitation to Join

Please take a moment to complete and give this form to your provider (do not mail). An invitation with registration instructions will be sent to you via email within 3 business days.

Full Name:

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Date:

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Signature:

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Date of Birth:

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Email Address:

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### Please Note:

- \* You must be 18 years of age or older to sign up for FollowMyHealth.
- \* You will receive New West Physicians' Quarterly Newsletter, and may unsubscribe at any time.
- \* Remember, you will receive an invitation to register within 3 business days – look for it in your email!