

New York Spine and Wellness Center FMH Patient Portal

Effective Immediately!

Patients must be registered in the patient portal in order to request prescription refills between appointments. Requests for refills may be made via your computer or the Follow My Health phone app. REGISTER TODAY. Delays in registration may cause delays in your refill request being processed. Patients without access to the internet will need to place their refill requests through their pharmacy. We encourage you to use FMH for your nurse questions as well by sending us a message.

Follow these simple steps to get your portal started!

1. Visit us at: nyspineandwellness.com
2. Click **PATIENT PORTAL**
3. Click **I need to sign up**
4. Enter your email, first and last name, date of birth, and zip code
5. Click **Confirm and Continue**
6. Click **I Accept** for Terms of Use
7. Create a login user name (email recommended) and password, then re-enter your password.
8. Click **Confirm and Continue**
9. **IMPORTANT:** At the "Request Connections to Healthcare Organizations" screen your zip code will appear in the search box (zip code, organization provider).
YOU MUST ENTER
10. Select  NYSWC 5496 E.Taft Road, North Syracuse, New York 13212

YOU MUST SELECT THE E. TAFT ROAD LOCATION EVEN IF YOU ARE SEEN AT ONE OF OUR OTHER LOCATIONS.

If you skip #10 you will not be connected

11. Click **Next** on the bottom right side of the screen
12. Accept Release of Information Authorization
13. Once you have been verified as a New York Spine and Wellness Center patient you will be notified through email that your account is active

TECHNICAL QUESTIONS? Contact the FMH Support Hotline at 888-670-9775

Newly added options to the portal:

- Request RX Refills
- Nurse messaging/Nerve block questions
- View and request appointments
- Demographic changes

ATTENTION: Your Summary page may be incorrect. Click on the CONDITIONS tab to see your [true](#) history.

There's an App for that!

Prescription renewal using the follow my health app



Follow My Health App

1. Download the FMH app
 - If using an Apple device Download Follow My Health app from the App store.
 - If using an Android device download the app from Google Play
FMH is not available on readers such as the Kindle or Nook

When searching for the APP **DO NOT select Follow My Health Sharp app or FMH Farmers Mutual Hail.**

2. Once the Follow My Health mobile app is downloaded, follow the instructions on the other side of this sheet starting at #3.

Prescription Renewal

You must have downloaded the app and have an active connection with NYSWC to request a renewal

1. Login to the downloaded FMH app on your device.

Android:

- a) Select the **Menu** button in the top left corner.
- b) Select **My Health**.
- c) Select **Renew Prescription**.
- d) Complete required information.

Apple iOS:

- a) Select **More** on the homepage.
- b) Select **Renewals**.
- c) Complete required information.

2. Once you have completed your requests you will receive a pop up stating your request has been successfully sent. Within 3 business days we will send a message to your follow my health inbox when your prescription is sent to your pharmacy.
3. Most pharmacies will contact their customers when their prescriptions are ready for pick up. Please check with your pharmacy.

***TIP:** You can receive email or text notifications when you have messages in your FMH inbox!

Login to FMH>>> select My Account>>>Preferences>>>Notification Preferences

Select your preferred communication settings