

## How do I refill a prescription?

We require you to submit your prescription renewal request 5 business days (do not count weekends or holidays) prior to the day you are due for your prescription. You will not receive your prescription on time if you don't give us 5 full business days.

In FollowMyHealth Universal Health Record, head over to your "My Health" section and navigate to the "Medications" tab. Find the line with the medication you would like to refill, click the pill bottle icon in the "Options" column.



## The Renew a Prescription window will "pop-up"

Please review all information.  
Place a comment if needed.  
Select **SEND**.

You will receive a pop-up stating your request has been sent!

**You will receive communication from our office within 72 business hours.**

## IMPORTANT:

*If the medication you wish to renew appears to be missing from the drop-down list, this indicates that you do not have any refills for this medication. If the pill bottle icon is inactive, this indicates that you do not have any available refills for this prescription. You can use the portal's MESSAGE feature to contact us regarding this request.*

## FollowMyHealth Support

Portal Support is available

Monday - Friday 8a.m. - 8p.m. Phone:  
1-888-670-9775

E- message: While signed on to your Follow My Health account select: My Account>

Support> Contact Support>

Create Support Request

**Portal support is not available weekends or holidays.**

## **IMPORTANT NOTICE TO PATIENTS WITHOUT AN IMPLANTABLE CARDIO DEFIBRILLATOR (ICD) &/OR PACEMAKER- YOUR LEGAL MEDICAL RECORD IS CORRECT.**

There is an issue with the display of the **MY HEALTH> SUMMARY PAGE.**

It is displayed correctly on the **MY HEALTH > CONDITIONS** tab as **DENIED.**

Unfortunately, we are restricted by the limitations of the system. The developers of the portal declined our request to make changes to correct the rendering of the information.

We thank you for your understanding in this matter,

*New York Spine and Wellness Center*

5496 East Taft Road  
North Syracuse, NY 13212

6711 Towpath Road, Suite 265  
East Syracuse, NY 13057

5417 West Genesee Street, Suite 1  
Camillus, NY 13031

315-552-6700

*It is the policy of NYSWC not to discriminate on the basis of race, color, national origin, sex, age or disability. NYSWC has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 1557 of the Affordable Care Act (42 U.S.C. § 18116).*



## Patient Portal



Dr. Robert L. Tiso  
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Dr. Brendan T. McGinn  
Dr. Adrienne O'Quinn

**Feel Better...Live Better**

## What is a Patient Portal?

A patient portal is a secure, instant online service that allows you, as the patient to communicate electronically with New York Spine and Wellness Center.

New York Spine and Wellness Center has partnered with FollowMyHealth to give you electronic access to your records and our organization.

The Portal is available online 24 hours a day, 7 days a week via computer, smartphone and most tablets. You can message us when it is convenient for you.

## What can I do if I join the Patient Portal?

- Review your medical records online in a safe, secure environment.
- Communicate privately with practice . support staff via secure messaging.
- Read medical notes from your provider.
- Request Rx renewals.
- View diagnostic reports (after 30 days).
- Request or change appointments.
- And more!

## How to register:

1. Visit us at: nyspineandwellness.com
2. In the upper right hand corner select **PATIENT PORTAL**
3. Select **CLICK HERE TO VISIT THE PATIENT PORTAL**
4. Select **I need to sign up**
5. Enter your **email, first name, last name, date of birth, and zip code**
6. Select **Confirm and Continue**
7. Read and **ACCEPT** the terms of use
8. Create a **USER NAME** and **PASSWORD** then re-enter your password

Your user name does **NOT** have to be your email address. The user name is permanent. It cannot be changed.

9. You should now be on the “Request Connections to Healthcare Organizations” screen.

**IMPORTANT:** Your zip code will appear in the search box. **YOU MUST ENTER 13212, THEN SEARCH.**

10. SELECT **NYSWC**  
5496 E. Taft Road  
North Syracuse, NY 13212  
*YOU MUST SELECT THE E. TAFT ROAD LOCATION; EVEN IF THIS IS NOT “YOUR” LOCATION. **IF YOU SKIP STEP #10 you will NOT be connected.***

11. Select **Next** from the bottom right side of the screen.
12. Read and accept the **Request for Access**
13. **Carefully Read** the pop-up.  
*You will receive an email once your request is accepted. If you have not received a connection notification email within 10 business days and you have checked your “junk mail”. Please call the office. **Connection is done manually, during normal business hours. You are not automatically connected.***

## How do I send a message to NYSWC?

Please note: for life-threatening conditions, do not send a FollowMyHealth message to your doctor. Please call 911 or visit your nearest ER.

Select “**SEND A MESSAGE**” from the top of any page of your FMH account

Select a **PROVIDER** (messages are routed through our triage department)

Select **CONTINUE**

Enter **SUBJECT**

Enter your **MESSAGE**

Select **SEND**

- Messages are limited to 1000 characters.
- You must enter a subject.
- Messages are saved to your record.

FollowMyHealth Universal Health Record has the ability for patients to message their providers. If the icon that you click to compose a message is gray, you are unable to message your provider. In this case, please call the office.

Response to portal communication is not immediate, please plan accordingly.

## How do I schedule an appointment\*?

**\*This feature allows you to request an appointment.**

Your device (phone, PC, tablet, etc...) must be set to Eastern Standard Time (EST).

If it is not, appointment times will be incorrect.

Select “**Schedule an Appointment**” from the top of any page of your FMH account.

A pop-up window will appear

**Choose an appointment type** —Select **OTHER**

Select a **PROVIDER**

Select **CONTINUE**

Enter your **Date and Time Preferences**

Select **SAVE TIME PREFERENCE**

Select **CONTINUE**

Review the **APPOINTMENT REQUEST SUMMARY**

Enter the reason for the appointment-i.e. **Back injury**

Select **SCHEDULE YOUR APPOINTMENT**

*Our staff will review your request and book an available time. Once booked, the appointment will appear in your **Upcoming Appointments.***

**Do you prefer a phone response to a portal message?  
Just note this in your communication and we'll give you a call.**