

# Troubleshooting and Frequently Asked Questions

## FollowMyHealth Patient Portal

1. What practices do Raleigh Medical Group, PA include?
2. Is my health information secure? Who has access to this information?
3. How do I set up my portal account?
4. What is my invitation code? My invitation code is not working.
5. Why is it asking for Facebook, Google, Yahoo, etc.? I forgot what login method I used. How can I log in?
6. I forgot my FMH username.
7. I forgot my FMH password.
8. Why is my connection to Raleigh Medical Group, P.A. still “pending”?
9. When I log in, I don’t see my doctor or any of my information.
10. I tried to pay a bill online. The invoice was marked as “pending” but I never entered any payment information.
11. Why do I need to validate my cell phone number?
12. I created an account, but when I try to log in, it tells me my login information does not match any record in the system.
13. The FollowMyHealth web site looked different than the last time I logged in. Has my account changed?

1. **Raleigh Medical Group, P.A.** includes several offices. If you visit one of these practices, your portal connection will be through Raleigh Medical Group, P.A.:

Raleigh Medical Group – 3521 Haworth Drive, Raleigh 27609

Cary Medical Group – 530 New Waverly Place, Suite 200, Cary 27518

Raleigh Adult Medicine – 3200 Blue Ridge Road, Raleigh 27612

Wake Endoscopy Center or RMG Gastroenterology – 2601 Lake Drive, Raleigh 27607

Capital Rheumatology –

- 11009 Ingleside Place, Suite 303, Raleigh, NC 27614 (North Raleigh/Wake Forest)
- 540 North Street Smithfield, NC 27577 (Smithfield)

2. Raleigh Medical Group, P.A. adheres to all HIPAA and Hi-tech regulations, and we take every precaution to ensure the confidentiality of your information. The sharing of your information is very limited - any information shared is only related to the continuity of your care and/or payments of insurance claims. All data communicated between the FollowMyHealth portal and our office is encrypted. The portal developers have not been able to hack it, however with all things online there is still the possibility of a breach. You can find more information on the Follow My Health Privacy Policy information page.

**This article from the portal developers also explains this:**

<https://support.followmyhealth.com/2020/03/06/followmyhealth-and-hipaa/>

If you choose not to use this service, be assured this *will not* impact your care nor our relationship with you.

3. To set up an account, go to our website (if you are reading this, you are here), click the **Patient Portal** box in the upper, right side of the website page, “**click here to login**” and then “**I need to sign up**”. You will be able to request a connection to Raleigh Medical Group, P.A. during this process. We will then verify your account and connect your medical records. If you are having trouble, you email [patientportal@raleighmedicalgroup.com](mailto:patientportal@raleighmedicalgroup.com) to request an invitation. Your invitation will have a link where you can begin the registration process.

Instructions for both options are on our website where you found this document.

4. Your invitation code should be your **4-digit year of birth**. If the system won't accept the year of birth, please email us at

[patientportal@raleighmedicalgroup.com](mailto:patientportal@raleighmedicalgroup.com). We will send you a new invitation email with the correct invite code.

5. FollowMyHealth only allows for patients to create new accounts using the **FMH (blue lock/heart)** sign in method. Using the FMH method, you can create a username and password specific for this site. You will receive an email from [noreply@followmyhealth.com](mailto:noreply@followmyhealth.com). Make sure you keep track of this information – we do not have access to it.

After your account is created, you can add additional login methods using your established information through Facebook, Google, Apple, Microsoft ID, or Cerner Health. If you choose one of these methods, you will log in using the same information you use for these services. The system does not link your medical records to these accounts, nor does it store your information.

6. When you created your FollowMyHealth account using the FMH sign in method, you received an email confirming the username you created. The email would have come from [noreply@followmyhealth.com](mailto:noreply@followmyhealth.com). To retrieve your username, you can search your inbox for the username confirmation email, or you can click on **“Forgot your username?”** on the FMH Sign In page.

Due to security reasons, we cannot see the username information. If you cannot retrieve your username, please email us at [patientportal@raleighmedicalgroup.com](mailto:patientportal@raleighmedicalgroup.com).

7. You can reset your FollowMyHealth password from the FMH Sign In page. Go to the Sign In page. Click the link at the bottom that reads **“Forgot your password?”** Enter your username. You will receive an email with a link to create a new password. Once you create your new password, you will be prompted to log in with your new information.

8. If you have requested to connect with Raleigh Medical Group, P.A., your connection will be **“pending”** until we can match your portal account to your medical records. Please be patient; this typically takes less than 24 hours except on weekends. If your connection is **“pending”** for more than two days, please email us at [patientportal@raleighmedicalgroup.com](mailto:patientportal@raleighmedicalgroup.com). It may be that we haven’t received the connection request, or there is something else holding up your account.

9. If you have created your portal account, but do not see your physician’s name or any health information, you should have a message telling you that you are not connected to any healthcare providers. You can connect with Raleigh Medical

Group, P.A. by adding the connection through the **My Account** menu. Instructions are on our website where you found this document.

10. When you pay a bill online, you must first disable your pop-up blocker. Click **Pay Now** and a separate screen opens in a new, secure window where you will enter your credit card information. Your invoice is now marked as “pending”.  
If your pop-up blocker prevented the payment window from opening, change your internet browser settings to “**temporarily allow pop ups**”. If this does not open the payment window, log out of your portal account, then log back in. Your invoice will no longer be marked as “pending”. Change your settings to temporarily allow pop-ups, choose your invoice, and click the Pay Now button again.

Instructions for paying your bill can be found on our website where you found this document.

11. You will need to validate your cell phone number if you receive notifications by text instead of email. By default, notifications from FollowMyHealth are sent to the email address in your **My Info** section. If you do not want to receive notifications by text message, you can skip this step. To remove the message from the **Action Center** on your home page, click the **black X** on the right. You can change your Communication preferences by going to **My Account**, choose **Preferences** from the drop-down menu, and then expand the **Communication Preferences** field. You can opt to have Follow My Health contact you via email or text message about appointments or updates to your account.
12. If you have already created a portal account but the system cannot match your information, it may mean that you have not connected your medical records. Essentially, your portal account has been created, but it is empty. This error message can be misleading. To connect your established account with your medical records, click the **Add Connection** button on the login page. Instructions can be found on our website where you found this document.
13. No. Your portal account has not changed – only the appearance of the login screen. The web site has been updated to make logging in simpler, but you will find no changes to your portal account once you are logged in.

If you are experiencing a different problem, or have any questions, please email us at [patientportal@raleighmedicalgroup.com](mailto:patientportal@raleighmedicalgroup.com). ***We cannot address any questions related to your healthcare or billing through this email address.***