Patients Frequently Asked Questions

Will my old log-in information work on the new site?

No, you must register for the new Myhealthrecord.com portal. To do so, request an invite from your provider's office. You can also request an invite by completing the "Request Portal Invite" form on the Florida Medical Clinic website. https://www.floridamedicalclinic.com/patients/patient-portal/

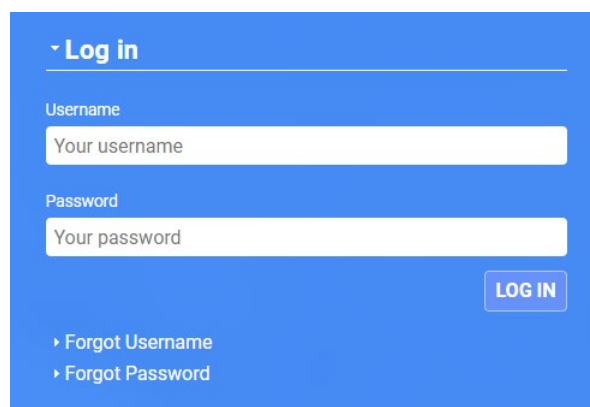## How do I access Florida Medical Clinic on the Myhealthrecord.com site?

Once registered and logged into the Myhealthrecord.com site, you will be able to see all the practices that you are registered with that use myhealthrecord.com for their patient portal. Be sure to click the **link for Florida Medical Clinic** to access your records with us.

How do I see my child's health records?

Select your name in the main menu. If you have access to your child's health record you will see their name in the list. If not, please contact your provider so they can grant access.

What if I forgot my username and password?

On the MyHealthRecord.com login page, select Forgot Username or Forgot Password and follow the steps in the screen that follows. If you continue to have difficulty accessing the site, contact your provider. (*The email address in your medical record is the one you login with. Have office staff update accordingly.*)
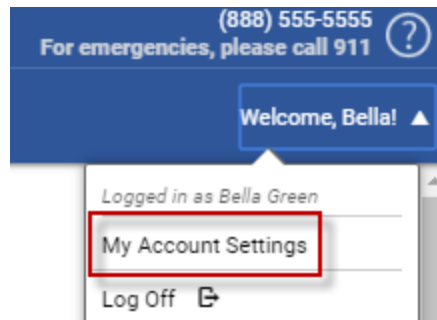
How do I change my password?

Select the **Welcome** menu in the Navigation bar. Select My Account Settings.

Select **Edit** next to Password. Enter your **current password** and then enter a **new password** and confirm it. Select **Save**.

Password Requirements:

- Passwords should be between 8 and 64 characters.
- Special characters may be included, but are not required.
- Users are not allowed to use their current password when resetting or changing their password.

Accessing Site Information

How can I see my Medical Summary?

To see your medical summary, select **My Health**. By default, the system shows all dates of your medical history. Select the **View** drop-down to filter the date range. The **date range** that you select affects the Send Health Record and the Downloading of your medical history.

How can I see the records for a specific visit?

To see your records for a specific visit, select **Visit** from the menu and pick a visit from the list. For the full report, contact your provider office to have them send to you.

How do I download My Health Record to send to another practice?

Under **My Health**, in the **Summary** page, select the **Download** button.

How do I see my lab results?

Lab results will display under in the **Summary** page under the **Lab Results** section. *If you do not see your lab results, please contact your care provider office. Results will be available after the provider releases to the portal.*

Prescription Request

How do I request a medication refill?

Under **My Health** select **Medications** and then select the **Request Medication Refill** button.
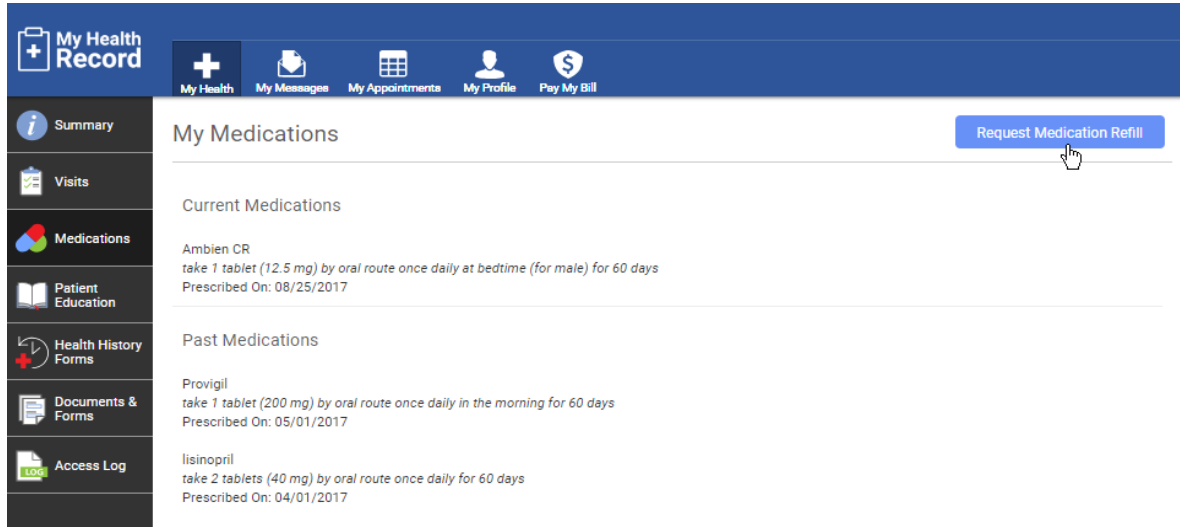
Select the medication(s) to be refilled, select the pharmacy, enter your preferred phone number, and then enter any notes that you may have. Select **Submit**.

General Messages

How do I ask a question of my physician or the office?

In **My Messages**, patients can send and receive secured communication to and from the provider office. Here, patients will be able to create new messages, view messages in Inbox, Sent folders, reply to messages, and delete messages.

How do I send a general message or attachment to my doctor's office?

When creating a **New** message, users can:

- Select the care provider to communicate with (Includes only providers you have seen in the past).

- Ask questions and request records.

- Add attachments in any of the following formats: DOC, DOCX, GIF, JPEG, PDF, PNG, RFT, SVG, TXT, XLS, XLSX, or XML. The maximum file size is 5 MB

New Message

IMPORTANT: In case of emergency, call 911 or go to the nearest emergency room. Messaging should be limited to non-emergency communications and requests.

To: Dr. Amy Borst ▼

From: **Bella Green**

I would like to... Please choose ▼

Please choose
ask a medical question
request a medical record
ask an insurance question
ask a general question

Anything else you w

Type your notes here

Attach File | ✉ Send | Cancel

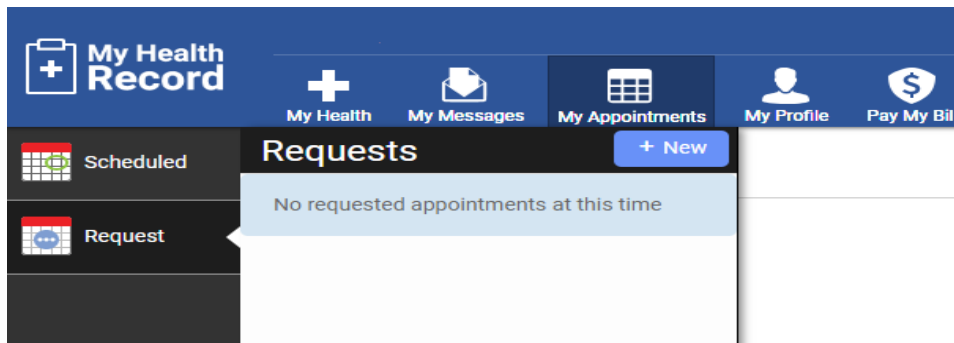Attached files will be converted to .PDF

Users can also **Reply** to and **Delete** messages. Deleted messages will be removed from the user's message list, but will not be removed from the practice's internal records.

Appointment Requests

How do I request an appointment?

To request an appointment:

1. Select **My Appointments** and then select **Request**.

2. Select the **+ New** button.

3. On the next page, fill in the any required fields.

Note- You may see different options available when you request an appointment. The available options may vary by provider.

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4. After filling in any required information and any preferred information, select **Submit.**

5. You will then see a confirmation page.

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Medical and Health Records

How do I request my medical records?

Under [My Messages](#) select +**New**. Select a provider and then select **request a medical record** from the **I would like to …** drop-down. Add any necessary notes or attach files. Select **Send**.

Records can also be requested directly from the medical records department via the Floridamedicalclinic.com website. Click the **Patients** link and choose **Request Medical Records**.

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