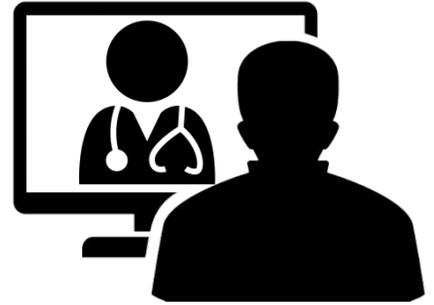


SCH Professional Corporation Launches New Telehealth Visits on Demand!



Dear Patient,

Patients of SCH Professional Corporation practices can now see our providers online in the privacy of their own home by using the FollowMyHealth® Patient Portal. This telehealth service allows our patients to have a secure and easy way to receive care from their healthcare team in a live, virtual visit using a smartphone (iPhone or Android), tablet or computer. Telehealth visits are available Monday-Friday from 8:00 a.m. to 4:00 p.m.

To Schedule a Telehealth (Virtual) Visit:

❖ From Your Desktop Computer

Go to your SCH Professional Corporation physician's website or <https://srmcpprofessionalhealthpartners.followmyhealth.com/>

After signing into the FollowMyHealth (FMH) Portal:

- 1) From FMH Patient Portal **HOME** tab > go to **GET TREATED NOW** section> click **START A VIDEO VISIT**.
- 2) Click **SELECT** on SCH Professional Corporation's **REQUEST VIDEO VISIT** screen.
- 3) Review the **THINGS YOU SHOULD KNOW** and click **NEXT**.
- 4) Telehealth **TERMS OF SERVICE** is displayed if you have not accepted the terms. Click **ACCEPT**.
- 5) Review audio and video settings. The computer will direct you to download any necessary plug-ins to make the application work if necessary. Click **NEXT**.
- 6) Click **SELECT REASON FOR VISIT** to display a list of symptoms and select a symptom from the list. (You can add additional information and an image if necessary.)
- 7) Click **NEXT** and review contact information and preferred pharmacy information.
- 8) Click **GO TO VIRTUAL WAITING ROOM**. You are now in the virtual waiting room and when the doctor is ready for your visit, your on-demand video will begin automatically. The video page will open when the provider is available.

❖ From Your Android/iPhone/Tablet

APP: Launch the Follow My Health (FMH) App from your Android Smart Device/iPhone/Tablet.

- 1) Click **MENU** and click on **APPOINTMENTS**.
- 2) Click **CALENDAR** button.
- 3) Click **SHOW WAIT TIMES**.
- 4) Click **SCH PROFESSIONAL CORPORATION**. The approximate wait time for your appointment will be displayed. This time may vary depending on demand.
- 5) Review the **THINGS YOU SHOULD KNOW** and click **NEXT**.
- 6) Click **SELECT REASON FOR VISIT** to display a list of symptoms and select a symptom from the list. (You can add additional information and an image if necessary.)
- 7) Click **NEXT** and review contact information and preferred pharmacy information.
- 8) Click **SUBMIT**. You are now in the virtual waiting room and when the doctor is ready for your visit, your on-demand video will begin automatically. The video page opens when the provider is available.

For questions, please email followmyhealthportal@salemregional.com, check with your provider's office or call SRMC's Help Desk at 330-332-7477.

SCH Professional Corporation
A Service of  SALEM REGIONAL
MEDICAL CENTER

**Need to sign up for the FollowMyHealth
Patient Portal? See back for instructions.**

How to Enroll in the FollowMyHealth Patient Portal

The FollowMyHealth Patient Portal, now with Telehealth Visits, allows you to manage your personal medical records, communicate with your doctors and pay your SCH Professional Corporation bills online.

To complete enrollment for the Patient Portal/Online Bill Pay, our office must have your current email address on file.

❖ **If you have provided your email address to our office staff during your visit:**

- 1) Click the registration link in the email you receive from noreply@followmyhealth.com.
- 2) Create your portal login using a unique username and password.
- 3) Enter the four-digit invitation code provided to you by our staff during your visit and click "Agree" to the release of information. If an invitation code was not provided to you, please enter your 4-digit year of birth (yyyy).
- 4) You will receive two emails: one welcoming you to FollowMyHealth and one confirming your patient connection with the SCH Professional Corp. You will then have complete and secure access to FollowMyHealth.

❖ **If you have not given an email address to our staff:**

- 1) Go to Salem Regional Medical Center's website at: www.salemregional.com/fmh-patient-portal and click the portal sign-up button.
- 2) On the following page, select "I need to sign up," then follow the step-by-step instructions for providing your email address and creating your portal account.

For questions, please email followmyhealthportal@salemregional.com, check with your provider's office or call SRMC's Help Desk at 330-332-7477.

The Patient Portal is available to patients of these practices:

- | | |
|--|---|
| - Columbiana Family Care Center | - Terrence E. Zipfel, M.D.; Ear, Nose and Throat, Allergy & Audiology |
| - Gastroenterology Center | - SRMC Immediate Care |
| - J. Cletus Paumier, M.D., Orthopaedic Surgeon | - SRMC Internal Medicine Center |
| - Neurology Center of Salem | - SRMC Plastic Surgery |
| - Pain Management Center* | - SRMC Primary Care-Damascus |
| - Pediatric Care Center of Columbiana | - SRMC Primary Care-Lisbon |
| - Salem Comprehensive Pediatric Health Center | - SRMC Primary Care-Salem |
| - Salem General Surgery | - Walter W. Dombroski, M.D., Family Medicine* |
| - Salem Inpatient Medicine-Hospitalist Group | |
| - Salem Orthopaedic Surgery | |

*Online Bill Pay Only