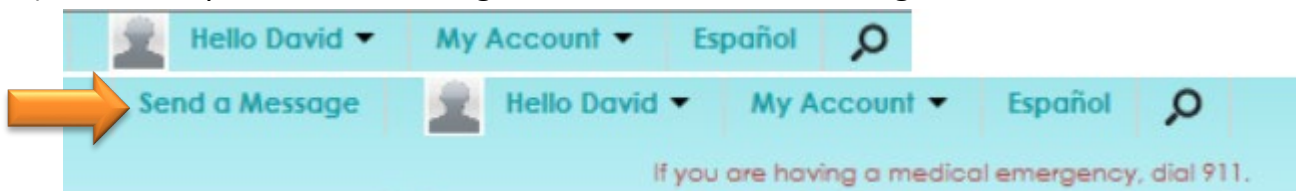


Instructions for PROXY (parent/caregiver) sending message directly to provider:

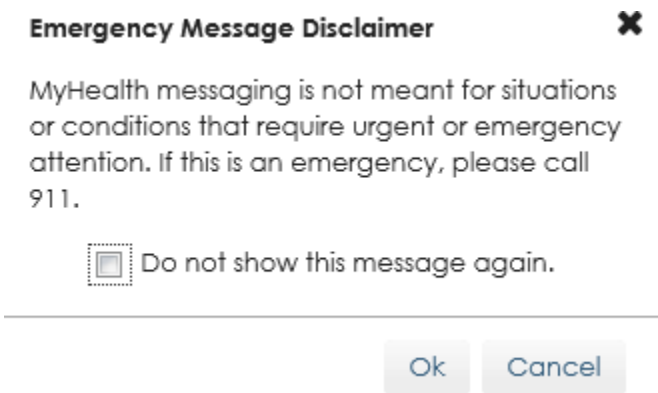
- 1) Login to your FMH account
- 2) Click on the proxy's name (this will be the default view as the parent has the authorization of the child's account until the age of 18) at the top and choose the child whose account you would like to send a message to the provider for



- 3) At the top of the screen in green, select "send a message".



- 4) Follow My Health should never be used for medical emergencies or urgent questions that require immediate attention. Choose OK to continue or cancel to stop messaging if this is a true 911 emergency.



- 5) If you wish to continue, select the provider you wish to send a message to. Please note, only providers that the child has seen in the office are available for messaging. If the child never seen that provider in the office, the provider will not be available to select from the drop down for

To:

Please select a provider ▼

6) Enter a subject field

**Subject:**

7) Type your message

**Body:**

Characters used: 0 / 1000

8) Hit send

**Message** ✕

Email Sent!

---

Ok

9) You will get a confirmation the email was sent

10) You should expect a response within 3 days