

# FollowMyHealth Account Creation Guide


1. Please navigate to the following link: [stclair.followmyhealth.com](http://stclair.followmyhealth.com)
2. Select "I need to sign up"

St. Clair Health  
St. Clair Hospital

FollowMyHealth  
Powered

stclair Hospital

For Help:  
Please call 412.942.7600  
Or email [FollowMyHealth@stclair.org](mailto:FollowMyHealth@stclair.org)



Username

Password

Sign In

[Forgot your password?](#)

[Forgot your username?](#)

or, use an alternative

**I need to sign up**

Download on the App Store

GET IT ON Google Play

[Help](#) | [English](#) | [About](#)

3. Complete all fields- Social Security and phone number are optional and are not required for account creation.

Note: The “First Name” and “Last Name” fields **must exactly match** the names on the insurance card provided to St. Clair. **Do Not Use nicknames** i.e. Christy instead of Christine.

4. Select “**Confirm and Continue**”

St. Clair Health  
St. Clair Hospital

FollowMyHealth  
Powered

For Help:  
Please call 412.942.7600  
Or email [FollowMyHealth@stclair.org](mailto:FollowMyHealth@stclair.org)

### Sign Up and Connect

With FollowMyHealth® you can manage your health information and communicate with providers in a secure, online environment – 24 hours a day / 7 days a week. Once you create your account, you will be prompted to search for and connect with available providers in your area.

Notifications Email  ⓘ

Zip Code

First Name

Home Phone Number (optional)

Last Name

Social Security Number (optional)

Date of Birth (e.g. 10/29/1985)  ⓘ

« Back

[Help](#) | [English](#) | [About](#)

5. Select "I accept"

The screenshot shows the top of a web page for St. Clair Hospital. The header includes the St. Clair Health logo and the text "St. Clair Hospital" on the left, and the "FollowMyHealth Powered" logo on the right. Below the header is a large image of the hospital's exterior with "st clair Hospital" in large white letters on an orange wall. A white box on the right side of the image contains the text: "For Help: Please call 412.942.7600 Or email FollowMyHealth@stclair.org". Below the image is a white box with a scroll bar containing the following text:

### FollowMyHealth Universal Health Record

#### Terms of Use

Welcome to the FollowMyHealth Universal Health Record. All users of this web site, as well as the FollowMyHealth Universal Health Record and all related products and services (collectively, the "Service"), are subject to the following terms and conditions of use (these "Terms of Use"). Please read these Terms of Use carefully before accessing or using any part of the Service. **By accessing or using the Service, you agree that you have read, understand, and agree to be bound by these Terms of Use, as amended from time to time, and agree to be bound by FollowMyHealth Privacy Policy which is hereby incorporated into these Terms of Use.** If you do not wish to agree to these Terms of Use and/or the FollowMyHealth Privacy Policy, do not access or use any part of the Service.

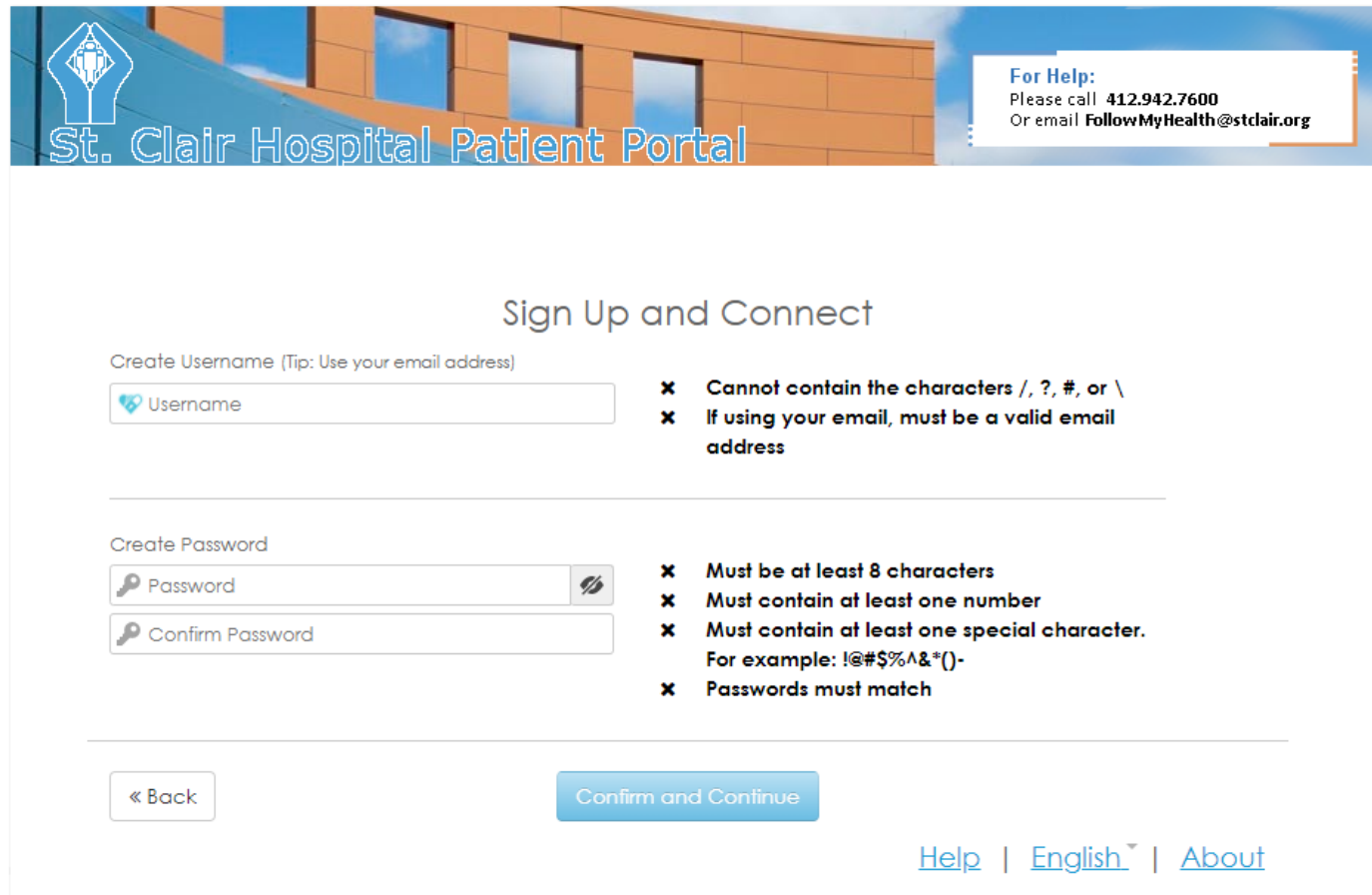
Definitions

At the bottom of the page, there are three buttons: "« Back", "I Accept" (highlighted in blue), and "I Decline". In the bottom right corner, there are links for "Help", "English", and "About".

6. Complete all fields.

Note: You may use anything for your username, but usernames **MUST be unique**. The interface suggests the use of your email, which is fine **as long as you do NOT share an email with another family member**.

7. Select **“Confirm and Continue”**



The screenshot shows the 'St. Clair Hospital Patient Portal' sign-up page. At the top left is the hospital logo and name. At the top right is a 'For Help' box with contact information. The main heading is 'Sign Up and Connect'. Below this are two sections: 'Create Username' and 'Create Password'. The 'Create Username' section has a text input field with a heart icon and a list of restrictions: 'Cannot contain the characters /, ?, #, or \' and 'If using your email, must be a valid email address'. The 'Create Password' section has two text input fields, one for 'Password' and one for 'Confirm Password', with a toggle icon for password visibility. It includes a list of restrictions: 'Must be at least 8 characters', 'Must contain at least one number', 'Must contain at least one special character. For example: !@#\$%^&\*()-', and 'Passwords must match'. At the bottom left is a '« Back' button, and at the bottom center is a blue 'Confirm and Continue' button. At the bottom right are links for 'Help', 'English', and 'About'.

St. Clair Hospital Patient Portal

For Help:  
Please call 412.942.7600  
Or email [FollowMyHealth@stclair.org](mailto:FollowMyHealth@stclair.org)

## Sign Up and Connect

Create Username (Tip: Use your email address)

Username

- ✗ Cannot contain the characters /, ?, #, or \
- ✗ If using your email, must be a valid email address

Create Password

Password

Confirm Password

- ✗ Must be at least 8 characters
- ✗ Must contain at least one number
- ✗ Must contain at least one special character.  
For example: !@#\$%^&\*()-
- ✗ Passwords must match

« Back

Confirm and Continue

[Help](#) | [English](#) | [About](#)

- At this point you must connect your FollowMyHealth account to St. Clair Hospital in order to view your records. In the "Search" field, enter the St. Clair Hospital zipcode- **15243**.
- Scroll through the "Search Results" and select "**St. Clair Hospital & Physicians Organization**" from the list. **This will connect you to all your records within the St. Clair Health network, including outpatient physician offices.**

## Request Connections to Healthcare Organizations

Requesting a connection informs your healthcare provider that you would like your medical information to be made available online through FollowMyHealth.

If your healthcare provider is a participant in FollowMyHealth, they will display in the search results below. Use the Search Box to locate available connections by entering your zip code, provider, or healthcare organization. (We have started the process for you by entering your zip code.)

To use FollowMyHealth without adding connections, please click the "Skip This Step" button.

Please note that response times to your connection requests may vary by organizations or providers.

Search:  (Zip Code, Organization, or Provider)

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### Search Results

<b>St. Clair Hospital</b> (Part Of <b>St. Clair Hospital &amp; Physicians Organization</b> ) 1000 Bower Hill Road Pittsburgh, Pennsylvania 15243	<a href="#">Connect</a>
<b>Perri Surgical Associates, LLC</b> (Part Of <b>St. Clair Hospital &amp; Physicians Organization</b> ) 1050 Bower Hill Road Suite 302 Pittsburgh, Pennsylvania 15243	<a href="#">Connect</a>
<b>St. Clair Hospital &amp; Physicians Organization</b> 1000 Bower Hill Road Pittsburgh, Pennsylvania 15243	<a href="#">Connect</a>

[Show More](#)

### My Organizations

Empty area for My Organizations

[Skip This Step](#) [Next](#)

## 10. Select "Next."

### Request Connections to Healthcare Organizations

Requesting a connection informs your healthcare provider that you would like your medical information to be made available online through FollowMyHealth.

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To use FollowMyHealth without adding connections, please click the "Skip This Step" button.

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Search:  (Zip Code, Organization, or Provider)

---

#### Search Results

<b>St. Clair Hospital</b> (Part Of <b>St. Clair Hospital &amp; Physicians Organization</b> ) 1000 Bower Hill Road Pittsburgh, Pennsylvania 15243	Already Connected
<b>Peri Surgical Associates, LLC</b> (Part Of <b>St. Clair Hospital &amp; Physicians Organization</b> ) 1050 Bower Hill Road Suite 302 Pittsburgh, Pennsylvania 15243	Already Connected
<b>St. Clair Hospital &amp; Physicians Organization</b> 1000 Bower Hill Road	Already Connected

[Show More](#)

#### My Organizations

(Since the organization you would like to connect to is part of a larger organization, you will be connected to the whole organization.)

<b>St. Clair Hospital</b> 1000 Bower Hill Road Pittsburgh, Pennsylvania 15243	<a href="#">Remove</a>
<b>South Hills Cardiology Associates - Girod, Greathouse, Liu, MacDougall, Mehta, Pray, Shogry</b> 2000 Oxford Drive Suite 305 Bethel Park, Pennsylvania 15102	
<b>Dobkin/Riccelli Associates</b>	

[Skip This Step](#) [Next](#)

## 11. Select “I Accept”

### Sign Request for Access

#### 1 of 1 - St. Clair Hospital & Physicians Organization

Please review the Request for Access agreement and accept or decline the terms below.

Print

FollowMyHealth@  
Request for Access

First Name: Goofy

Middle initial:

Last Name: Test

I, Test, Goofy request access to the healthcare information about me, and authorize St. Clair Hospital & Physicians Organization to release such information that it has configured to be transmitted to my FollowMyHealth personal health record for my own uses and purposes. I acknowledge

## 12. You will see the following popup message:

#### Your Connection Request is Pending

Way to go! Your request has been sent to St. Clair Hospital & Physicians Organization. You may be contacted for further proof of identity. This is so only you and approved individuals have access to your private information.

You'll receive an email once your health information is ready for you to view. (You'll need to sign out and back in to see your data once you receive this email. Find this under "My Account" in the upper right.) Until then, feel free to explore the features of your FollowMyHealth account. We're glad you're here!

**Note: It can take up to 48 hours to process pending connection requests. You will not see your documents or results until the connection process has been completed.**

13. Until you are connected, when you log into FollowMyHealth you will see the following message in the “**Action Center:**”

St. Clair Health  
St. Clair Hospital

Hello My Account English

Home Messages My Health Wellness

### Health Summary

Age 62  
Birth Sex Unspecified

### Devices & Apps

Connecting a device or an app allows health information to be used in FollowMyHealth.

Devices & Apps

### Action Center

- You have 1 unread message in your Inbox.
- Your health record contains new clinical items.
- You haven't set your address in your contact information. x
- You have not connected to any healthcare providers! x**
- You haven't verified your email.
- Manage your communication preferences x



14. To check your connection status you can also go to **“My Account- Connections”**

The screenshot displays the St. Clair Health patient portal. At the top left is the St. Clair Health logo and 'St. Clair Hospital'. The top navigation bar includes 'Home', 'Messages', 'My Health', and 'Wellness'. A user profile icon is labeled 'Hello'. A search bar shows 'English' and a magnifying glass icon. A dropdown menu is open under 'My Account', with 'Connections' highlighted in green. Other menu items include 'My Info', 'Billing', 'Preferences', 'Support', 'Help', and 'Sign Out'. The main content area is divided into two columns. The left column features a 'Health Summary' section with a placeholder profile picture and details for 'Age: 62' and 'Birth Sex: Unspecified'. Below this is an 'Action Center' section. The right column features a 'Devices &' section with a sub-header 'Connecting a device...' and a 'Devices & Apps' button.

15. If you see a **“Pending”** status next to **“St. Clair Hospital & Physicians Organization”** then your request has not been completed yet. **You will not see your documents or results until the connection process has been completed.**

**Please allow up to 48 hours to complete your connection request before contacting support.**

The screenshot shows the St. Clair Health patient portal interface. At the top, there is a navigation bar with the St. Clair Health logo and name on the left, and user options like 'Hello', 'My Account', 'English', and a search icon on the right. Below the navigation bar are four main menu buttons: 'Home', 'Messages', 'My Health', and 'Wellness'. The main content area is titled 'Connections' and features a section for 'My Providers and Healthcare Organizations ( 1 Organization )'. This section includes an 'Add Organization' button and a list of organizations. The first organization, 'St. Clair Hospital & Physicians Organization', is highlighted with a green border and has a '(Pending)' status next to it. Below it are three other organizations: 'St. Clair Hospital', 'South Hills Cardiology Associates - Girod, Greathouse, Liu, MacDougall, Mehta, Pray, Shogry', and 'Dobkin/Riccelli Associates', all of which also have a '(Pending)' status.

St. Clair Health  
St. Clair Hospital


Hello | My Account | English | Q



Home Messages My Health Wellness


### Connections

▼ My Providers and Healthcare Organizations ( 1 Organization )

Add Organization

 **St. Clair Hospital & Physicians Organization** (Pending) ▼

 **St. Clair Hospital** (Pending)   
1000 Bower Hill Road  
Pittsburgh, Pennsylvania 15243  
Leading health care facility located in Mt. Lebanon, providing services for the residents of the South Hills of Pittsburgh.

 **South Hills Cardiology Associates - Girod, Greathouse, Liu, MacDougall, Mehta, Pray, Shogry** (Pending)  
2000 Oxford Drive  
Suite 305  
Bethel Park, Pennsylvania 15102

**Dobkin/Riccelli Associates** (Pending)

16. Once your FollowMyHealth account has been connected to “St. Clair Hospital & Physicians Organization” your home screen should now display your vitals, insurance, and pharmacy:

The screenshot displays the patient portal interface for St. Clair Health. At the top, the logo and name 'St. Clair Health St. Clair Hospital' are on the left, and user information 'Hello', 'My Account', and 'English' are on the right. A navigation bar contains 'Home', 'Messages', 'My Health', and 'Wellness'. The main content area is divided into three columns. The left column features a profile picture placeholder and an 'Action Center' with four items: '5 unread messages in your Inbox', 'new clinical items', 'communication preferences', and 'add mobile phone number'. The middle column, highlighted with a green border, contains a 'Health Summary' table with the following data:

Health Summary	
Age	62
Birth Sex	Male
Height	7 ft 6 in
Weight	100.0 lb
Body Mass Index	8.7 kg/m <sup>2</sup>
Blood Pressure	120/80 mm Hg
Primary Insurance	SAMBA
Preferred Pharmacy	GIANT EAGLE #0014

The right column shows an 'Appointments' section with a search box, an 'Export' button, and tabs for 'Upcoming', 'Past', and 'Other'. Below the tabs, it states 'You have no upcoming appointments.' At the bottom of this section is a 'Devices & Apps' section with a brief description and a 'Devices & Apps' button.

17. When you look at **“My Account- Connections”** you should now see a **“Connected”** status beside **“St. Clair Hospital & Physicians Organization.”**

The screenshot shows the St. Clair Health patient portal interface. At the top, there is a navigation bar with the St. Clair Health logo and 'St. Clair Hospital' text on the left. On the right, there is a user profile section with 'Hello', a 'My Account' dropdown menu, and a language selector set to 'English'. Below the navigation bar are four main menu buttons: 'Home', 'Messages', 'My Health', and 'Wellness'. The 'My Health' button is currently selected. The main content area is titled 'Connections' and features a sub-section header '▼ My Providers and Healthcare Organizations ( 1 Organization , 7 Providers )'. To the right of this header is an 'Add Organization' button. Below the header, there is a list of organizations. The first entry is 'St. Clair Hospital & Physicians Organization', which is accompanied by a small icon of a hospital building. To the right of the organization name, the status '(Connected)' is displayed in a green-bordered box. Further to the right are two small icons: a right-pointing triangle and an 'X'.



18. Your Diagnoses, Allergies, Medications, and Recent Vitals should now be visible under the “My Health” tab. Results are viewable by going to “My Health- Results”:

The screenshot shows the St. Clair Health patient portal. At the top, there is a navigation bar with tabs for Home, Messages, My Health, and Wellness. The 'My Health' tab is active, and its dropdown menu is open, showing options for Summary, Conditions, Medications, Allergies, Immunizations, Results, Vitals, and Documents. The 'Results' option is highlighted. Below the navigation bar, there is a secondary set of tabs: Summary, Conditions (with a notification badge of 8), Medications (with a notification badge of 6), Allergies (with a notification badge of 1), Immunizations, Results (with a notification badge of 10), and Documents. The main content area is divided into several sections: Demographics, My Care Team, Diagnoses, Allergies, Medications, and Recent Vitals. The Demographics section includes a placeholder for a photo and a 'New Photo' button. The My Care Team section has an 'Add' button. The Diagnoses section lists 'Peripheral neuropathy'. The Allergies section lists 'IODINE'. The Medications section lists four items: SUMATRIPTAN SUCCINATE TABS, ZOLPIDEM TARTRATE, SIMVASTATIN, and SUMATRIPTAN SUCCINATE. The Recent Vitals section lists Height (7 ft 6 in), Weight (100.0 lb), and Body Mass Index (8.7 kg/m<sup>2</sup>).

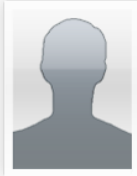
St. Clair Health  
St. Clair Hospital

Hello | My Account | English | Search

Home Messages My Health Wellness

Summary Conditions 8 Medications 6 Allergies 1 Immunizations Results 10 Documents

**Demographics**

 Bethel Park, Pa 15102-0000  
01/01/1961

New Photo

**My Care Team** + Add

Click the 'Add' button to create and add healthcare professionals. This list will be displayed on the screen, which can then be printed or shared.

**Diagnoses**

- Peripheral neuropathy

**Allergies**

- IODINE

**Medications**

- SUMATRIPTAN SUCCINATE TABS - Take one tablet by mouth daily as needed for migraines
- ZOLPIDEM TARTRATE - one by mouth at bedtime as needed
- SIMVASTATIN - one tablet by mouth daily
- SUMATRIPTAN SUCCINATE - Take one tablet by mouth as needed for migraines

**Recent Vitals**

- Height: 7 ft 6 in
- Weight: 100.0 lb
- Body Mass Index: 8.7 kg/m<sup>2</sup>

Import Send

19. A summary of all your results will display with the most recent results at the top. Select the paper and magnifying glass icon on the right to open the details of any result you'd like to view:

The screenshot shows the St. Clair Health patient portal interface. At the top, there is a navigation bar with the St. Clair Health logo, a user profile icon labeled 'Hello', a 'My Account' dropdown, 'English' language selection, and a search icon. Below this is a secondary navigation bar with 'Home', 'Messages', 'My Health' (selected), and 'Wellness' buttons. A third navigation bar contains tabs for 'Summary', 'Conditions' (8), 'Medications' (6), 'Allergies' (1), 'Immunizations', 'Results' (10), 'Vitals', and 'Documents' (5). The 'Results' section is active, displaying a table of test results. The table has columns for 'New', 'Education', 'Result', 'Resulted ...', 'Value', 'Range', 'Provider', 'Source', and 'Options'. Three results are listed, each with a 'see details' link and icons for a document, a pill, and a red 'X'.

New	Education	Result	Resulted ...	Value	Range	Provider	Source	Options
<b>▣ Chest 2 view - Routine Ordered On: 10/25/2022 Collected On: 10/25/2022 (1 items)</b>								
		Chest 2 view - Routine* (see details)	10/25/2022	see details		Bader, William	St. Clair Hospital	
<b>▣ Sinus, Limited Ordered On: 01/10/2014 Collected On: 01/10/2014 (1 items)</b>								
		Sinus, Limited	01/10/2014	see details			St. Clair Hospital	
<b>▣ Sinus Ordered On: 01/10/2014 Collected On: 01/10/2014 (1 items)</b>								
		Sinus* (see details)	01/10/2014	see details			St. Clair Hospital	

**View Result**



Name:

Chest 2 view - Routine

Value:

see details

Collected On:

10/25/2022

Ordered On:

10/25/2022

Resulted On:

10/25/2022

Provider:

Bader, William

Comments:

Patient Name: MR#:  
DOB: 1961-01-01 Sex: Male  
Account Number: Exam Site: St. Clair Hospital  
Patient Location: 1TIME Order #: 001QHCZVP

EXAM DESCRIPTION: Chest, 2 View

DATE OF EXAM: 10/25/2022 11:55 EDT

CLINICAL HISTORY: Test for FMH results.

COMPARISON:

TECHNIQUE:

Annotations:

Print

Close



Please Note- The following features **are not currently enabled** in FollowMyHealth for St. Clair Health:

- Messaging Providers from within the app
- Scheduling appointments
- Viewing upcoming appointments
- Prescription refill requests

### **Need Help?**

[FollowMyHealth | Fix a Problem](#)

Call: 412.942.7600

Email: [FollowMyHealth@stclair.org](mailto:FollowMyHealth@stclair.org)

When emailing support, please provide the following information for security purposes in order to verify your account information so that we can further assist you:

- Full name listed on your insurance card provided to St. Clair Hospital
- Date of birth
- Any phone numbers associated with your FollowMyHealth account and doctors' offices
- Email address associated with your FollowMyHealth account
- Communication preference