


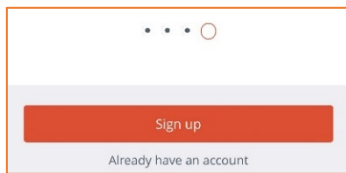
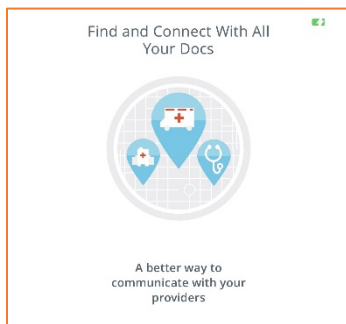
We are excited to announce a new option that allows patients to view their health information. In addition to the  **FollowMyHealth** App, you can now use the Medlio App to view and combine your health records. Medlio provides secure access and control over your healthcare data. The new app allows you to connect multiple health records and have all your patient data in one system.

**** You must have a FollowMyHealth login to include your health information in the Medlio App ****

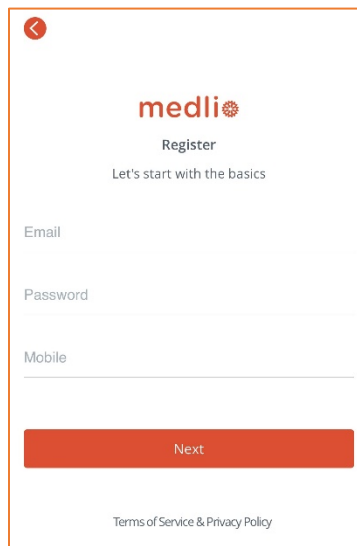


The **Medlio** app can be downloaded from device-compatible application stores, such as Apple iTunes or Google Play stores.

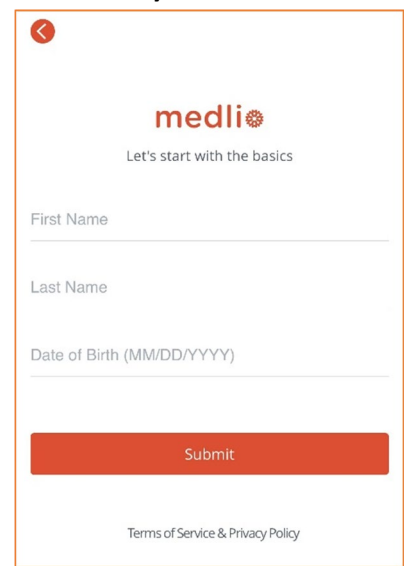
1. Sign up



2. Create an Account

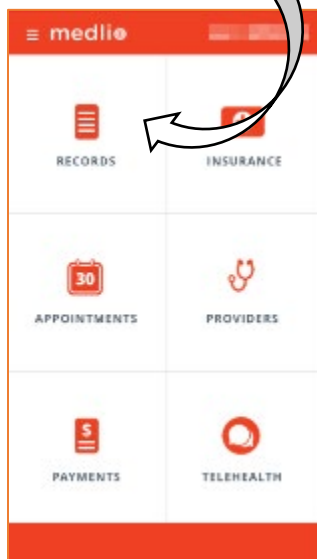


3. Add your Info

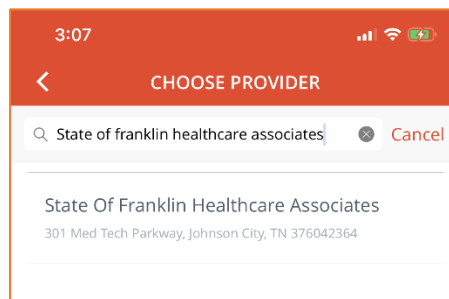


4. Click the "Verify Email" link in the email received from Medlio

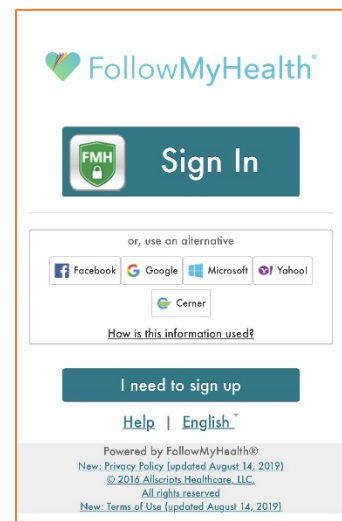
5. Click Records



6. Click "Get Started" and then search State of Franklin Healthcare Associates



7. You will then be prompted to authenticate using your FMH login



FAQs

- How does Medlio help me?
 - Medlio is a new application that makes interacting with healthcare easier by allowing you to consolidate your healthcare information into one App instead of one Patient Portal App per physician office.
 - Medlio also allows you to connect your insurance information so you can get real-time benefits information, see your defined co-pays, deductibles, max out-of-pocket, and paid-to-date statuses.
 - For more information, visit the FAQ section of the Medlio support website at <https://medl.io/support>.

- Is my information safe and protected?
 - Medlio Health Records allows you to securely download your health records from participating healthcare organizations. Your health records data is downloaded over an encrypted connection from the healthcare organization to the Medlio app on your phone. After health records have been downloaded to your phone, your data is encrypted on your device.

Your data, including your health records, remains under your complete control.

- Will my information be separated by practice?
 - We aggregate data into the Common Data Set categories, also referred to as resources, such as Medications, Allergies, Conditions, etc... So all data is aggregated into their respective category. However, if you click on a data item, in the details you will see what physician practice the data came from.

- Who do I contact if I have questions?
 - For support with the Medlio App, you can search the Medlio support website at <https://medl.io/support>
 - For assistance getting connected through the FollowMyHealth App or questions about your health record information, you can contact your clinic for assistance at their main phone number or you can send an e-mail to portalsupport@sofha.net.

- Will I get alerts when there is an update to my record?
 - Not currently because not all EHR vendors are supporting refresh tokens. This means that in order to update your records, you must initiate a download directly. In the future, once all EHR vendors enable refresh tokens, we will be able to periodically pull records and see if any new data is available. If there is, we will be able to send a notification to the patient letting them know new data is available.