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Prescription Renewal – Health Link

Process to renew a previous prescription with a Heritage Valley Provider via Health Link Patient Portal

Login to Health Link Patient Portal

1) To complete a Prescription Renewal select the **My Health** tab and select the **Medications** option.

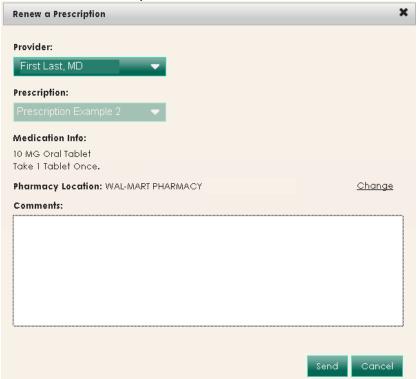


- 2) A list of all your medications prescribed by a Heritage Valley Provider will list. To complete the Prescription Renewal locate your prescription in the list under Medications. Select the "prescription bottle" that is located in the options column.
 - If the "prescription bottle" is grayed out or disabled than you are unable to renew this prescription.



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3) To Renew a Prescription



- Select a provider from the Provider field that has prescribed the medication to you in the past.
- Your default Pharmacy Location is set to your default Pharmacy.
 - i. You are able to change the Pharmacy you would like the prescription sent to. Select the Change link and select the correct Pharmacy.
- Enter the main text of your message in the Comments field.
 - i. This is a free text field.
- 4) Select the Send button to send your prescription renewal request to the selected provider's office. When the message has sent you will receive a message stating "Renewal Confirmation"





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5) When your provider's office has replied to your message you will receive a notification message in your contact email. You will then login to Health Link to view your message in your Health Link Inbox.



• Important - Please make sure to check your response message from your provider's office prior to picking up your prescription. This message will allow the staff to give you instructions for the prescription or if there are further steps required prior to receiving a renewal.