Patient Portal & Electronic Communication Policy

Effective Date: **November 15, 2026**

The FollowMyHealth Patient Portal

We use Practice Fusion as our electronic health record and FollowMyHealth (from Veradigm) as our patient portal. The portal is our preferred, secure way to send messages, request refills, view results, and receive documents. Ask our front desk to send you a FollowMyHealth invitation by email. Our former portal, Patient Fusion, closes in December 2026, and messages sent there do not transfer to FollowMyHealth.

- Urgent messages are answered within 24 hours. Routine messages are answered within 5 business days during office hours (Monday–Thursday 9:00 AM–4:30 PM; Friday 9:00 AM–2:00 PM).
- **Do not use the portal, email, or text for emergencies; call 911. If you need help sooner than 24 hours, call 425-453-6838 or our after-hours line at 206-645-1535.**
- Portal messages may become part of your medical record.
- Complex questions may require an appointment. Detailed portal messages that need medical decision-making may be billed to your insurance as an online visit (e-visit), and your usual cost share may apply.

Email and Text

Our front desk email (afmadmin1@afmllc.us) is for administrative requests such as scheduling and forms. Regular email is not encrypted. If you choose to email us health information, you accept the risk that it could be read by others; you may instead use the portal.

Electronic Release of Records

We support electronic release of information to patients through the Sync.MD platform. See our Medical Records & Release of Information Policy.