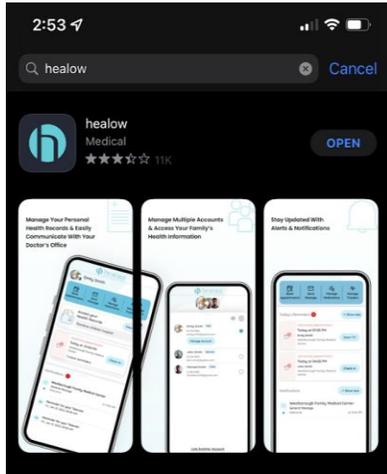


Healow App Installation Instructions

Mobile healow Medical app (Health and Online Wellness) Instructions

1. Download "healow" app from the iPhone or Android app store.

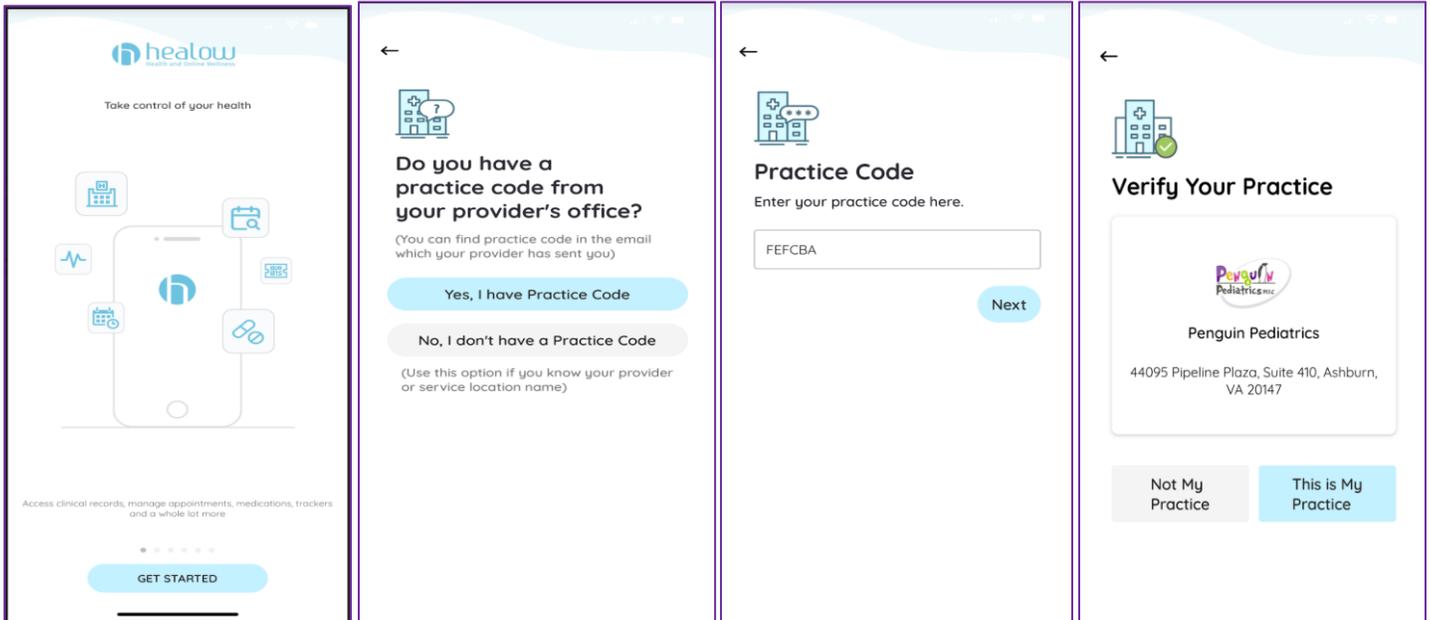
Note: Please download "healow" Medical app as shown in below screenshot, NOT "healow UAE" app.



2. Open healow app. Touch **GET STARTED** and tap "**Yes, I have Practice Code**"

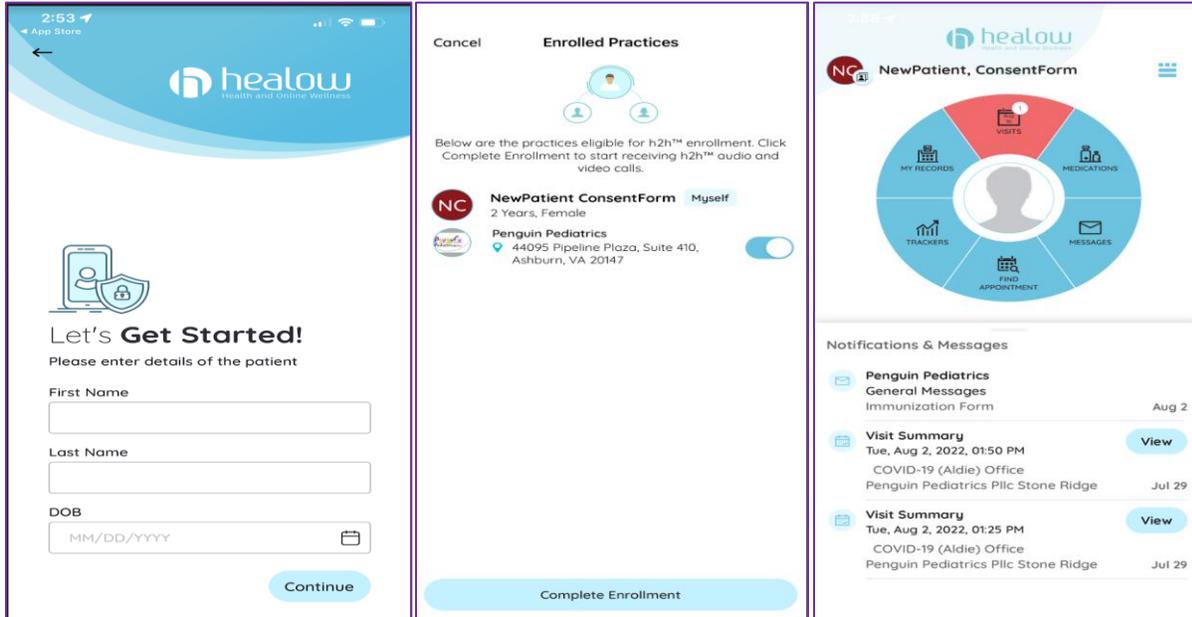
3. Enter your Practice Code **FEFCBA** tap *Next* and tap "**This is My Practice**"

Note: A practice code is a unique code that has been assigned to Penguin Pediatrics Doctor's office.



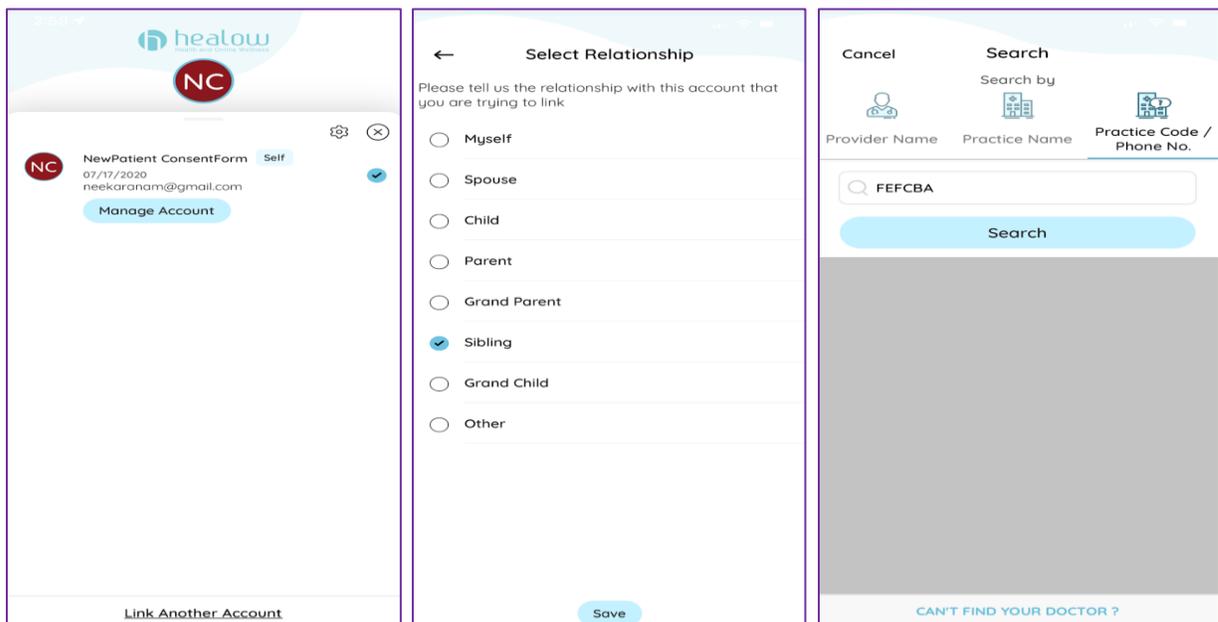
4. Enter child's **First Name, Last Name and DOB (Date of Birth)** and tap *continue*

Confirm and tap "**Complete Enrollment**"



5. To manage multiple accounts for sibling or a family member:

- Go to main user profile and tap "**Link Another Account**".
- Select relationship of the primary account (for example check the Sibling radio button) and tap "**Save**".
- Enter Practice Code **FEFCBA** tap "**Search**"



- Enter Patient Portal Username and Password and select relationship from dropdown (for example Sibling) and tap "**Login**"
- For security validate your portal account information, enter child's "**Date of Birth**" or primary contact "**Phone Number**" and tap "**Next**".

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healow
Health and Chronic Solutions

Login to Patient Portal account

Penguin Pediatrics
44095 Pipeline Plaza, Suite 410,
Ashburn, VA 20147

Username

Password

This account belongs to
Sibling

Login

FORGOT USERNAME OR PASSWORD ?

Cancel Validate Portal User

User Validation

Welcome NewPatient,

As an added security measure, please answer any one of the questions below to authenticate yourself. By submitting this information you are confirming that you are the intended recipient of the access credentials and have not obtained the information in error.

Date Of Birth

OR

Phone Number

Ext

Next

Cancel Validate Portal User

Reset Password

New Password

Strong Password

Confirm New Password

Customize your security question.

Security Question
Create my own question

What is your favorite animal?

Answer

Confirm

Healow App Appointment Booking

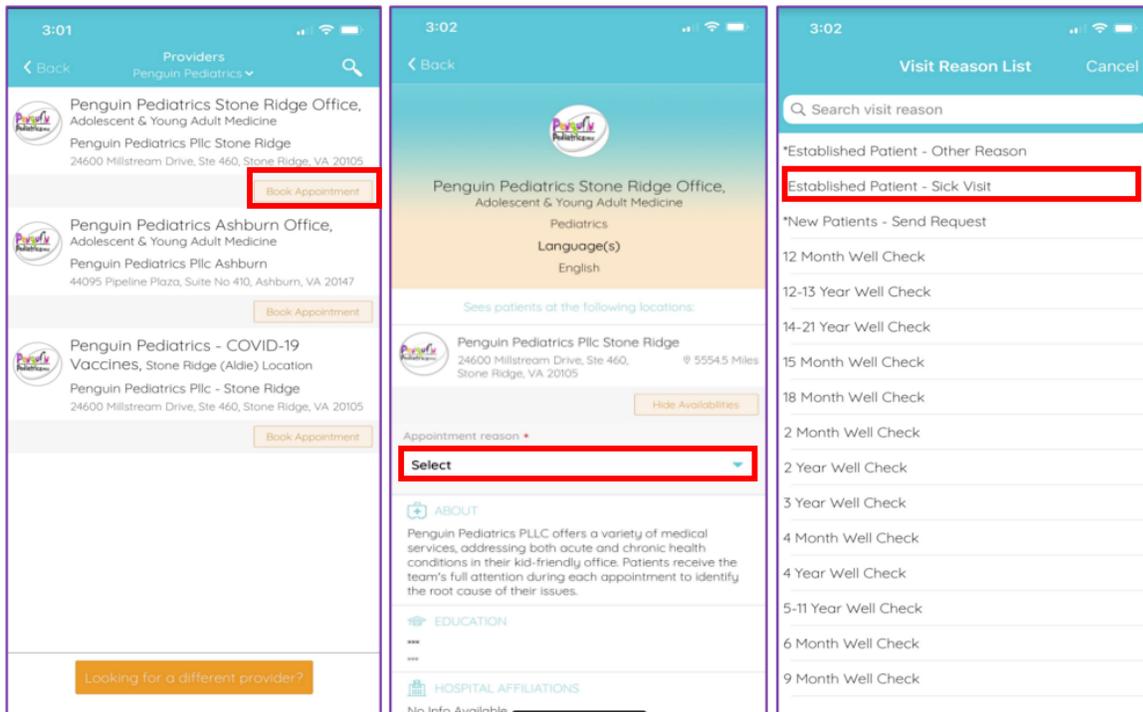
1. Login to healow app on mobile device
2. On healow dashboard menu wheel, click on “Find Appointment”



3. Select Penguin Pediatrics Providers by location

Note: You will be seen by whichever provider is available at this location

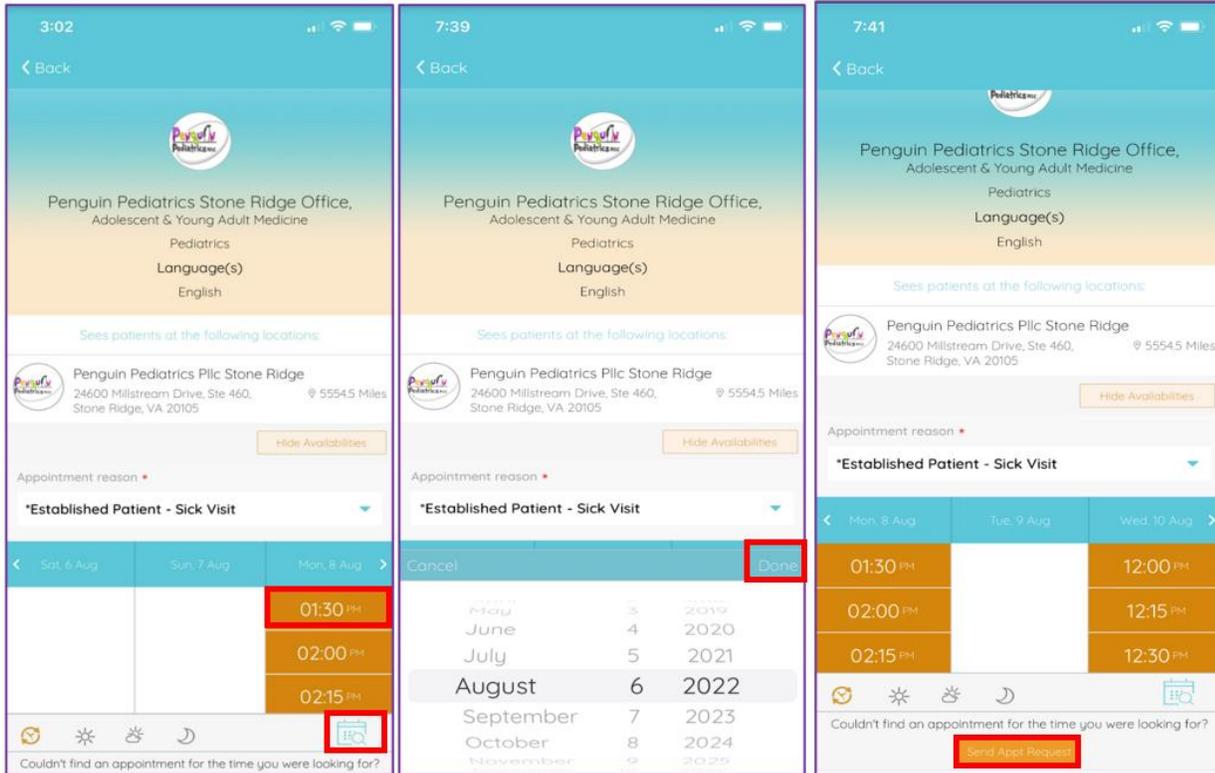
- a. Choose your preferred location Ashburn or Stone Ridge for provider visit or for COVID-19 Vaccine. Click on “Book Appointment” button
- b. Click on Select to choose the Appointment Reason from the dropdown list



4. Choose the preferred time slot (always defaults to current day)

- a. If no slots available for current day, it will notify next available day/time based on visit reason
- b. Click on calendar in the right bottom corner to choose preferred date

- c. Could not find the time slot that you are looking for then, click on “Send Request” to enter reason and submit for staff to review and respond.



5. Select the time slot that is suits your availability and follow next steps

- Confirm Patient Details, click next
- Enter Visit Details as applicable, click next
- Click on either Voice or Text to receive code to verify the preferred phone number to complete booking appointment.
- You will receive an automated email confirmation with appointment details.