Helpful instructions for the Patient Portal and Healow app

(h) healow
Health and Online Wellness

1. You will receive an email from our practice with a link to download the healow app.
2. The app will ask you to find your doctor. You can either search by practice, physician or by our unique practice code **IADAAA.**
3. Login with your printed or emailed credentials.
4. When logging in, the first child you activate select "myself."
5. Healow will go through a series of questions and once confirmed you will be asked to change your password.
6. After changing the password, you will be prompted to login with the new password and will confirm your cell number by sending you a 4-digit code.
7. Once logging in you can add additional children by going to the top left corner, select the image of a person and add account. Each additional account you add after the first child, you will select "child" when prompted.
8. If you have added multiple children, you can switch between accounts by swiping your phone screen from left to right.

Set up Portal Account

1. You will receive a separate email from our practice with a link to set up your Patient Portal.
2. Login with your printed/emailed credentials.
3. Write down your login names and passwords for each child's account. If you have more than one child, you will have to sign out and sign in to each child separately.
4. Make sure if scheduling/accessing a televisit, you use a computer with a working microphone and webcam.

Both Healow and portal access will allow you to:

- *Access televisits with our doctors*
- *Request prescription refills*
- *Send and receive messages with our doctors and staff*
- *View and pay statements online (only available on the portal at this time)*
- *View your child's immunization record and health information*
- *Stay up to date with our practice through emailed health reminders and updates*