

Healow App Setup

Downloading healow App to Android and iOS Devices

iOS Devices

- Tap the App Store icon
- Tap the magnifying glass and type *healow* into the search field, the app store returns the results
- Select healow and tap the instal icon

Android Devices

- Tap the Google Play Store Icon
- Tap the magnifying glass and type *healow* into the search field, the Play Store returns the results
- Select healow and tap Install and Accept
- When this process is complete, the healow icon will display on the home screen of the device

User Login and Logout

- Initial Login - the user's first time logging in to the healow app, where the user's practice and provider need to be found. Patients must be Web-enabled to have a healow account. (Please reach out to your provider's office if you have not given us your current email address.)
- First time users can also search the facility by our practice code - **DBHECA**
- Established Login - The user has already established the login information and practice details. Established patients will be able to log in on any device or web browser.
- To Log Out of the healow app, tap the gear icon found on the wheel window and tap *Logout*.

Healow User Settings and Support

PIN Settings: PIN Settings enable the user to change the login PIN

Take a Tour: Take a Tour of the healow app by swiping through the windows

My Accounts: Displays the logged-in user's account information, and accounts linked to the logged-in user's account. For more information on how to add an account to the app, refer to the *my accounts* section.

The Wheel Window

The Wheel Window enables patients to navigate through the healow app to search and request appointments, view a medication list, and view current and past records.

To View Appointments:

On the Wheel Window, thp the *Appointments* icon to display upcoming appointments. The appointment icon will turn red on the day of the appointment to alert you.

To View Medications:

On the Wheel Window, tap *Medications*, and then tap *My Meds*.

- This feature can be utilized to request a refill on medications, update current medications and remove old medications

To Request a Refill:

When at *My Meds*, Tap the Plus (+) sign to request a refill on a medication or add a medication to the users list. A current list of the user's medications will display. Tap the medication that is in need of a refill, a check will appear on the left hand side in the box. The name of the practice at which the prescription was prescribed displays at the top of the window, with the medications listed. If the pharmacy is not already listed, tap the (+) sign to search and select the correct pharmacy. After you have selected and confirmed your details, hit send to request your refill.

To Request an Appointment:

User's have the ability to request appointments from the practice. To complete a request, tap *Book Appointment* and select your provider. Select *Send Appt Request* and fill out the requested information (when do you want appt, time of day, etc.) After selecting all requested information, hit Validate and it will alert us of the request.

To Send a Message to Your Nurse:

On the Wheel Window, tap *Inbox*. Tap the Plus (+) Sign Icon. Tap the Pen and Paper icon to compose a message. You will be notified when a nurse or provider responds to you.