HEALOW APP – Patient Instructions

Healow App Practice Code: **FABIAA**

Personalized Patient Portal URL: **https://health.healow.com/EWOG**

** Main Page Options – There is an icon on the right side of page to change the way the page displays either via a circle or a horizontal menu bar

MAIN MENU

- **Visits**
  - *List of all upcoming appointments and past appointments with a visit summary*
- **Medications**
  - *List of all medications associated with the patient*
  - *The patient can add a new medication by clicking the add/refill button*
  - *The patient has the option to add a new medication to their chart, or they can request a refill of an existing medication*
  - *If the patient clicks on a specific drug on the medication page, they can request a refill via the portal*
- **Messages**
  - *Inbox/Outbox of patient portal messages sent back/forth with the clinic*
  - *The patient can compose New Messages to clinic by clicking Compose Icon at the bottom right of page; once the message is completed click the arrow icon at the top right to send it*
  - *Types of Messages: General Messages/Questions, Lab Request, Request Referral, Request Refill, Request for Data Restriction*
  - *Patients can attach documents to send to the clinic in a message (i.e.: lab results from another provider's office, new insurance card, etc.)*
- **Trackers**
  - *Connect your smart watch/etc. to track your vitals (i.e.: apple watch)*
- **My Records/Access your Health Records**
  - *The patient can review the following: Vitals, Allergies, Diagnosis, Lab results, Messages, Appointments, Medications, Referrals, Education, Documents, PHR, Health Access log*
- **Statements/Current Balance**
  - *View the patient's past statements and past payments*
  - *To view the past payments, the patient may have to adjust the date range on the filter*
  - *The patient can click on each statement to see charges and payments*
  - *The patient can also make a payment on their account or set up a payment plan*
  - *Click Pay – Facility: Enhanced Wellness OG*
  - *Options: (1) Pay the amount due in full or (2) Set up a payment plan*

Notifications & Messages (List)

- Visit Summary
- Last Statement
- General Messages/Questions
- Documents
- Prescription confirmations