

2024-2025



**National Health
Insurance Authority**

HEALOW APP

USER GUIDE

NHI BAHAMAS

SETTING UP THE HEALOW APP

The Healow App can be downloaded on an Apple iOS device or on an Android device from the Google Play store.

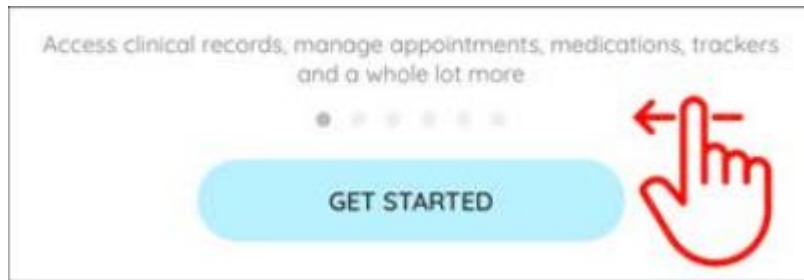


To activate the Healow App:

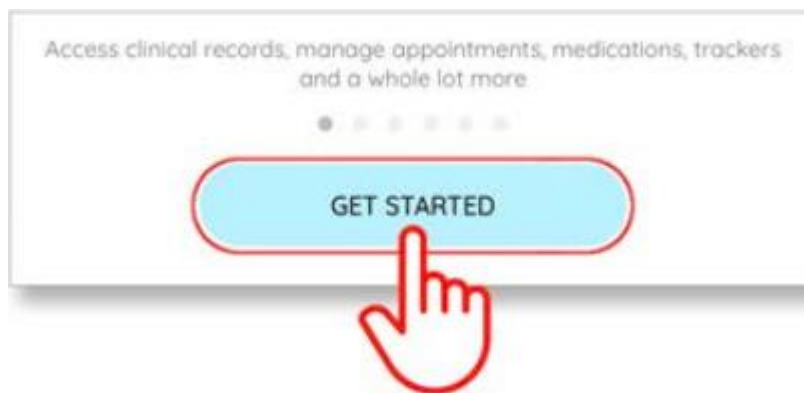
STEP 1: Launch the Healow app on a mobile device



STEP 2: Review tutorial for the Healow app by swiping left through the five instructional screens. (This is optional)



STEP 3: Tap *Get Started*



STEP 4: Read the *Terms of Use Agreement* and then tap *I agree to the terms of conditions* button:



STEP 5: On the Let's Get Started screen, enter the patient's first name, last name, date of birth

and then tap the *Continue* button:

← healow
Health and Online Wellness

Let's **Get Started!**
Please enter details of the patient

First Name
Tammy

Last Name
Hall

DOB
08/16/1959

Continue

STEP 6: Tap *Yes, I have a Practice Code*

Do you have a
practice code from
your provider's office?
(You can find practice code in the email
which your provider has sent you)

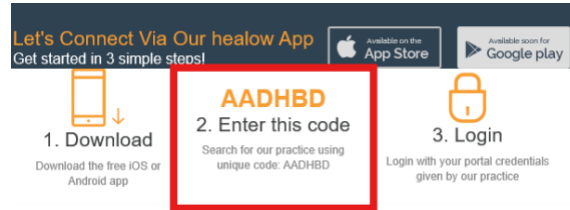
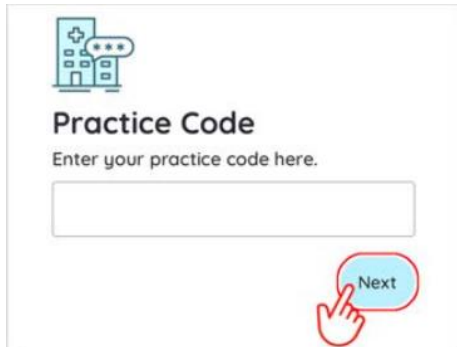
Yes, I have Practice Code

No, I don't have a Practice Code

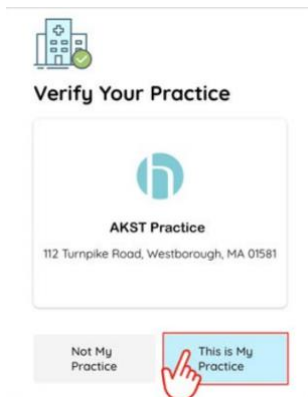
(Use this option if you know your provider
or service location name)

STEP 7: Enter the practice code and then tap the *Next* button. The practice code can be found at

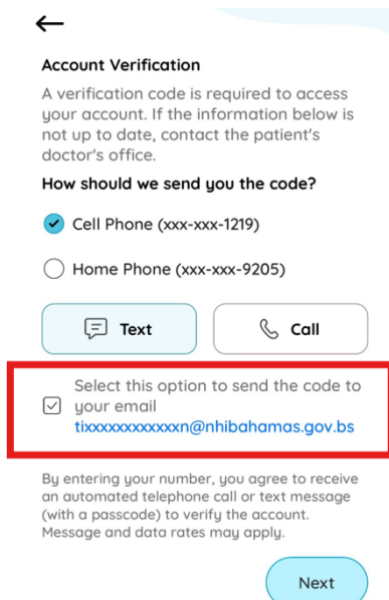
the bottom of the initial email received from the practice or you can contact your facility and they can provide you with the code.



STEP 8: Verify the selected practice is correct and then tap the *This is My Practice* button:



STEP 9: Verify the account using the **email** option only. Select the email address for the verification code to be sent and then tap Send Email. Enter the verification code on the Phone Verification screen:



STEP 10: Create a 6-digit security PIN. This PIN will have to be entered every time you open the

Healow App.

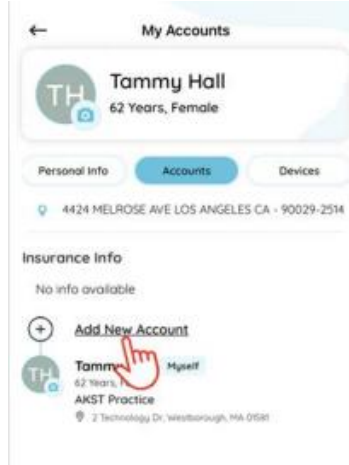


The Healow App is now activated!

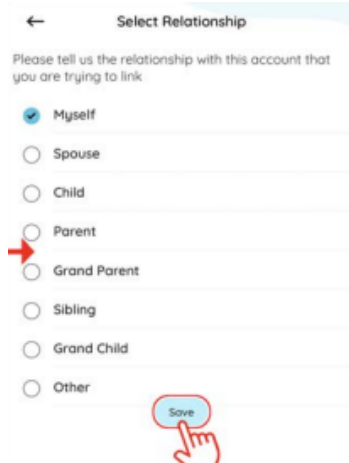
Additional Features of the Healow App

To add a family member to your Healow account:

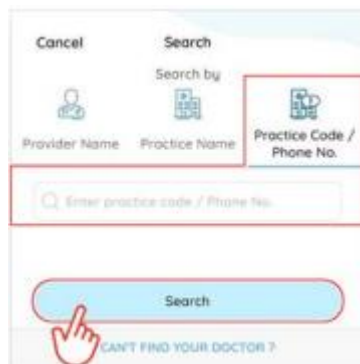
STEP 1: Select the + sign beside your initials and *add new account*



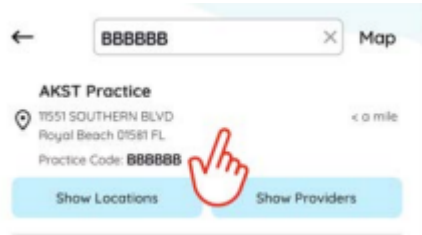
STEP 2: On the Select Relationship screen, select the option that best describes the relationship to the person whose account is being added, then tap the *Save* button:



STEP 3: Search for the practice using the Practice Code option. *Please note, this is the practice code of the facility the dependent is registered too.* This feature works whether you and your family member are registered to the same facility or not.



STEP 4: Select the Practice

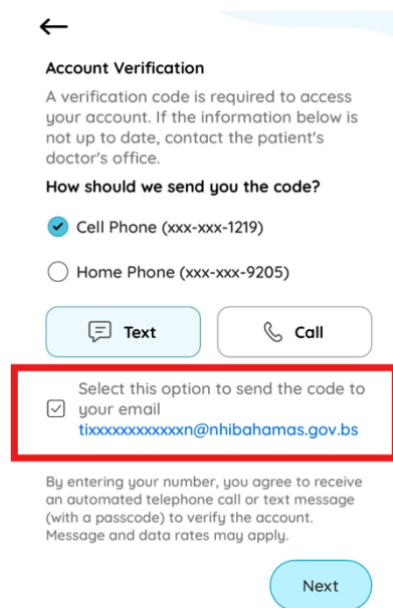


STEP 5: Log in to the patient’s account using their Patient Portal credentials. The username **must** be created at your Practice. Once received, enter the username and select *forgot password*.

STEP 6: Enter the details of your family member then select *Next*

STEP 7: Verify the account using the **email** option only. Select the email address for the

verification code to be sent and then tap *Next*. Once received, enter the verification code on the Phone Verification screen:



←

Account Verification

A verification code is required to access your account. If the information below is not up to date, contact the patient's doctor's office.

How should we send you the code?

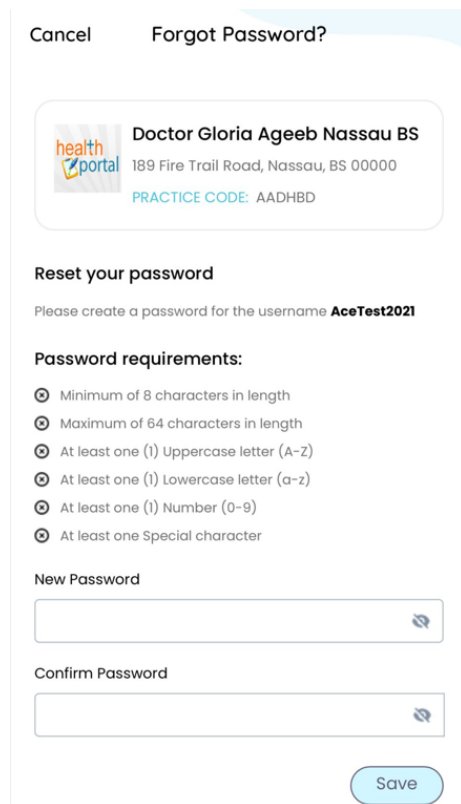
Cell Phone (xxx-xxx-1219)

Home Phone (xxx-xxx-9205)


Select this option to send the code to your email
tixxxxxxxxxn@nhibahamas.gov.bs

By entering your number, you agree to receive an automated telephone call or text message (with a passcode) to verify the account. Message and data rates may apply.

STEP 8: Create a new password and confirm password and then press *save*.



Cancel Forgot Password?

 **Doctor Gloria Ageeb Nassau BS**
189 Fire Trail Road, Nassau, BS 00000
PRACTICE CODE: AADHBD

Reset your password

Please create a password for the username **AceTest2021**

Password requirements:

- Minimum of 8 characters in length
- Maximum of 64 characters in length
- At least one (1) Uppercase letter (A-Z)
- At least one (1) Lowercase letter (a-z)
- At least one (1) Number (0-9)
- At least one Special character

New Password

Confirm Password

STEP 9: It'll then take you back to the login screen where you will enter the credentials you just

created and select log in.

Login to Patient Portal account



Doctor Gloria Ageeb Nassau BS
189 Fire Trail Road, Nassau,
BS 00000

Username

[Forgot Username?](#)

Password

[Forgot Password?](#)

This account belongs to

STEP 10: Select *Accept* to agree to have information shard.

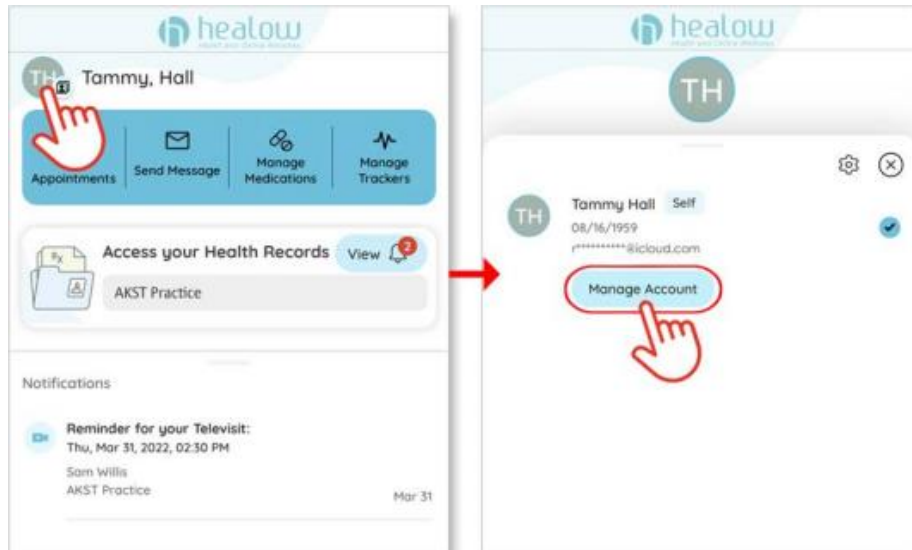
By tapping on 'I Accept', I agree that I have valid access to this individual's health information and approval from him/her.

Your family member has now been added successfully!

To customize your account, you can add a profile photo.

To add or update your profile photo on the Healow app:

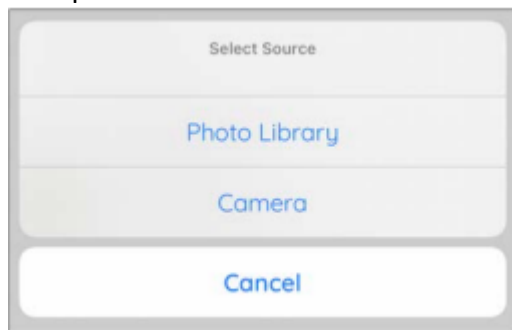
STEP 1: Navigate to *My Accounts* by tapping the profile image (or icon) on the home screen and then tapping *Manage Accounts* button on the profile screen.



STEP 2: On the My Accounts screen, tap the camera icon next to the patient's name:



STEP 3: Tap Photo Library to select a profile photo saved to your device or Camera to capture a new photo:



STEP 4: Drag the frame to crop and center the image:

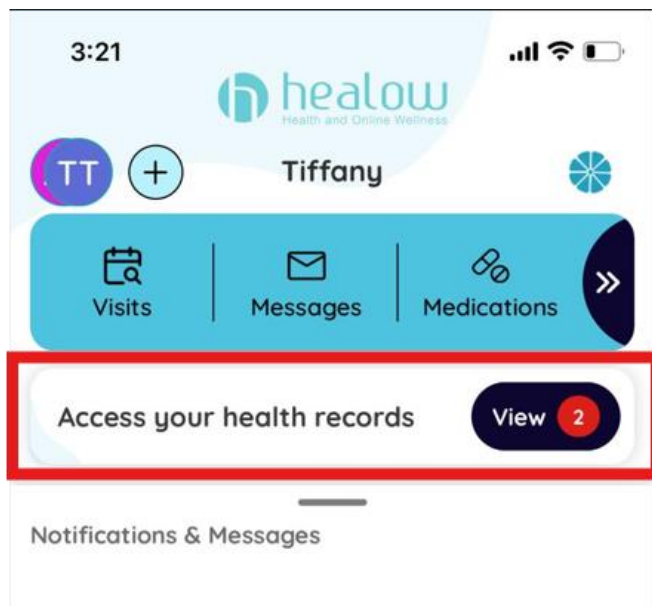


STEP 5: The photo displays throughout the Healow app. Repeat this process to update the photo:

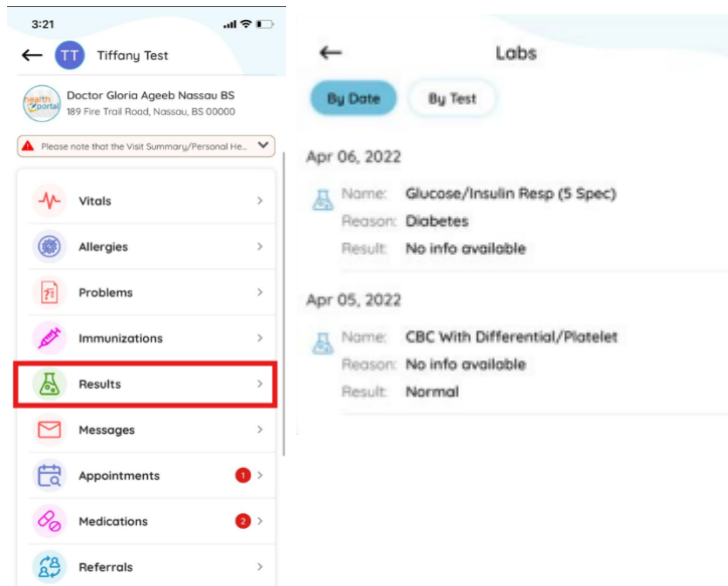


To view your lab results:

STEP 1: From the home screen, select Access your health records

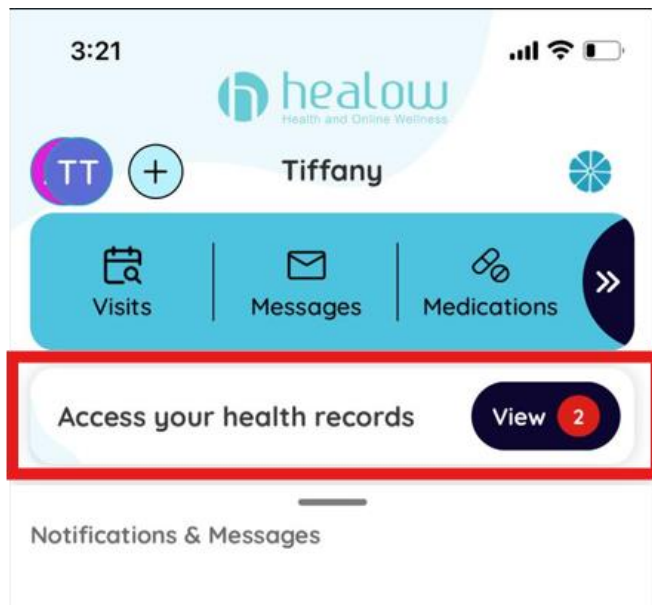


STEP 2: Select the *Results* tile to open the Labs screen, where the patient's test results display:




To send messages to your Provider:

STEP 1: From the home screen, select Access your health records












STEP 2: Tap the *Messages* tile to open the Messages screen, where messages between the patient and the practice display. Select *Compose* to create a new message

← **TT** Tiffany Test


 **Doctor Gloria Ageeb Nassau BS**
189 Fire Trail Road, Nassau, BS 00000

⚠ Please note that the Visit Summary/Personal He... ▾

-  **Vitals** >
-  **Allergies** >
-  **Problems** >
-  **Immunizations** >
-  **Results** >
-  **Messages** >
-  **Appointments** 1 >
-  **Medications** 2 >
-  **Referrals** >

← **Messages**

Inbox Outbox Deleted Messages



Looks like you have no messages listed.

