

# PATIENT PORTAL & HEALOW APP FAQ

The Patient Portal and Healow App facilitate effective communication between patients and providers, enabling patients to communicate with their doctor's office and access up-to-date medical records. Through these platforms, patients can access their appointments, lab results, vitals, manage medications, and other personal data, all within one app.

## 1 DO I HAVE TO PAY TO GET ACCESS TO THE PATIENT PORTAL AND HEALOW APP?

No, access to our portal and Healow app are completely free.

## 2 IS THE PATIENT PORTAL SECURE?

Yes, the information is completely secure. It is protected with a username and password/ PIN number of your choice and through SSL encryption.

## 3 WHAT CAN I ACCESS THROUGH MY HEALOW MOBILE APP AND PATIENT PORTAL?

- Visit summary
- Medications
- Messages
- Past/upcoming appointments
- Educational materials
- Lab results (some labs have restricted access due to sensitivity, therefore you would have to reach out to your physician for those results)

## 4 WHAT ARE THE BENEFITS OF THE PATIENT PORTAL?

- Better Patient Engagement
- Quality Care
- Improved Communication

## 5 HOW CAN I RESET OR OBTAIN NEW LOG IN CREDENTIALS?

Contact your assigned facility.

## 6 HOW DO I SIGN UP?

Contact your assigned facility to receive access to your portal.

## 7 CAN I ADD A FAMILY MEMBER TO MY HEALOW ACCOUNT?

Yes, to link a family member follow these steps:

- On the My Accounts screen, tap the Accounts button, tap add new Account
- On the select relationship screen, select the option that best describes your relationship to the person whose account is being added, then tap the Save button.
- Then you will set-up their account as you did yours

**NB: Please be reminded this feature can only be done from the Healow app.**

## 8 WHERE CAN I FIND THE PRACTICE CODE FOR MY FACILITY?

The practice code is located at the bottom of the email you received from the practice upon signing up.

If you are unable to locate the practice code, please reach out to your facility and they will be able to assist in providing you with the code.

