



Patient Portal User Navigation Instructions

Once an Addison Internal Medicine staff member activates your Patient Portal account, you will receive an email with your User ID and Temporary Password. **NOTE:** You will have 48 hours to activate your portal. Make note of your username and password, as you will need to enter them *exactly* (uppercase and lowercase) as they appear to login.

This email also provides the internet link to our Patient Portal. <https://health.healow.com/addisonim>

The screenshot shows an email from Addison Internal Medicine, PA, addressed to Tara. The email content includes:

- Greeting: "Dear Tara ,"
- Introduction: "We have exciting news regarding your health care!"
- Body text: "As we continue in our efforts to provide you, our patients, with the highest quality of care, we are constantly looking for methods of working together with you to ensure that you are not only aware of but also involved in the maintenance and improvement of your health. To that end, we are proud to announce that our practice now offers you the opportunity to use the power of the web to track all aspects of your health care through our office. The Patient Portal enables our patients to communicate with our practice easily, safely, and securely over the Internet."
- Portal URL: "Patient Portal URL: <https://health.healow.com/addisonim> or use [Portal Link](#)"
- Username field: "Username: [input field]"
- Button: "Set up Portal Account"
- Benefits list: "Through the Patient Portal, you will be able to" followed by a bulleted list: "ask questions of doctors, nurses, and staff members", "request prescription refills and referrals", "set up appointments", "examine your current and past statements".
- Additional text: "? all from the comfort of your home, whenever it is convenient for you! By using the Patient Portal you no longer have to call the office, leave a message, and wait for a response to get the results of your lab work; those results will be available to you on the Portal. You no longer have to call with a question or concern; you can send a message to the office through the Portal and expect a prompt reply. Begin today to take an active role in managing your health care."

At the bottom of the email, there are two identical promotional banners for the "healow App":

- Text: "Let's Connect Via Our healow App" and "Get started in 3 simple steps!"
- Buttons: "Available on the App Store" and "Available soon for Google play"

Below the banners, a footer reads "eClinicalWorks | @2015 All rights reserved." Below that, a dark blue banner repeats the app promotion text and buttons. At the bottom, a white box contains three numbered steps:

- 1. Download**
Download the free iOS or Android app
- 2. Enter this code**
Search for our practice using unique code: JBICCA
- 3. Login**
Login with your portal credentials given by our practice



Login to Your Account

After you have made note of your login credentials, click the first URL link. This will take you to the Patient Portal login screen.

You can also login via the FREE Healow iOS app using your credentials and our Practice Code: JBICCA
You have two options to login:

1. Enter your mobile phone number to receive a verification code
2. Login entering your username and password from your welcome email

Healow App

Download the Healow app:

1. From your phone, go to the App Store (iPhone) or Google Play (Android)
2. Find and download the Healow (*eClinicalWorks LLC Health & Fitness app*)
Enter your username and password, and our Practice Code: JBICCA

Activate Healow

After installing the app(s), open and click "Get Started" followed by "Find my Doctor".

NOTE: Directions are based on Android set up

1. Chose the third icon and enter our Practice Code: JBICCA.
2. When Addison Internal Medicine is found, select to begin set up.
3. Login with your portal username and password provided in the welcome email.
4. Set up an easy to remember four-digit pin and re-enter to confirm.
5. Review the in-app tutorials for use.





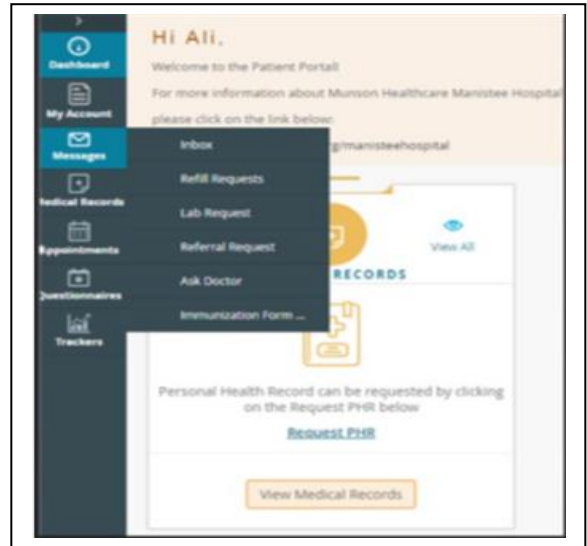
Navigating: Messages

WHAT'S INCLUDED

Inbox: see messages the practice has sent you

Refill Requests: view and request a refill of your current medication(s)

Create Message: compose message from your inbox, a quick link to send a message



Navigating: My Account

WHAT'S INCLUDED

Personal Information: update your demographics

Additional Information: enter your preferred pharmacy, additional address information and emergency contacts

Reset Password: change your password

Current Statement: view your current statement and balance and pay your bill

Past Statement: view prior statement balances

NOTE: *the posted balance does not reflect payments made between statement cycles.*

Transaction Logs: view electronic payment history

Transmit Logs: view history/status of the Personal Health Records you have sent

Health Access Logs: view history of the times you view your portal

My Devices: if you use Healow, click here to show what devices it is installed on and retrieve your PIN if you forget it.

Keep Your Data Safe & Use Your Portal Often

- Each patient will have an individual Patient Portal. Families may choose to set up a single password for each account, but an individual username must be unique to each patient.
- All portal information and communication are directly linked to your medical record in the practice, so requires each patient account to be unique.
- Patients can easily manage multiple accounts by downloading the Healow app and linking all family members under an easy to manage group account.
- Please always keep your login credentials private and in a safe location
- We strongly encourage all patients to set up and use their personal Patient Portal. Your portal opens communication between you and our providers and staff, without the need for a phone call or office visit.



ADDISON INTERNAL MEDICINE

- Manage your health information, request refills, referrals, and appointments, track your health, and review test results from the convenience of your own home- at any hour of the day!
- Because the portal securely stores your personal health information, login and view your medical records anywhere on your mobile device, to share during specialist visits or hospitalizations.
- Call our office with any questions regarding your portal.
- **If you forget your username or password, you can reset it yourself from the login screen, using the “Trouble logging in” link or call the office to have it reset 972-733-3090.**