Downloading and Using the Phone App – Healow

Once you have downloaded the Healow APP, please go to Settings – Healow APP on your phone – and make sure that both the microphone and camera are green (allow access).

Steps to install **HEALOW** app!

healow
Health and Online Wellness

1. Download **HEALOW** app from **app store** or **google play** store

2. Open the app, Search: Provider: Location: **OR** simply enter the code **IHBJBA**

3. Fill in your **USERNAME** and **PASSWORD**

4. Verify your account by typing in your **DATE OF BIRTH**

5. Create a **NEW PASSWORD**

6. Select a **SECURITY QUESTION**

7. LOG OUT

8. **LOG IN again** to the app with your NEW PASSWORD

9. CREATE a **4-digit PIN number**

10. Confirm the 4-digit PIN number

(After this, from now on to open the HEALOW app, you will only need to
REMEMBER your 4-digit PIN number)

healow APPLICATION AND TELEVISIT QUICK-START GUIDE

This document describes how to install the healow application and initialize a TeleVisit from an iOS® or Android® smartphone.

> **Note:** For more information, refer to the complete documentation available on the healow Website at: help.healow.com

Installing the healow Application

To install healow application:

1. Open App Store® from your iPhone® or Google Play™ from your Android phone:

2. Type *healow app* in the search box.

3. Tap *Get* in the App Store or *Install* in Google Play:

   This installs the application to your phone.

   > **Note:** Make sure the application you are installing is the one developed by eClinicalWorks, LLC.

4. Tap OPEN.

   OR

   Tap the healow application from the launcher:

VIRGINIA PHYSICIANS PRACTICE CODE IS: IHBJBA

Initializing a TeleVisit
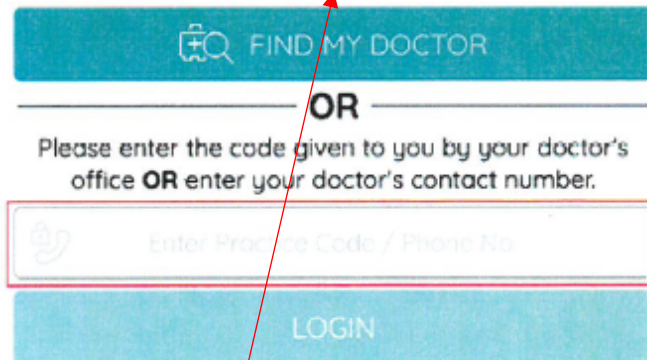
To initialize a TeleVisit:

1. Open the healow app, and tap *GET STARTED*:

healow
Health and Online Wellness

Take control of your health

Access clinical records, manage appointments, medications, trackers and a whole lot more

GET STARTED

2. Accept the following in-phone notifications:
   * Location
   * Camera
   * Microphone

3. Enter the Practice Code: ~~HCHCAD~~

FIND MY DOCTOR

— OR —

Please enter the code given to you by your doctor's office **OR** enter your doctor's contact number.

Enter Practice Code / Phone No.

LOGIN

Practice Code is: IHBJBA

4. Enter the login credentials provided by the practice and tap *Login*:

Login to Patient Portal account

   Username

   Password

This account belongs to   **Myself** ⌄

Login

FORGOT USERNAME OR PASSWORD ?

Note: The username and the password are case-sensitive.

5. Accept the Terms and Conditions for the healow application:

Terms of Use   Cancel

TERMS OF USE AGREEMENT

This Terms of Use Agreement ("Terms of Use" or "Terms of Use Agreement") governs your access and use of the software, applications, and services as described below.

Ownership and Purpose of the Websites and Applications:

Healow, LLC ("HEALOW") owns and operates various websites and applications related to electronic medical records ("EMR"), software for

I agree to the terms & conditions

6. Verify the account by entering your Date of Birth.

7. Create and confirm a 4-digit PIN of your choice:
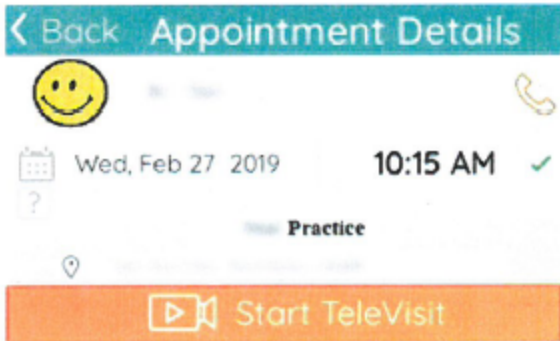
Create PIN

○   ○   ○   ○

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	⌫

Note: Remember your 4-digit PIN; you will need it the next time you log in to the application.
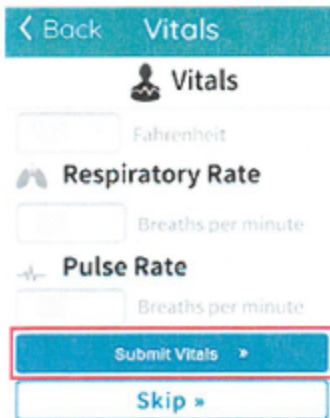
8. On the wheel screen, tap *APPOINTMENTS*:

9. Scroll to the bottom of the screen and tap *Start TeleVisit*:

10. Enter your vital signs and tap *Submit Vitals*:

You are checked in. Wait for your provider to connect:

Feb 27,Wed 2019   10:15 AM

✅ Questionnaire/Vitals entered

Tap the red phone icon at the bottom of the screen to end the visit: