

Patient Portal & Healow App User Navigation Instructions

Once a staff member activates your Patient Portal account (web-enables), you will receive an email with your **User Id and Temporary Password**.

Please activate your portal ASAP

Make note of your username and password, as you will need to enter them *exactly* (case sensitive) as they appear to login.

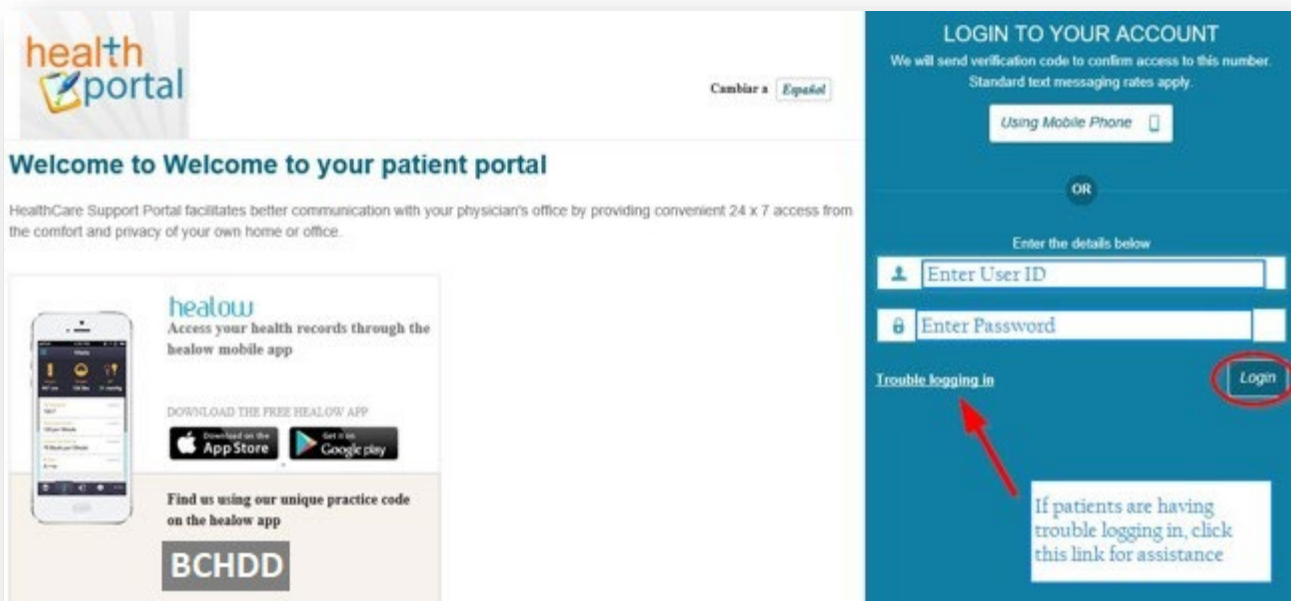
The email will provide the internet link to our Patient Portal. You may click the first link, copy the second into your browser.

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

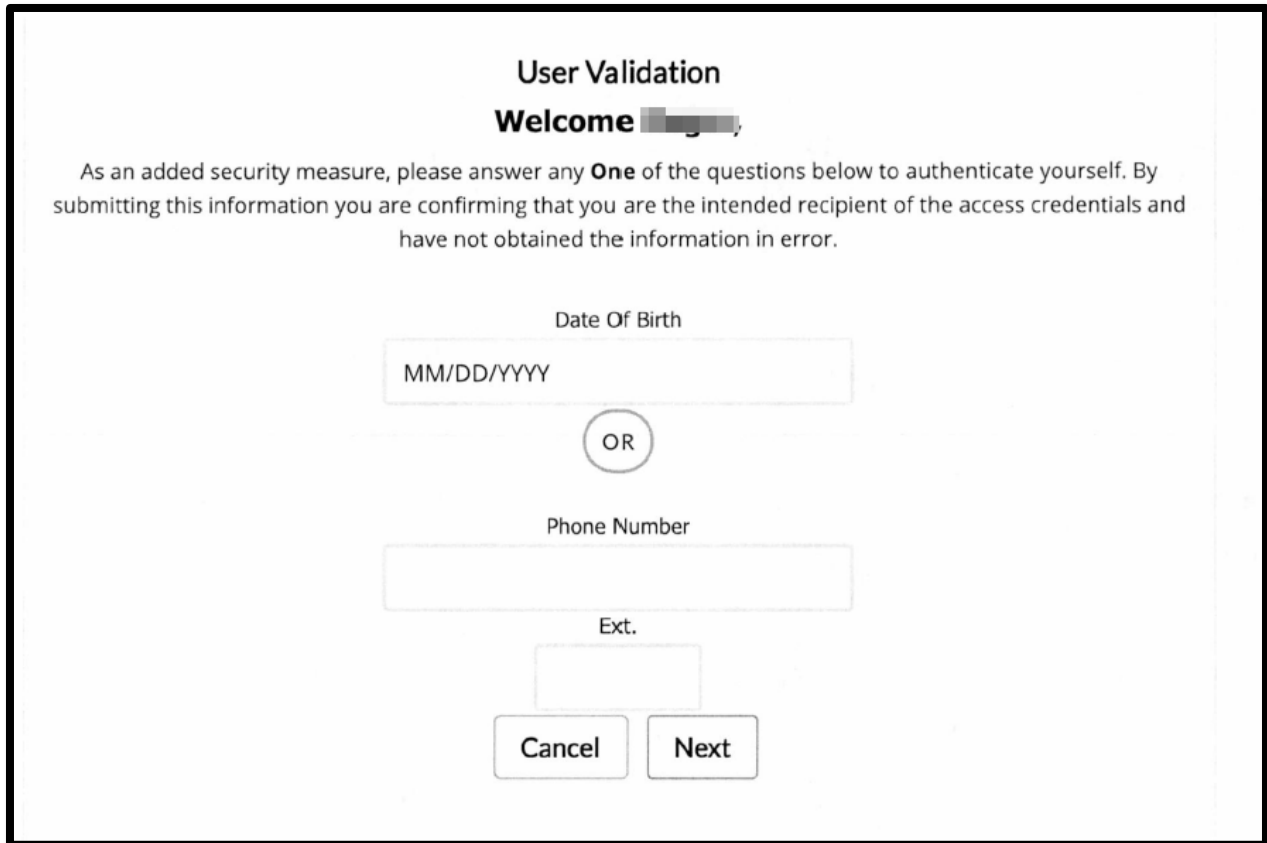
You can also login via the FREE Healow app using your credentials and our

Practice Code: BCHDDD



Once you login, you will then be asked to validate your submission by entering your date of birth or phone number. Once you submitted this information, for security purposes, you will be required to reset your password.

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The image shows a 'User Validation' form. At the top, it says 'User Validation' and 'Welcome [redacted]'. Below that, a paragraph explains that as a security measure, the user must answer one of the questions to authenticate themselves. The form has two options: 'Date Of Birth' and 'Phone Number'. The 'Date Of Birth' field is a text box with the placeholder 'MM/DD/YYYY'. Below it is a circular button with 'OR'. The 'Phone Number' field is a text box, and below it is an 'Ext.' field, also a text box. At the bottom are two buttons: 'Cancel' and 'Next'.

Reset your Password

Upon login, you will be required to reset your password

- Select a password familiar to you that has **alphabetical characters**, at least one **capital letter** AND as least **one number** and is a minimum of 7 characters
 - Enter it under “New Password” and then re-enter under “Confirm New Password”
- Chose a default security question, or create your own, then provide your answer in the space provided.
 - Make sure the answer to your question is easily remembered and try to keep it short
- When finished, click “Submit”

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RESET PASSWORD

Congratulations, You have authenticated yourself.
Please Select your new Password.
Refer [Password Guidelines](#) to create secure passwords.

User Name
TestBaby

Security Question
What is your library card number

New Password

Confirm New Password

Answer

Submit Cancel

Acknowledge Consent

Please read each tab on the consent form then click, “I have read the consent form and the above information” and select “Agree”.

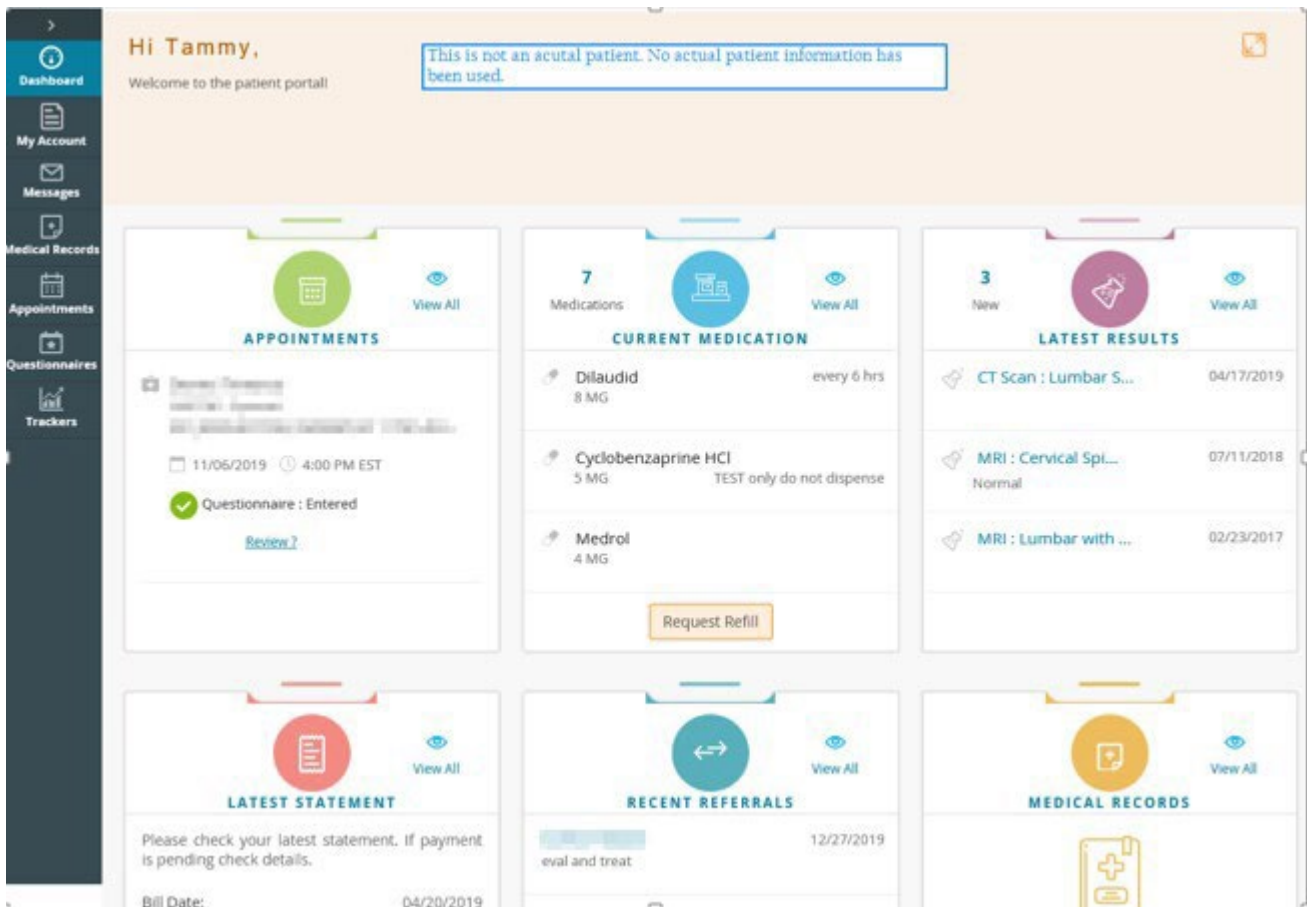
Welcome to your Patient Portal

Congratulations, you have successfully activated your patient portal!!

This is your “Dashboard” or home screen. From here, you can use the left chart panel to navigate and view your upcoming appointments, messages, medical records, statements, and current medications. The “Tiles” act as shortcuts to overviews of the same. Hover your mouse over each icon in the left chart panel to view navigation options or select a tile on the dashboard.

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Dashboard Tiles



To complete Questionnaire

1. Click on Appointments > Upcoming appointments
2. Click on Fill Questionnaire button
3. Complete all questions and click Submit at the end
4. The blue fill questionnaire will change to Questionnaire Completed
5. Questionnaires will need to be completed for all subsequent scheduled appointments. Be sure to login to portal and completed questionnaire prior to all future appointments. Inform the front desk staff that you completed the questionnaire on your portal.

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Healow App

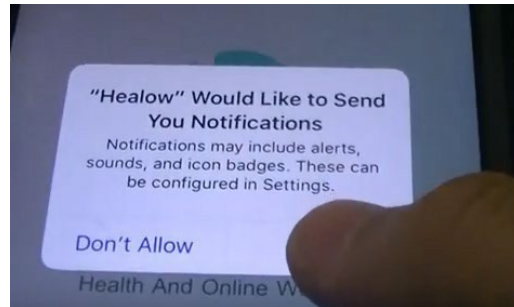


Download the Healow app:

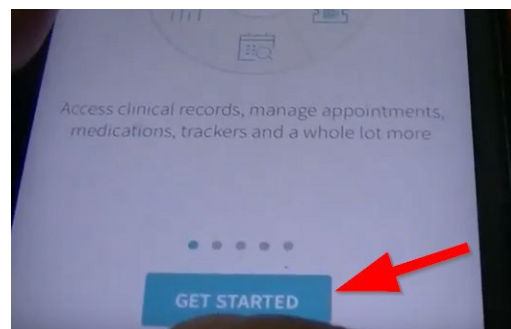
1. From your phone, go to the App Store (iPhone) or Google Play (Android)
2. Find and download the Healow

app Open app after installation is complete

1. Choose to either “Allow” and “Don’t Allow” Notifications from Healow A second pop up window regarding allowing location when using app will appear later.

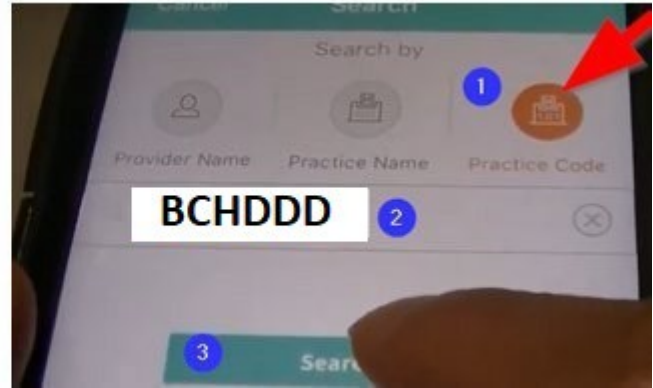
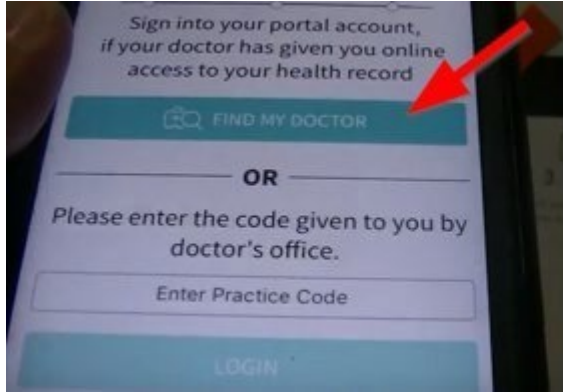


2. Click Get Started

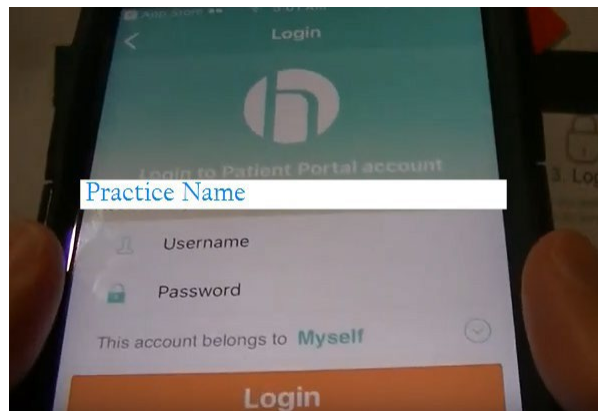


3. Click “Find my Doctor”. On the next screen, select the “Practice Code” and enter our Practice Code: **BCHDDD**

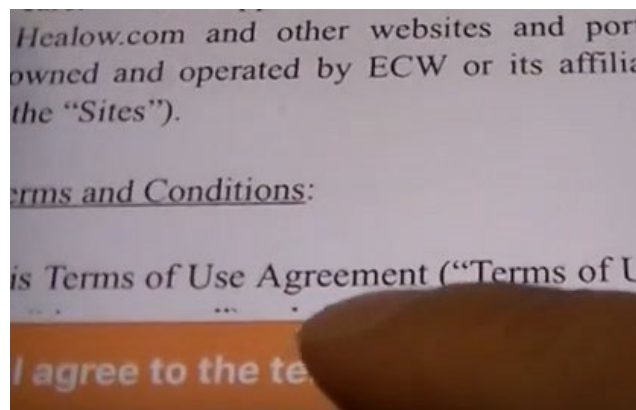
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4. When our practice is found, click on it to select.
5. Login with your portal username and password provided in the welcome email

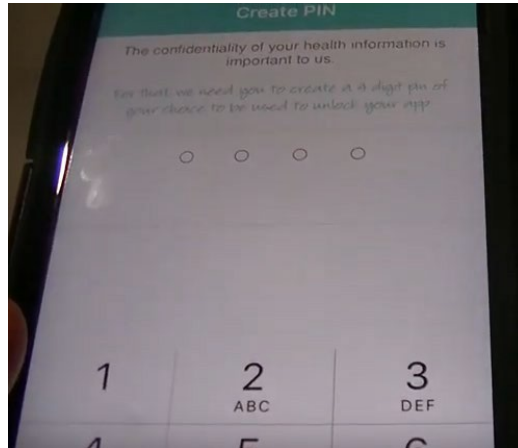


6. Read the Terms and Conditions and click "I agree..."



7. Set up an easy to remember six-digit PIN and re-enter to confirm

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8. Review the in-app tutorials for use. Some functions may not be used by the Practice. Use this link to watch a YouTube video :

<https://youtu.be/F-3usp62A1c>