

## GRAYSON FAMILY CARE PATIENT PORTAL ACTIVATION INSTRUCTIONS

Welcome to Grayson Family Care!

As a patient at Grayson Family Care you can use the patient portal for easy and effective communication with the practice.

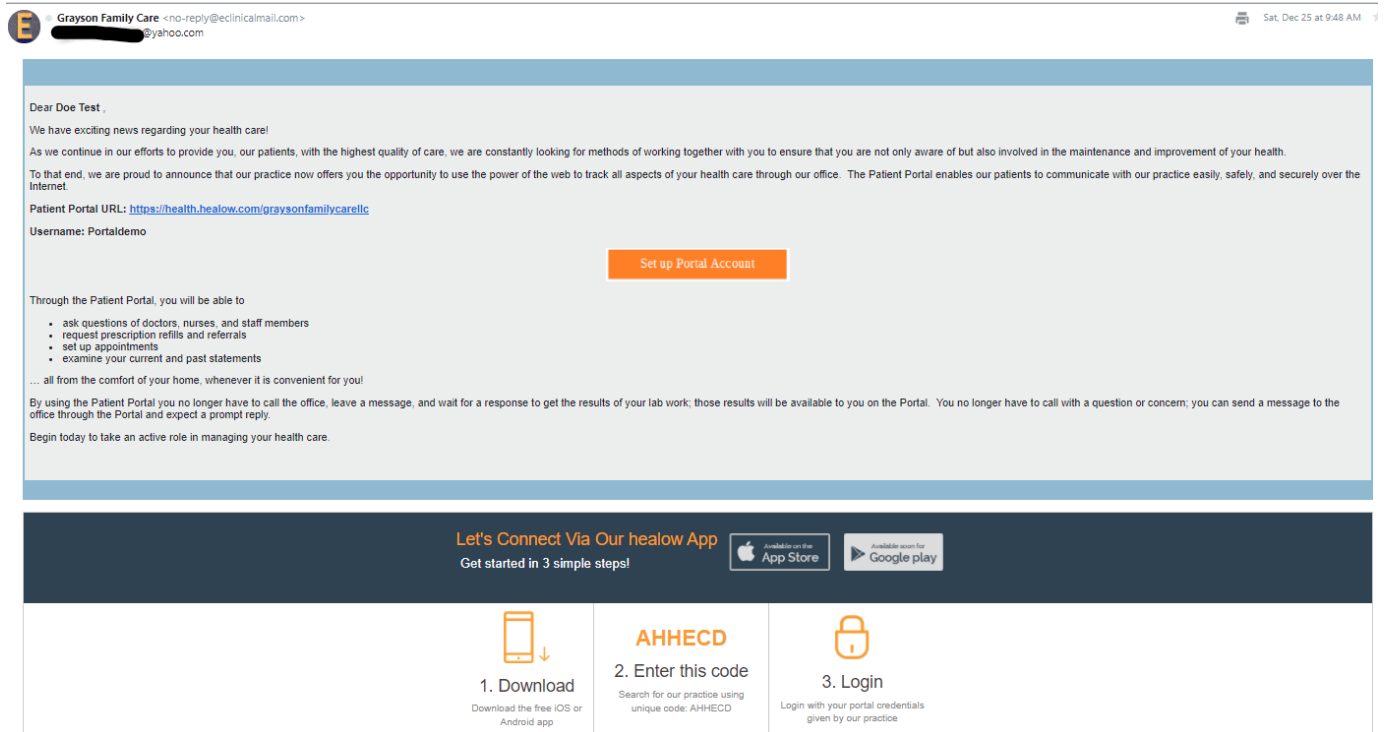
Specifically, you can:

- *Make, change, or cancel your appointments.*
- *Post your questions.*
- *See your lab and imaging study results.*
- *Update your demographic and insurance data.*

The portal is easy to use and activate. Please follow the step by step instructions below:

### STEP 1: Receive an email from the practice with your USER ID and activation link:

If you did not receive an email please contact the practice and we will send another email link.



**E** Grayson Family Care <no-reply@clinicalmail.com>  
[Redacted]@yahoo.com

Sat, Dec 25 at 9:48 AM

Dear Doe Test,

We have exciting news regarding your health care!

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.

Patient Portal URL: <https://health.healow.com/graysonfamilycarellc>

Username: Portaldemo

[Set up Portal Account](#)

Through the Patient Portal, you will be able to

- ask questions of doctors, nurses, and staff members
- request prescription refills and referrals
- set up appointments
- examine your current and past statements

... 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.

**Let's Connect Via Our healow App**  
Get started in 3 simple steps!

Available on the App Store | Available soon for Google play

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

## STEP 2: Verify your identity:

Request a verification code via text or voice.



Welcome Doe Test,

Please select the phone number and the verification code will be sent to the selected number.

\*\*\* - \*\*\* - 9007

How would you like to receive a unique code?

Text  Voice

Cancel

Send Code

## STEP 3: Enter your verification code:

Enter the verification code you received via text or voice call.

### Verification Code

Please enter the verification code we sent to your phone number \*\*\* - \*\*\* - 9007

Code is valid for 5 minutes or 6 attempts  
Didn't receive the code?

[Resend Code](#)

Please enter the verification code you received

Cancel

Verify

#### STEP 4: Set your account password:

Please select a password for the account and confirm.

### Reset Password

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

New Password

Very strong password

Confirm New Password

Cancel

Next

#### STEP 5: Agree to the Healow patient portal consent form:

### Consent Form

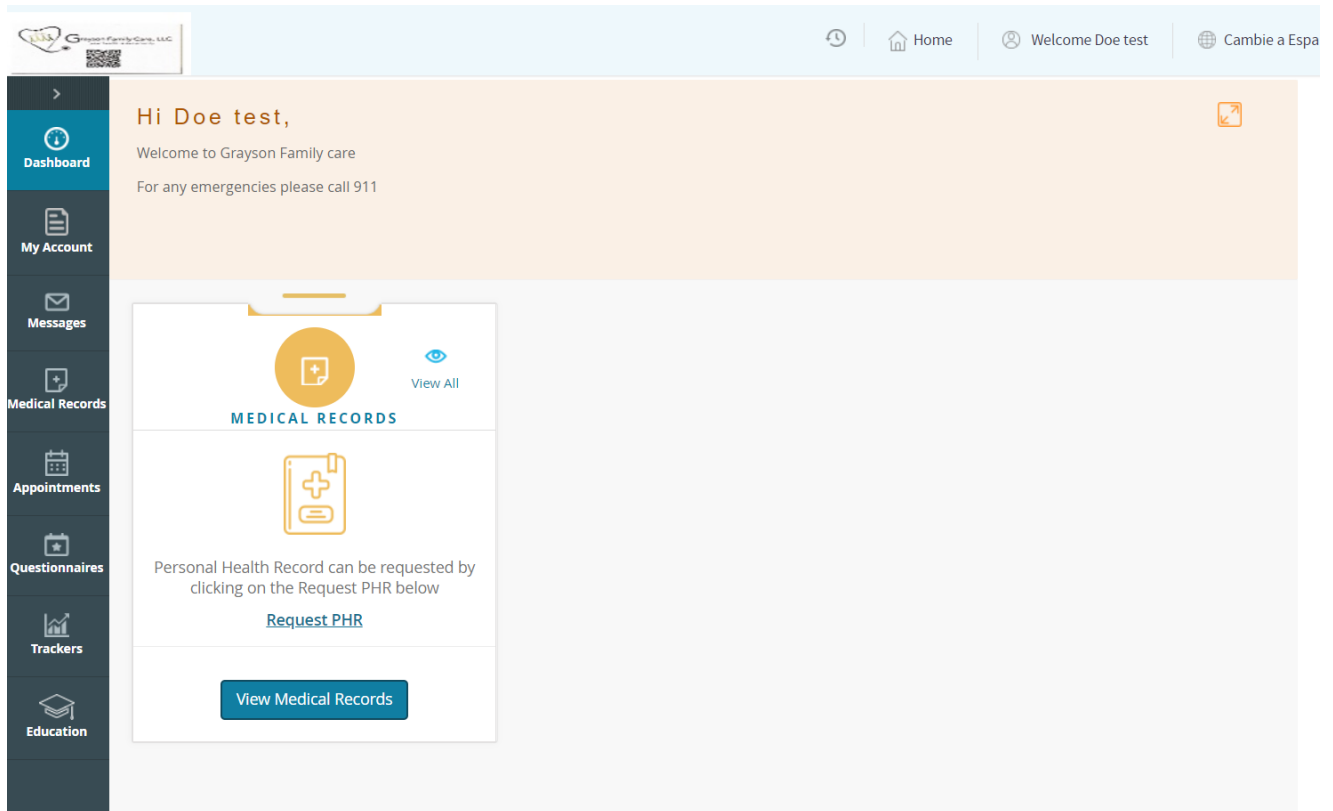
Please acknowledge reading and accepting conditions in consent form.

ECLINICALWORKS...	PRACTICE CONSENT FORM
<p>ONLINE COMMUNICATION INFORMED CONSENT Instructions for Using Online Communication You agree to take steps to keep your online communication to and from your physician confidential, including the following: Do not store messages on your employer-provided computer; otherwise personal information could be accessed or owned by your employer. Use a screen saver or close your messages instead of leaving your messages on the screen for passersby to read and keep your password safe and private. Do not allow other individuals or other third parties access to the computer(s) in which you store medical communications. Do not use email for medical communications. Standard e-mail lacks security and privacy features and may expose medical communications to employers or other unintended third parties. Withdrawal of this Informed Consent must be</p>	

Decline

Agree & Next

## STEP 6: Setup Complete! Please explore the Patient Portal functions.



The screenshot shows the patient portal interface. At the top, there is a navigation bar with the Grayson Family Care logo on the left and links for Home, Welcome Doe test, and Cambie a Espa on the right. Below the navigation bar is a dark sidebar with icons and labels for Dashboard, My Account, Messages, Medical Records, Appointments, Questionnaires, Trackers, and Education. The main content area has a light orange header with the text "Hi Doe test," and "Welcome to Grayson Family care". Below this, there is a section for Medical Records with a "View All" link and a "Request PHR" button. A "View Medical Records" button is also visible at the bottom of the Medical Records section.

If you experience any trouble completing the process, please email us at [admin@graysonfamilycare.com](mailto:admin@graysonfamilycare.com)  
We will get back to you at the earliest time to address your concern.

Thank you,

**Grayson Family Care, LLC**