healow App V7.0 User Guide

Version 7.0 - July 2022

© healow, 2021. All rights reserved.

healow App Setup and Configuration

The healow™ app is a free application available on Google Play™ and the Apple App Store®. The healow app enables patients to communicate with their providers and access up-to-date medical records. Patients can also access their appointments, lab results, vitals, and manage medications and other personal data across multiple accounts.

For instructions and information about setting up, configuring, and maintaining the healow app, refer to the following topics in this chapter:

- Download the healow App
- Activate the healow App
- healow App Authentication
- Retrieve a Forgotten Username or Password
- Link Other healow Profiles
- Manage healow App Accounts

Note: No updates related to Patient Safety, Security, or Compliance were identified in this document during the document review process.

Download the healow App

The healow app supports both iOS and Android mobile devices.

For instructions and information about downloading the healow app, refer to the following topics in this chapter:

- Download healow App to an iOS Device
- Download healow App to an Android Device

Download healow App to an iOS Device

The healow app can be downloaded on an Apple iOS device from the Apple App Store.

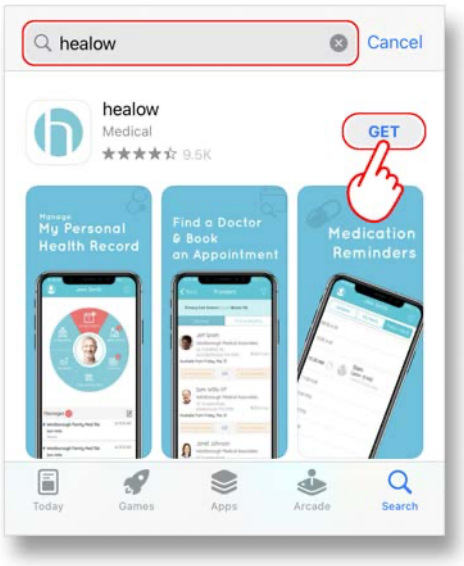
To download the healow app on an iOS device:

1. Open the *App Store* app on an iOS device:



2. Search for *healow*.

3. Tap the *Get* button next to the healow app icon in the search results:



After the installation completes, the healow app displays on the home screen:



Download healow App to an Android Device

The healow app can be downloaded to an Android device from the Google Play Store.

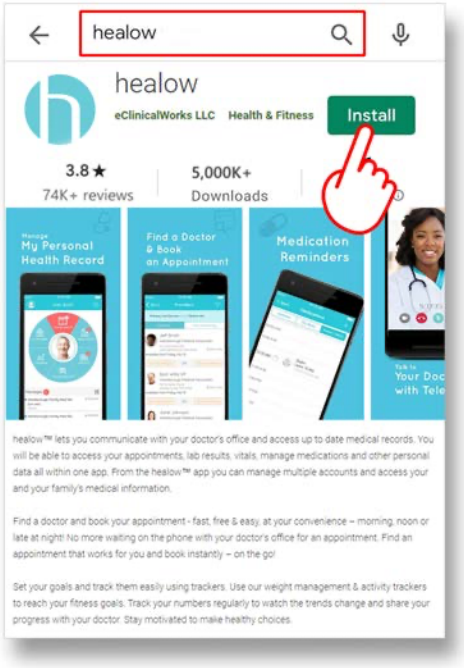
To download the healow app on an Android device:

1. Open the *Google Play* app on an Android device:



2. Search for *healow*.

3. Select *healow* and then tap the *Install* button:



4. Tap the *Accept* button.

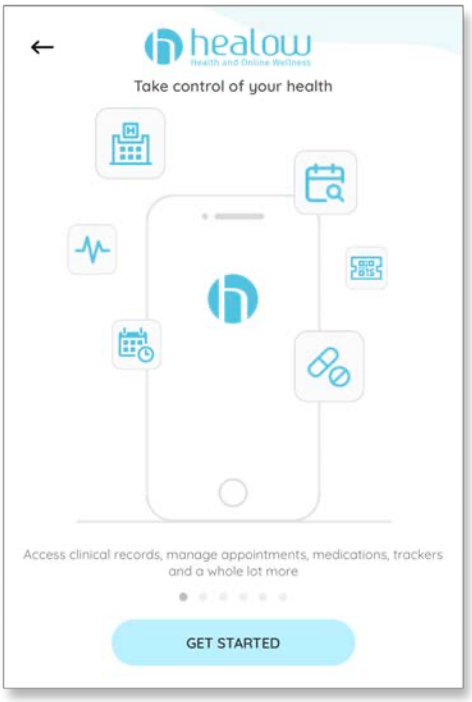
   After the installation completes, the healow app displays on the home screen:



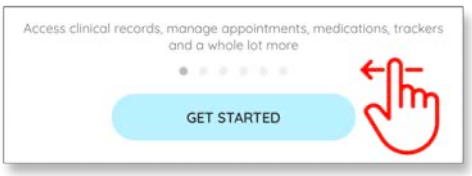
Activate the healow App

To activate the healow App:

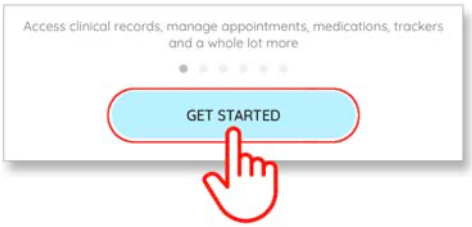
1. Launch the healow app on a mobile device:



2. (*Optional*) Review a tutorial for the healow app by swiping left through the five instructional screens:



3. Tap *Get Started*:



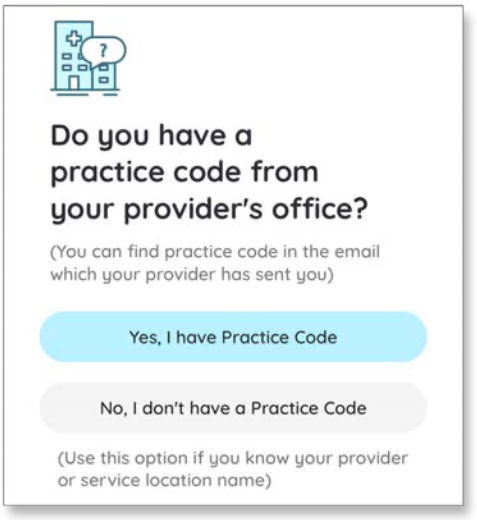
©Copyright eClinicalWorks - healow App V7.0 User Guide- July 2022

4. On the Let's Get Started screen, enter the patient's first name, last name, date of birth and then tap the *Continue* button:



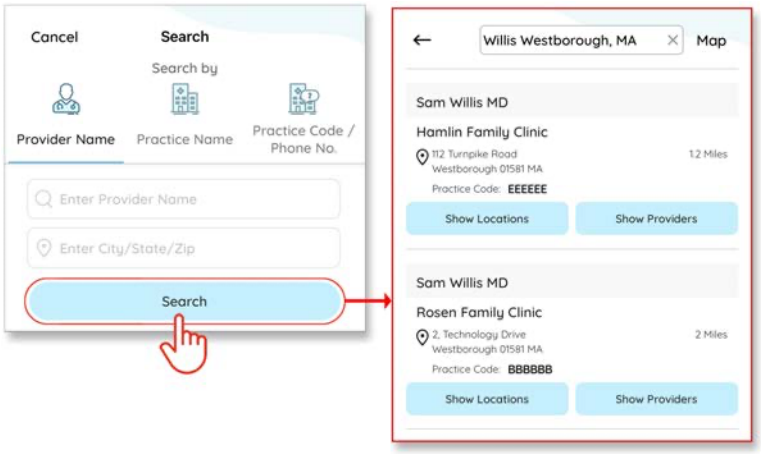
Note: If the information entered does not match the practice's records, the app will not be activated. Common errors include spelling, nicknames, suffixes, hyphenated names, etc.

5. Tap either *Yes, I have a Practice Code* or *No, I don't have a Practice Code*:

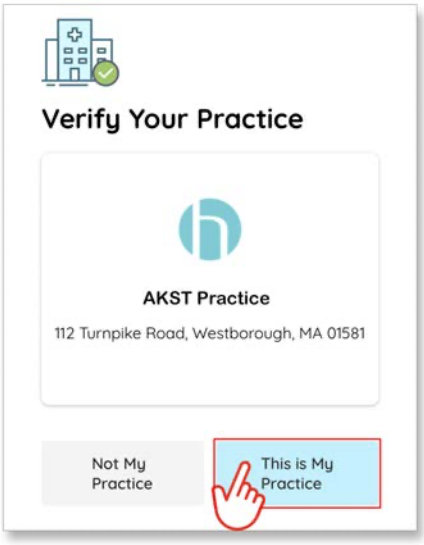


6. Select your practice using one of the following options:
   - If the patient has a practice code, enter it on the Practice Code screen and then tap the *Next* button:
   - If the patient does not have a practice code, search for the practice by provider and location and then tap the name of the user's practice:

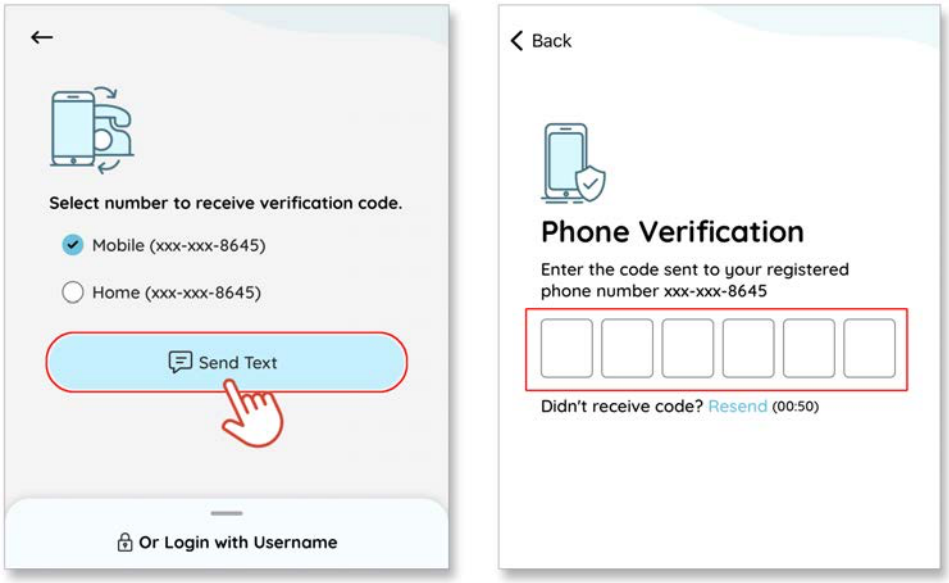




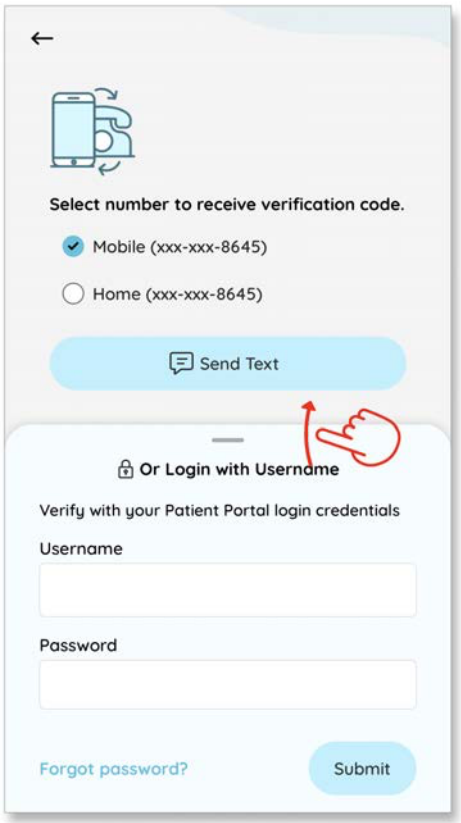
7. Verify that the selected practice is correct and then tap the *This is My Practice* button:



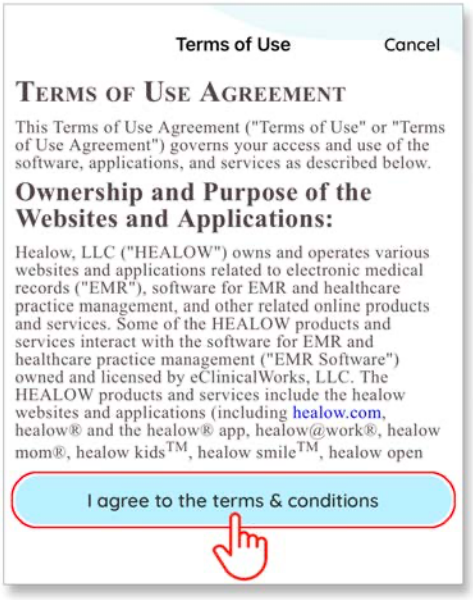
8. Verify the account using one of the following options:
   - Select the number to which the phone verification code is to be sent and then tap *Send Text*. Enter the verification code on the Phone Verification screen:



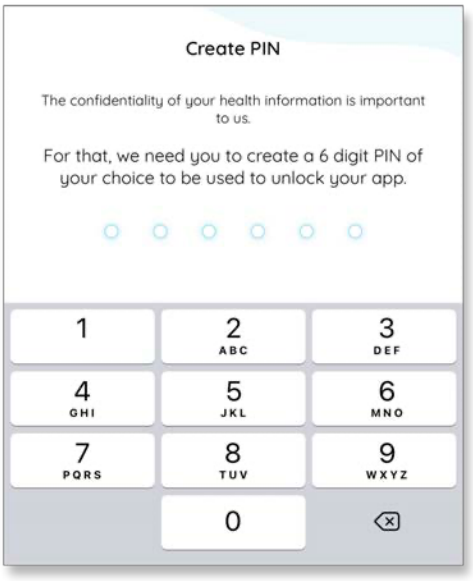
   - Swipe up on the *Or Login with Username* panel and then enter the patient's Patient Portal login credentials, then tap the *Submit* button:



9. Read the *Terms of Use Agreement* and then tap the *I agree to the terms & conditions* button:



10. Create a 6-digit security PIN:



The healow app is activated. Complete any remaining optional setup items.

Note: Additional device-specific authentication options, such as Touch or Face ID, may be offered during setup.

healow App Authentication

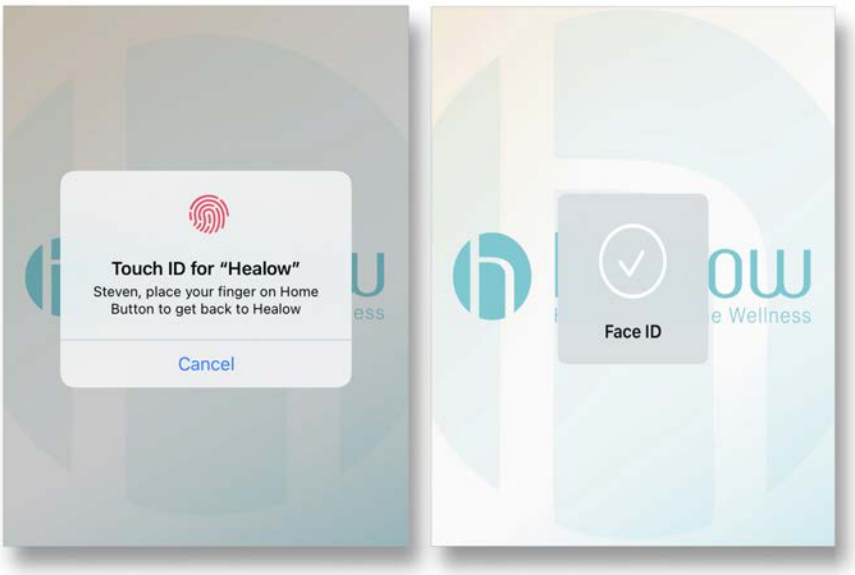
User authentication is required every time the healow app is opened. The healow app defaults to the biometric options (touch and face ID). When biometric authentication fails, a self-assigned PIN can be used. If PIN authentication fails, patients can log in to the healow app using their Patient Portal username and password.

Refer to the following sections for more information about logging in to the healow app:

- Log in with Biometric ID
- Log in with a PIN
- Log in with a Username and Password

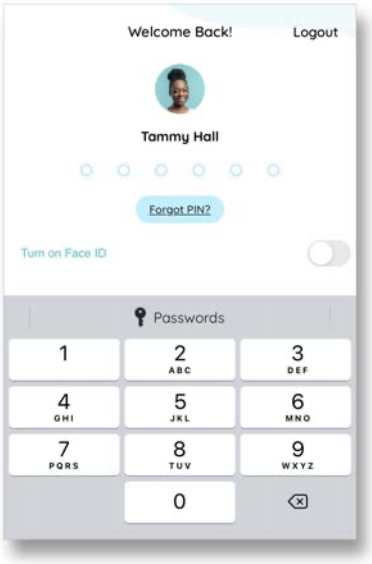
Log in with Biometric ID

Patients can log in to the healow app using Touch or Face ID. In most cases, these options are enabled or disabled during activation. Refer to the device's settings to enable and configure the biometric authentication options:



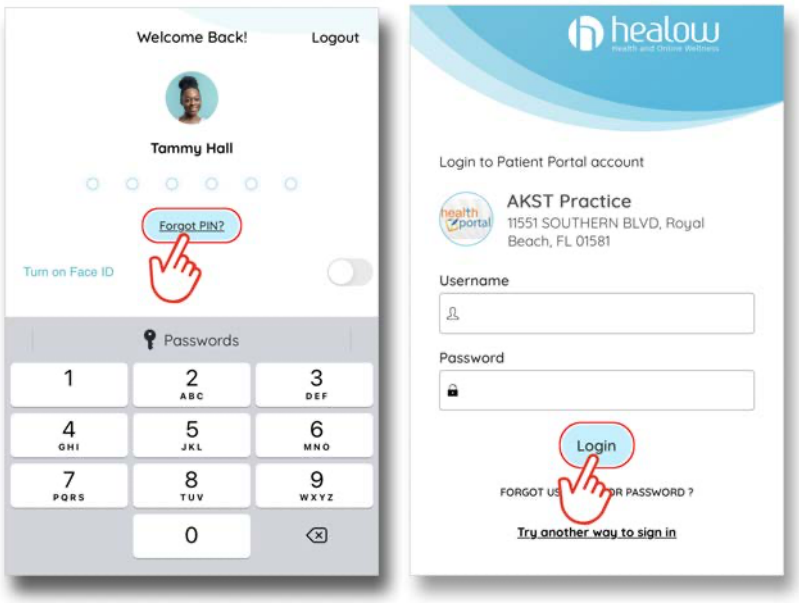
Log in with a PIN

If the biometric authentication options fail or are canceled, the option to enter a PIN is presented:



Log in with a Username and Password

If the biometric authentication options fail (or are canceled), and the PIN is not available, tap the *Forgot PIN?* button on the PIN authentication screen. Enter the patient's Patient Portal user name and password and then tap *Login*:



Note: If the username and password authentication fail, tap *Try another way to sign in* for additional options.

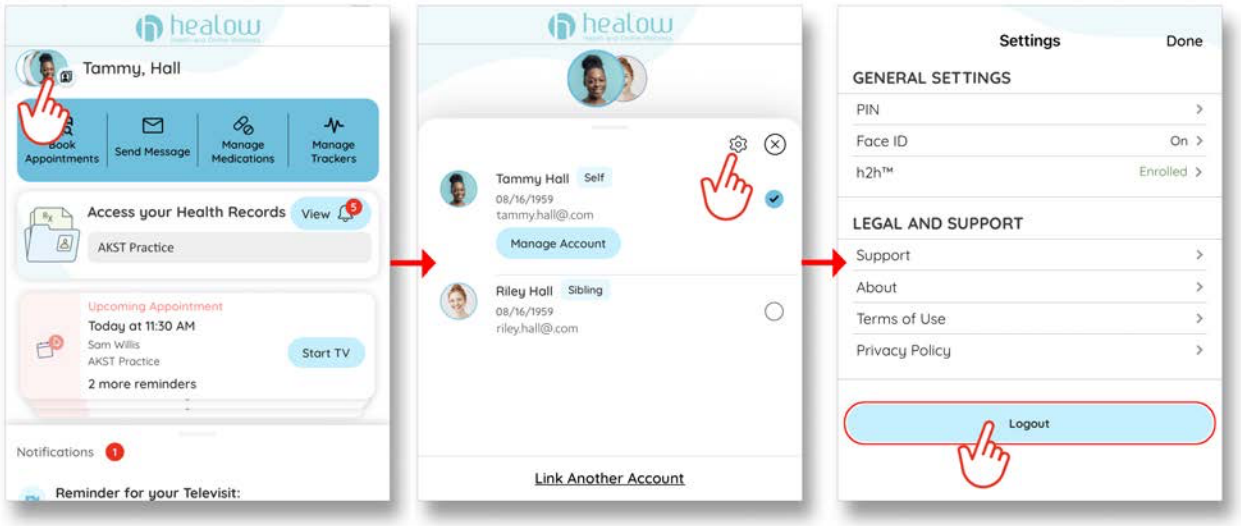
Log Out of the healow App

Path: *Home Screen > Profile icon > Settings (gear) icon > Logout*

To securely exit the healow app, patients can close the app on their mobile device or log out of their account altogether. After closing the app, any of the authentication options will reestablish the patient's access. After logging out, the patient must use their PIN or username and password to regain access to their account.

To log out of the healow app:

1. Tap the profile image (or icon) on the home screen.
2. Tap the settings (gear) icon on the profile screen.
3. Tap the *Logout* button on the Settings screen:



Note: After logging out, the patient's profile remains on the device. To completely remove the account, uninstall the healow app.

Retrieve a Forgotten Username or Password

Forgotten usernames or passwords can be retrieved through the healow app.

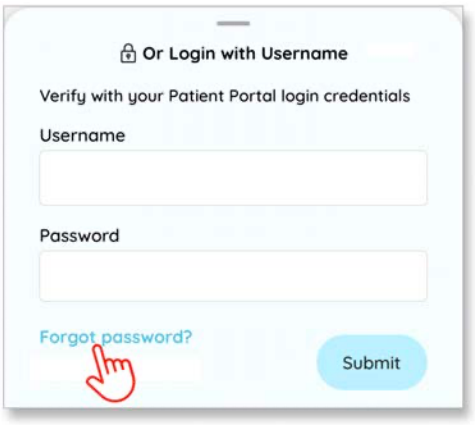
Refer to the following sections for information about retrieving or resetting user credentials:

- Retrieving a Forgotten Username
- Retrieving a Forgotten Password

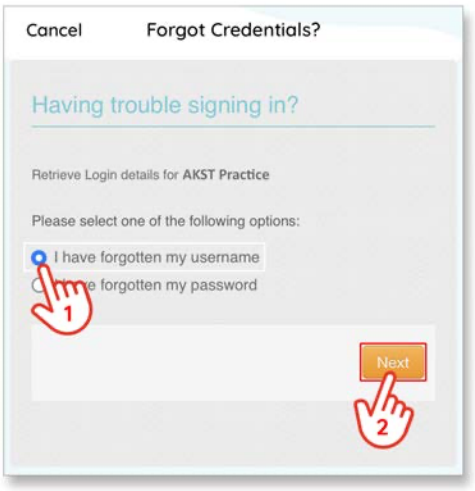
Retrieving a Forgotten Username

To retrieve a forgotten username:

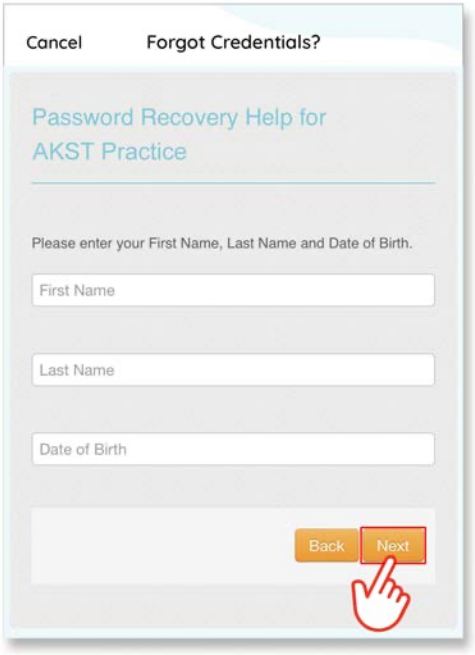
1. Tap *Forgot password?* on the login screen:



2. Select the *I have forgotten my username* radio button and then tap the *Next* button:

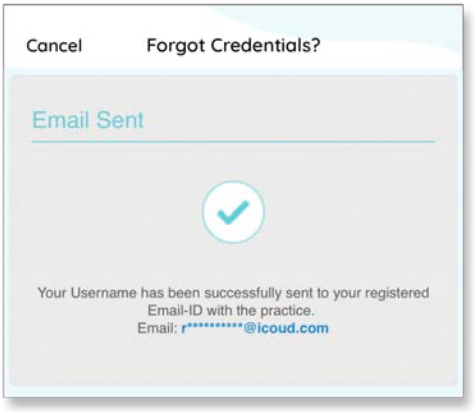


3. Enter the patient's first name, last name, and date of birth and then tap the *Next* button:



Note: If the information entered does not match the practice's records, the system will not be able to identify the patient. Common errors include spelling, nicknames, suffixes, hyphenated names, etc.

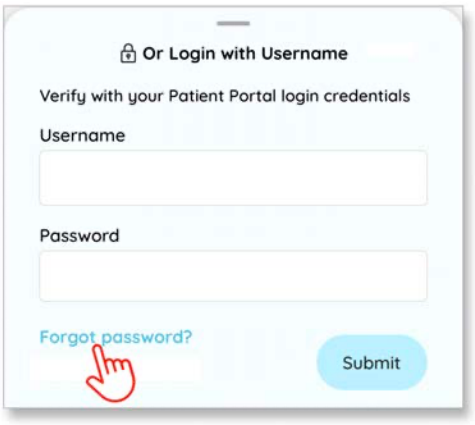
The username is sent to the email address on record:



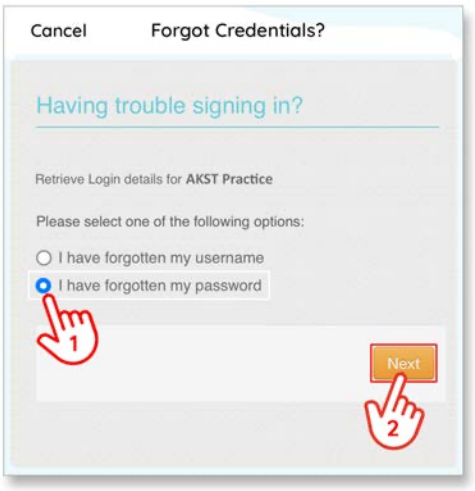
Retrieving a Forgotten Password

To retrieve your forgotten password:

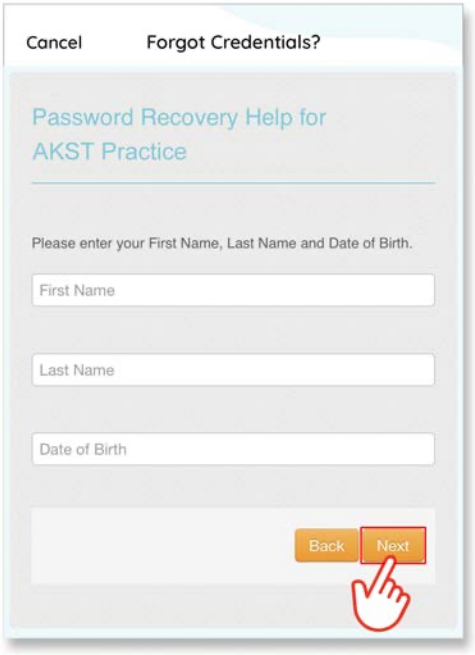
1. Tap *Forgot password?* on the login screen:



2. Select the *I have forgotten my password* radio button and then tap the *Next* button:

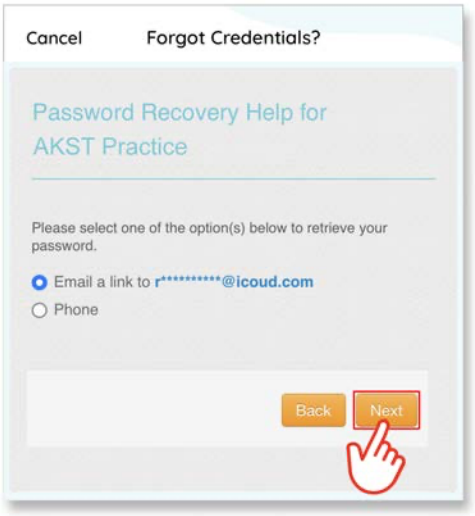


3. Enter your first name, last name, and date of birth, then tap the *Next* button:

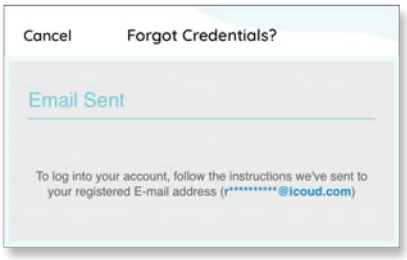


Note: If the information you enter does not match the practice's records, the system will not be able to identify you. Common errors include spelling, nicknames, suffixes, hyphenated names, etc.

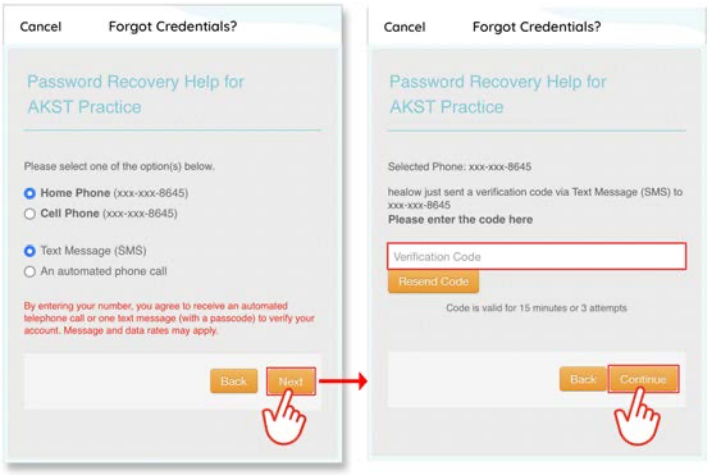
4. Select either the *Email a link to…* or *Phone* radio buttons to determine how the password reset link is to be delivered and then tap the *Next* button:



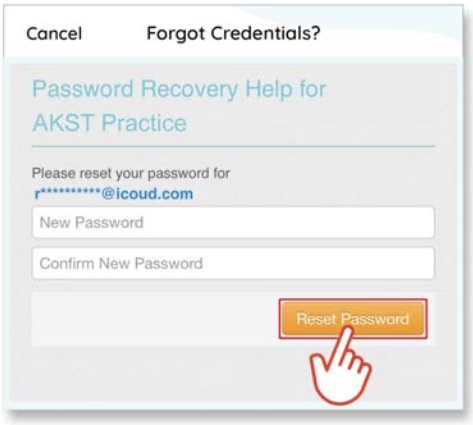
5. Verify your healow account using one of the following options:
   - If you selected the *Email a link to…* radio button, then password reset instructions are sent to the email address on record:



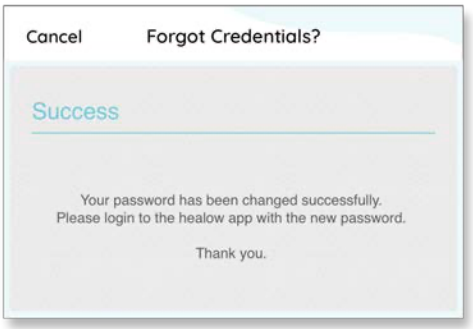
   - If you selected the *Phone* radio button, then select the verification code delivery options and then tap the *Next* button. Enter the verification code on the Verification screen and then tap the *Continue* button:



6. Enter a new password and then tap the *Reset Password* button:



Your healow password is reset:



Link Other healow Profiles

Path: *Home Screen > Profile icon > Manage Account > Accounts > Add New Account*

Patients can link other profiles to their healow app account and manage them all under one login.

For information about linking other profiles to a healow account, refer to the following topics in this chapter:

- Link a healow Profile
- Unlink a healow Profile

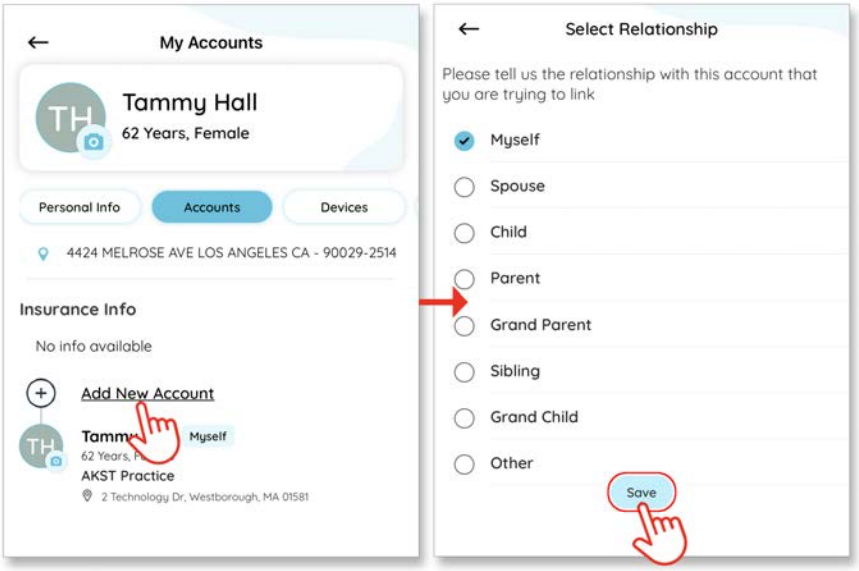
Link a healow Profile

Path: *Home Screen > Profile icon > Manage Account > Accounts > Add New Account*

Patients can link other profiles to their healow app account and manage them all under one login.

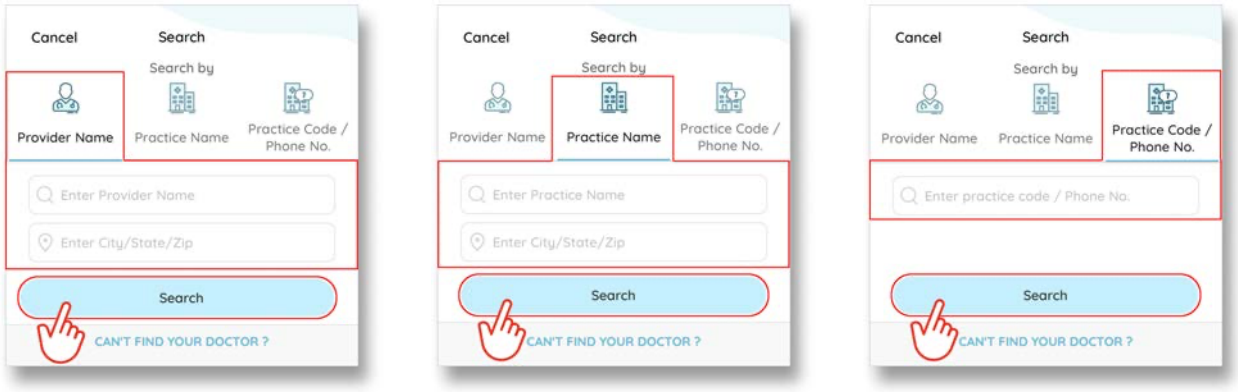
To link another profile to a healow app account:

1. On the My Accounts screen, tap the *Accounts* button.
2. Tap *Add New Account*.
3. On the Select Relationship screen, select the option that best describes the relationship to the person whose account is being added, then tap the *Save* button:



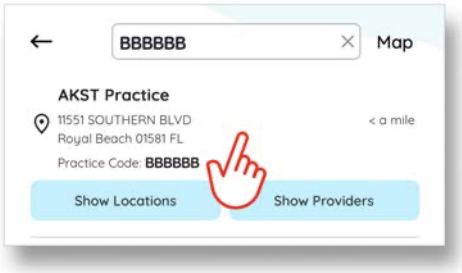
4. Search for the practice using one of the following three options:

Provider Name: **Practice Name:** **Practice Code / Phone**

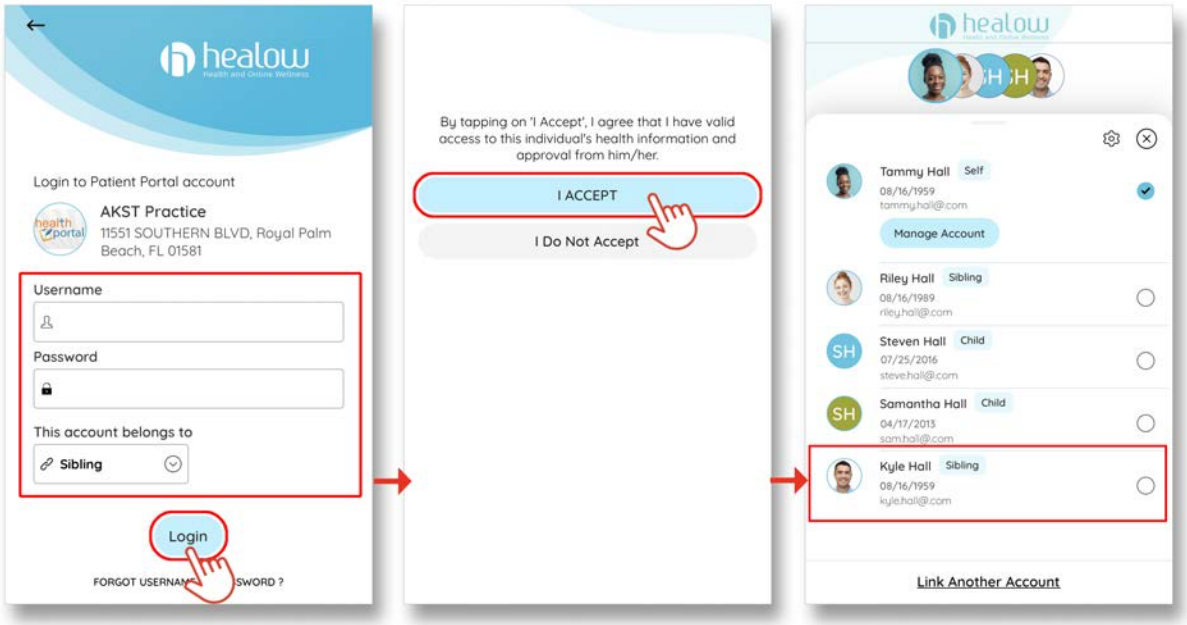


Note: If none of the three options in Step 4 identify the practice, tap *CAN'T FIND YOUR DOCTOR?* for alternative methods.

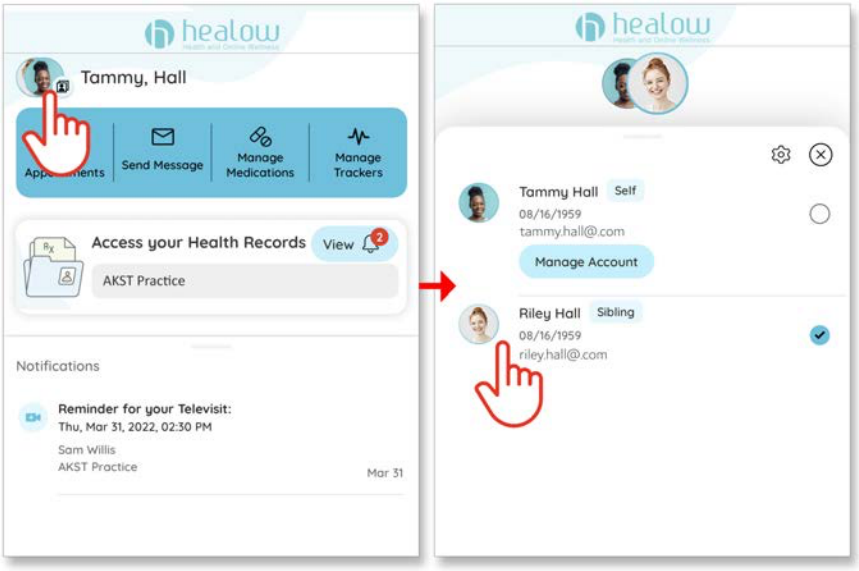
5. Tap the patient's practice:



6. Log in to the patient's account using their Patient Portal credentials.
7. Read the access verification message and then tap the *I ACCEPT* button:



The new profile is linked to the patient's healow app account. To access the linked profile, tap the profile photo (or icon) on the home screen and then tap the linked profile:



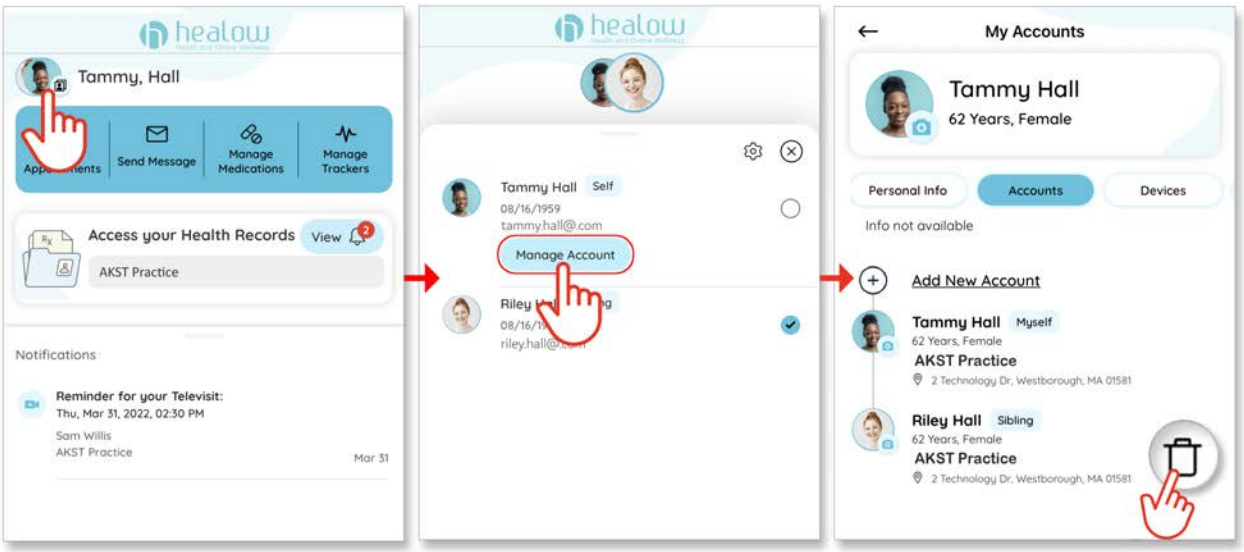
Unlink a healow Profile

Path: *Home Screen > Profile icon > Manage Account > Delete (trash can) icon*

Linked profiles can be unlinked and removed from the healow app.

To unlink a healow profile:

1. Tap the profile photo (or icon).
2. Tap the *Manage Account* button next to the account to be removed.
3. Tap the trash can icon next to the account to be removed:



Manage healow App Accounts

Paths:

- *Home Screen > Profile icon > Settings (gear) icon*
- *Home Screen > Profile icon > Manage Accounts*

The healow app configuration options, linked devices, linked profiles, activity logs, and legal and support information can be accessed from the Settings and the My Accounts screens.

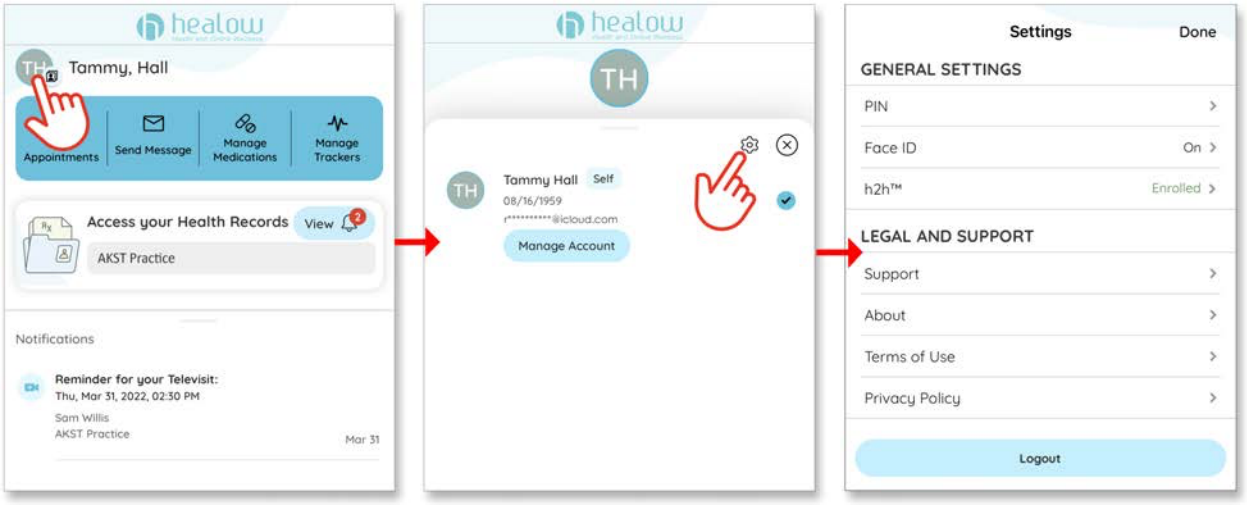
- Settings
- My Accounts

Settings

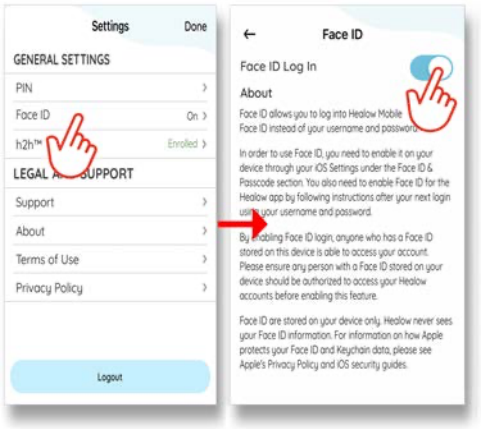
Path: *Home Screen > Profile icon > Settings (gear) icon*

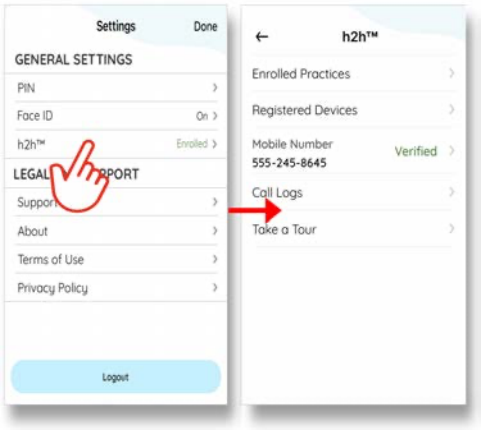
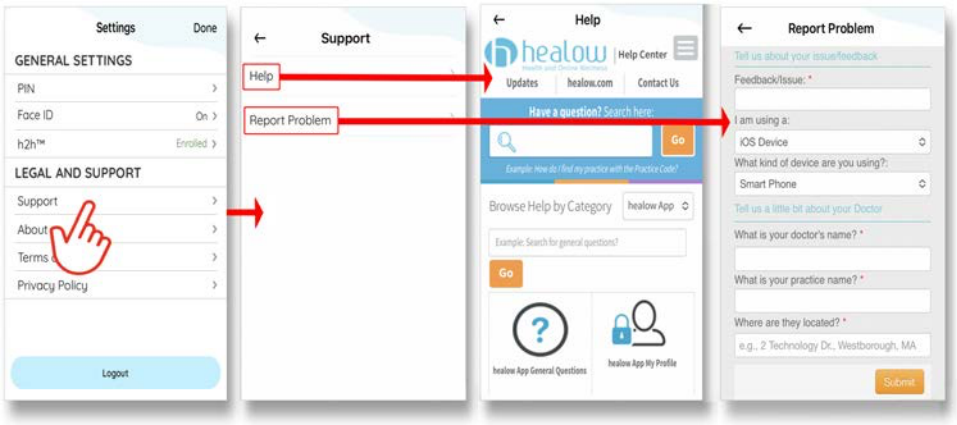
The Settings screen provides access to general settings as well as legal and support information and options.

To access the healow app settings, tap your profile image (or icon) on the home screen and then tap the settings (gear) icon on the Profile screen:



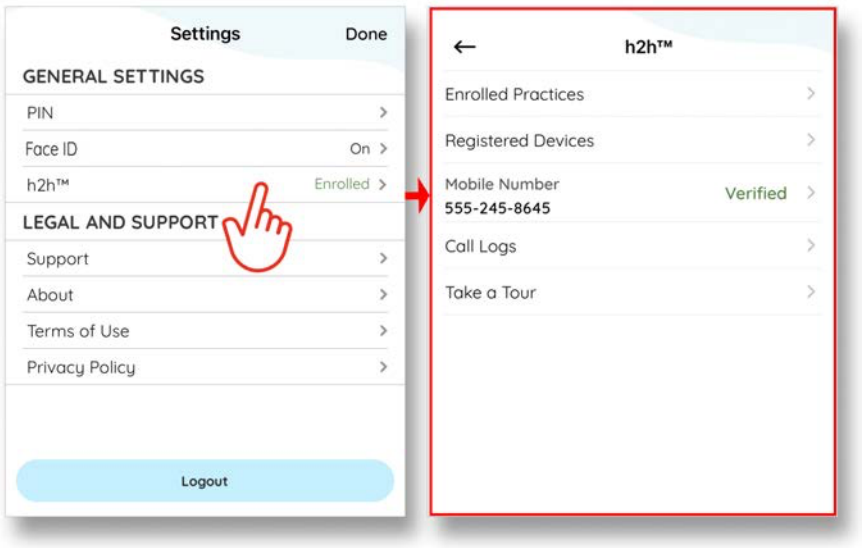
The following table describes the options available on the Settings screen:

Option	Description
PIN	Tap *PIN* to change or reset the healow app authentication PIN. **To change the user's PIN:** 1. Tap PIN on the Settings screen. 2. Tap *Change PIN* on the PIN screen. 3. Enter the current PIN on the Verify PIN screen. 4. Enter a new PIN on the Change PIN screen and then re-enter it on the next screen:  To reset a forgotten PIN, tap the *Forgot PIN?* button on the Verify PIN screen and then follow the prompts to create a new PIN.
Face ID	Tap *Face ID* to turn facial recognition authentication on or off. To turn Face ID on or off, tap *Face ID* on the Settings screen and then slide the *Face ID Log In* slider right for on and left for off: 
	Note: For some mobile devices, this option is replaced with *Touch ID*. Tap *Touch ID* to turn touch recognition authentication on or off.

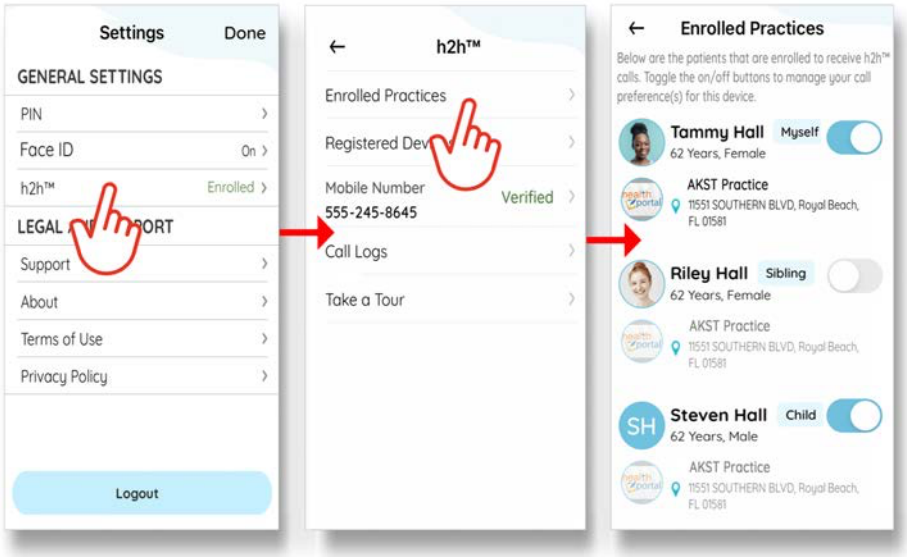
Option	Description
h2h™	Tap h2h to access h2h information and configuration options. For more information about the h2h options, refer to the h2h Settings section in this chapter: 
Support	Tap *Support* to access the healow Help Center or to report a problem with the healow app: 
About	Tap *About* to display version information for the installed healow app.
Terms of Use	Tap *Terms of Use* to display the most current Terms of Use Agreement.
Privacy Policy	Tap *Privacy Policy* to display the most current Privacy Policy.
Logout	Tap the *Logout* button to log out of the healow app.

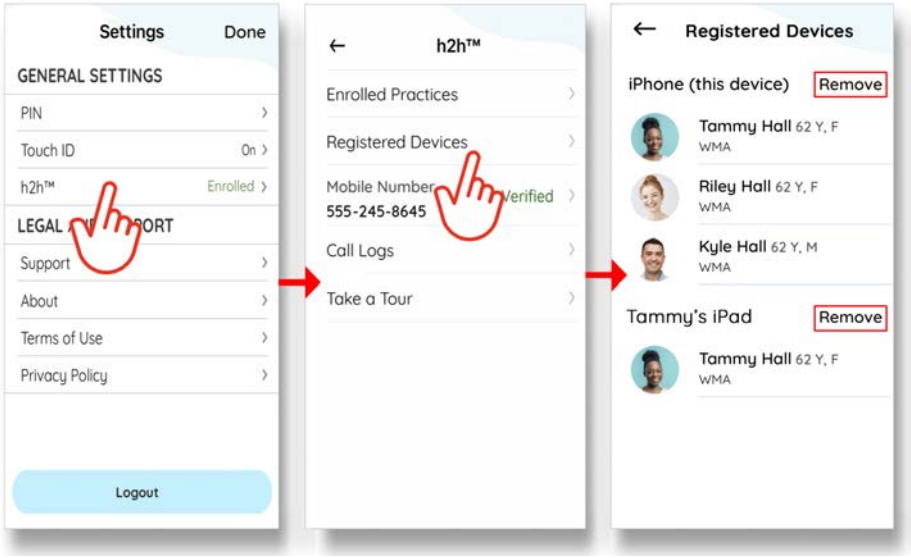
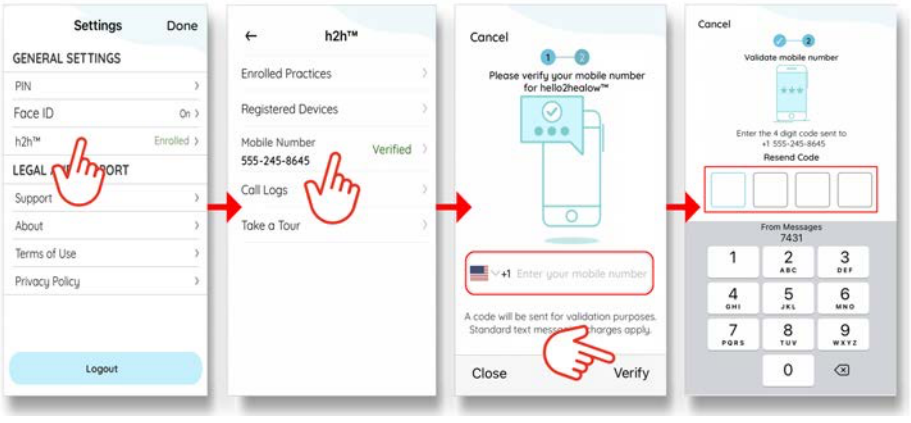
h2h Settings

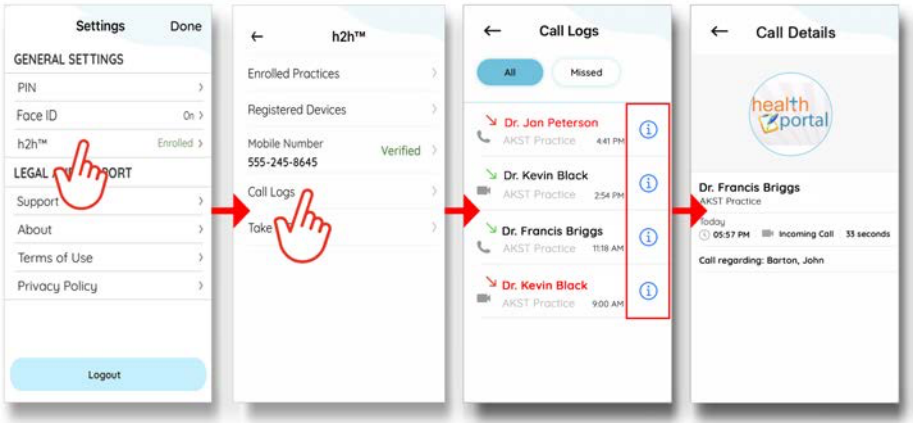
h2h™ calls can be received on mobile devices through the healow app. Enable and configure the h2h options on the h2h™ screen accessible from the Settings screen:

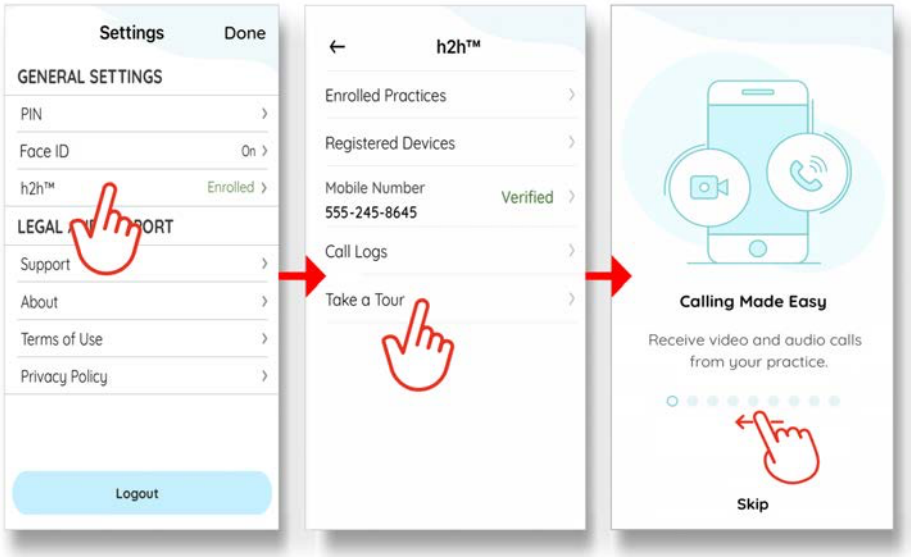


The following table describes the options available on the h2h™ screen:

Setting	Description
Enrolled Practices	Enable and disable h2h calls on the Enrolled Practices screen. **To enable and disable h2h calls:** 1. Tap *h2h*™ on the Settings screen. 2. Tap *Enrolled Practices* on the h2h™ screen. 3. Move the slider to the right to enable h2h calls on the device and to the left to disable h2h calls: 

Setting	Description
Registered Devices	Displays (on the Registered Devices screen) a list of the devices on which the primary healow app account is registered. **To remove h2h from a registered device:** 1. Tap *h2h*™ on the Settings screen. 2. Tap *Registered Devices* on the h2h™ screen. 3. Tap *Remove* next to the device to be removed: 
Mobile Number	Displays the mobile number registered to receive h2h calls. **To change or verify the mobile number registered with h2h:** 1. Tap *h2h*™ on the Settings screen. 2. Tap *Mobile Number* on the h2h™ screen. 3. Enter the mobile number and then tap *Verify*. 4. Enter the 4-digit verification sent to the mobile number entered: 

Setting	Description
Call Logs	Displays the h2h call logs on the Call Logs screen. **To display the h2h call logs**: 1. Tap *h2h*™ on the Settings screen. 2. Tap *Call Logs* on the h2h™ screen. A list of the call logs displays. 3. Tap the blue information symbol (`i`) next to a call log to display the details of that call:  **Call Log icons:** 

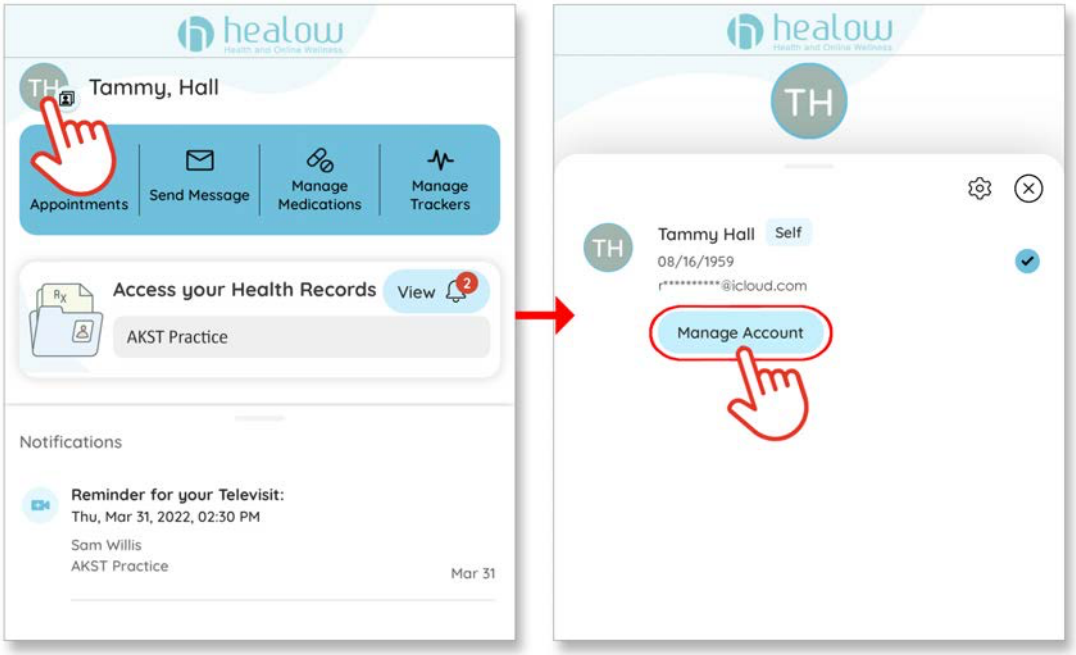
Setting	Description
Take a Tour	Provides a tutorial highlighting the healow app h2h features. Swipe through the nine instructional screens to view the tutorial: **To access the healow app h2h tutorial**: 1. Tap *h2h*™ on the Settings screen. 2. Tap *Take a Tour* on the h2h™ screen. 3. Swipe through the tutorial screens. Tap *Skip* to exit the tutorial: 

Add or Change Profile Photo

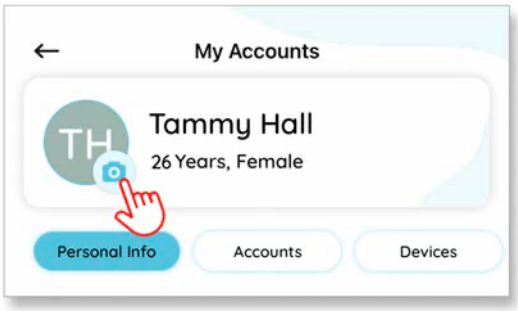
Path: *Home Screen* > *Profile icon* > *Manage Account* > *Profile icon*

To add or update a profile photo on the healow app:

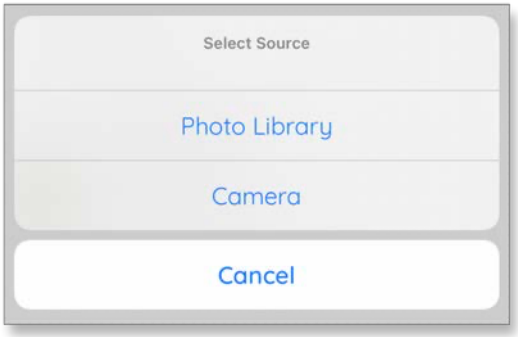
1. Navigate to *My Accounts* by tapping the profile image (or icon) on the home screen and then tapping the *Manage Accounts* button on the Profile screen:



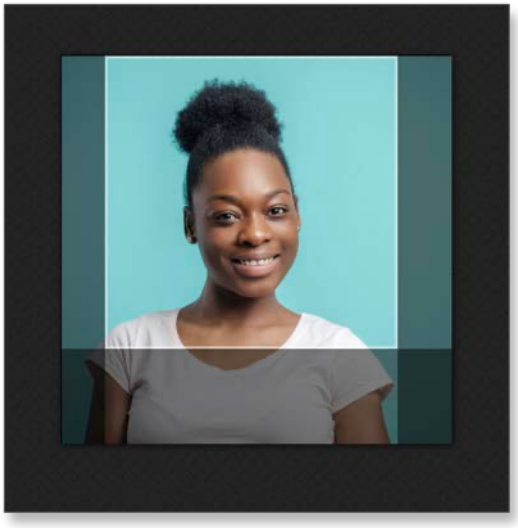
2. On the My Accounts screen, tap the camera icon next to the patient's name:



3. Tap *Photo Library* to select a profile photo saved to your device or *Camera* to capture a new photo:



4. Drag the frame to crop and center the image:



5. The photo displays throughout the healow app. Repeat this process to update the photo:

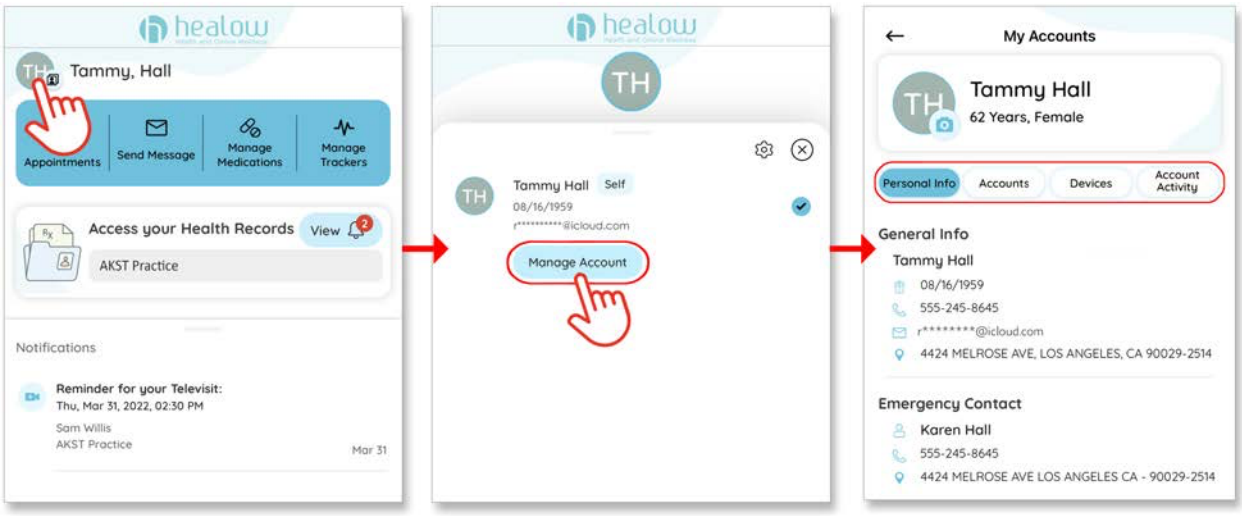


My Accounts

Path: *Home Screen* > *Profile icon* > *Manage Accounts*

Patients can view healow account information and manage linked accounts on the My Accounts screen.

To access the My Accounts screen, tap the profile image (or icon) on the home screen and then tap the *Manage Accounts* button on the Profile screen:



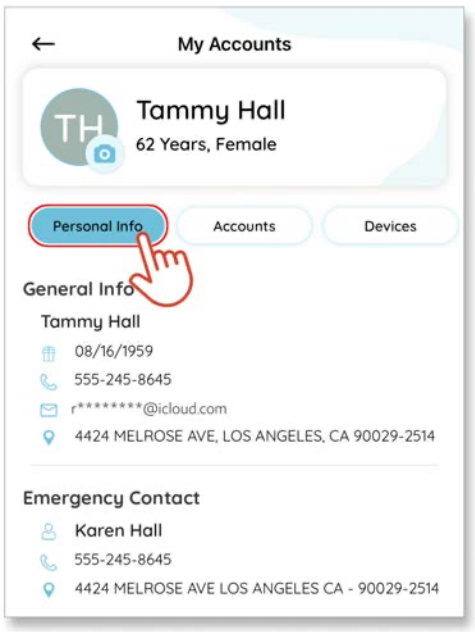
Use the following buttons to navigate the My Accounts screen:

- Personal Info
- Accounts
- Devices
- Account Activity

Personal Info

Path: *Home Screen* > *Profile icon* > *Manage Accounts* > *Personal Info*

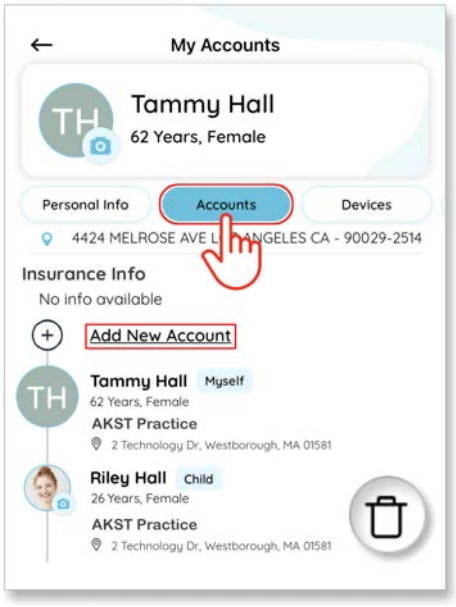
Tap the *Personal Info* button to display demographic information for the patient and their emergency contact:



Accounts

Path: *Home Screen* > *Profile icon* > *Manage Accounts* > *Accounts*

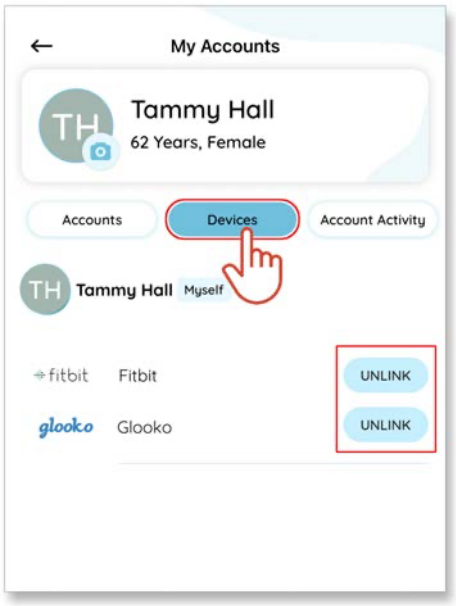
Tap the *Accounts* button to display insurance information and list the linked healow profiles. Tap *Add New Account* to link a new account and tap the trash can icon to unlink the corresponding account:



Devices

Path: *Home Screen* > *Profile icon* > *Manage Accounts* > *Devices*

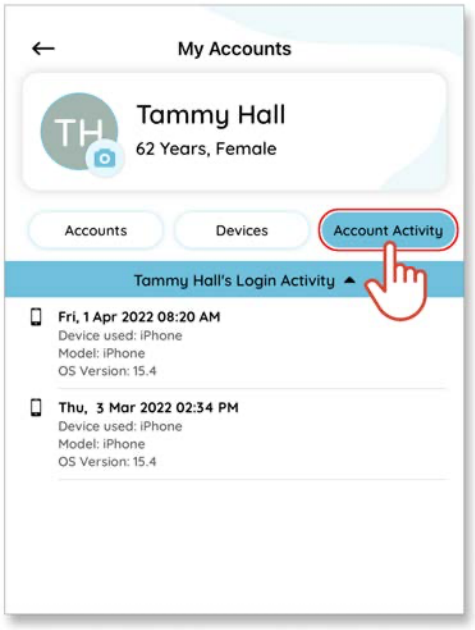
Tap the *Devices* button to display a list of the manufacturers for the linked devices (trackers). Tap the *UNLINK* button to unlink the corresponding manufacturer account from the healow app:



Account Activity

Path: *Home Screen* > *Profile icon* > *Manage Accounts* > *Account Activity*

Tap the *Account Activity* button to display a log of the healow app login activity:



healow App Features

This chapter covers the features and functions of the healow app.

For instructions and information about using the healow app, refer to the following topics:

- Navigation
- Appointments
- Messaging
- Medications
- Trackers (Devices)

Navigation

The two main navigation hubs for the healow app are the home and health record screens.

The home screen contains the following navigation options:

- Profile Photo (or icon)
- Navigation Bar
- Access your Health Records
- Reminders
- Notifications

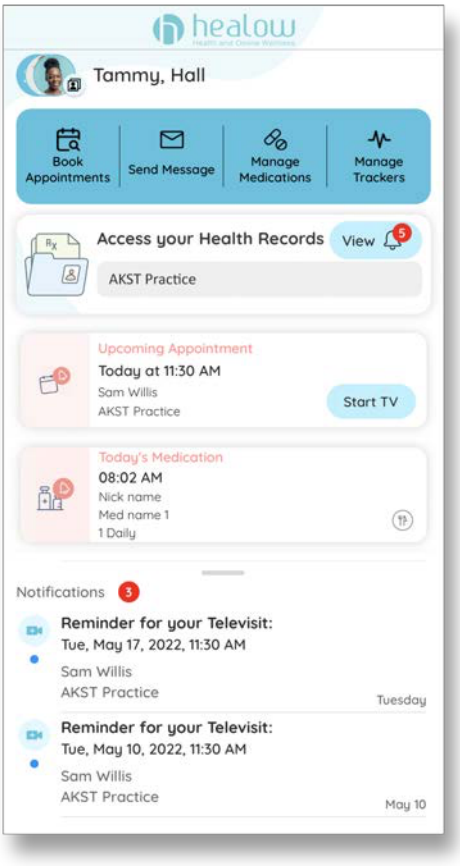
The health records screen provides access to the following screens:

- Vitals
- Allergies
- Problems
- Immunizations
- Results
- Messages
- Appointments
- Medications
- Referrals
- Education
- PHR (Personal Health Record)
- Health Access Log

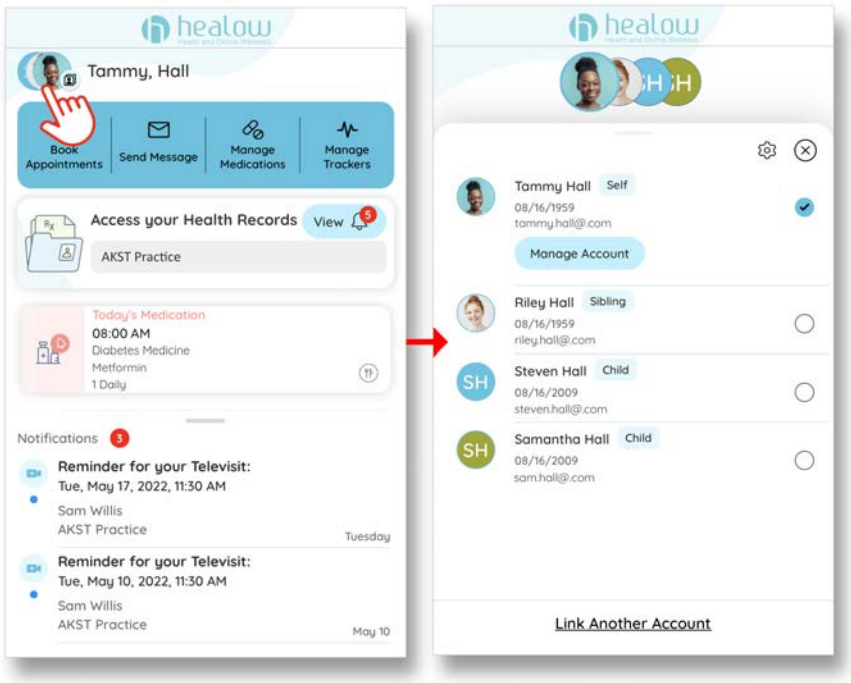
©Copyright eClinicalWorks - healow App V7.0 User Guide- July 2022

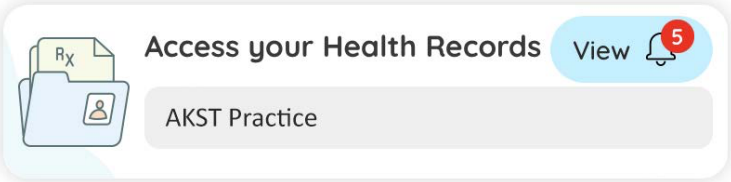
The Home Screen

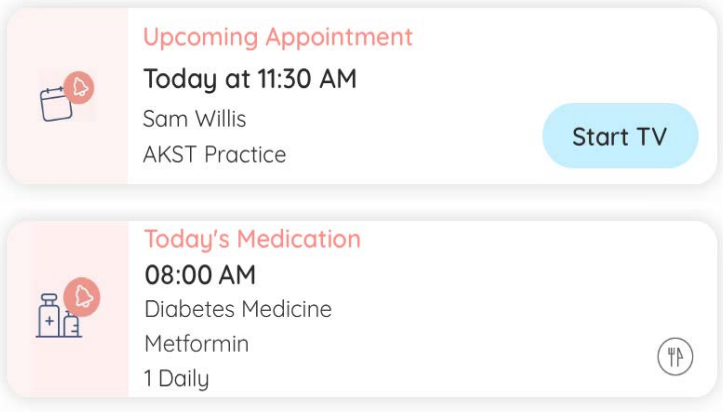
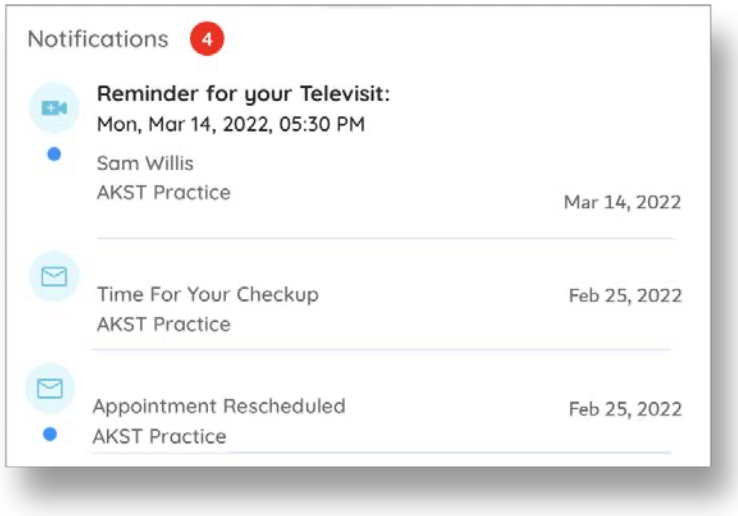
Notifications, reminders, and links to other areas of the healow app display on the home screen:



The following table describes the navigation options available on the home screen:

Option	Description
Profile Photo (or icon)	Tap the profile photo (or icon) on the home screen to open the profile screen:  The following actions can be performed on the profile screen: ■ **Switch and Add Profiles** - If additional accounts have been linked, tap a patient's name to switch to that profile. Tap *Link Another Account* to link another patient's account. For information about linking accounts, refer to the Link Other healow Profiles section in the healow App Setup and Configuration chapter. ■ **Manage Accounts** - Tap the *Manage Accounts* button to open the My Accounts screen, where patients can view healow account information and manage linked profiles. For information about managing accounts, refer to the My Accounts section in the healow App Setup and Configuration chapter. ■ **Access Settings** - Tap the settings (gear) icon to open the Settings screen, where patients can access general settings as well as legal and support information. For information about the healow app settings, refer to the Settings section in the healow App Setup and Configuration chapter.

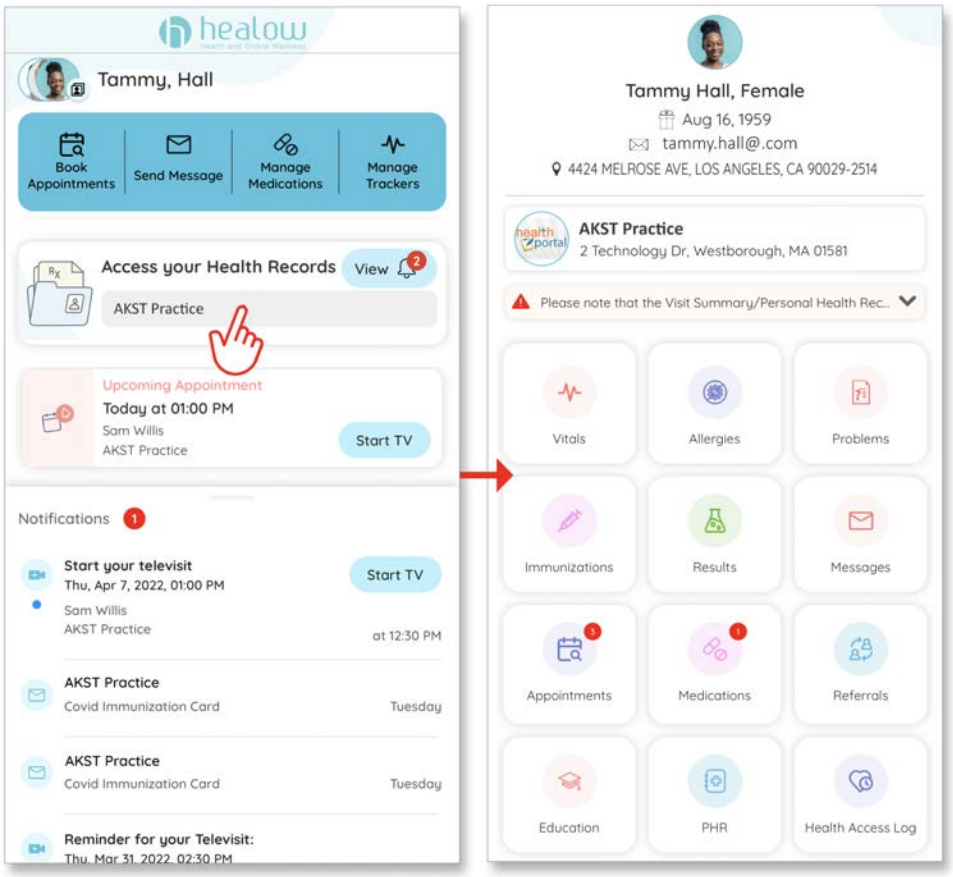
Option	Description
Navigation Bar	The navigation bar provides access to the following areas of the healow app: ■ **Book Appointments** - Tap *Book Appointments* to create or request an appointment with a participating provider. For information about managing appointments, refer to the Appointments section in this chapter. ■ **Send Messages** - Tap *Send Message* to send a general message, lab request, or referral request to the practice. For information about healow app messaging options, refer to the Messaging section in this chapter. ■ **Manage Medications** - Tap *Manage Medication* to set reminders and to view, add, and refill medications. For information about managing medications on the healow app, refer to the Medications sections in this chapter. ■ **Trackers** - Tap *Manage Trackers* to link and manage health tracker devices. For information about managing Trackers, refer to the Trackers (Devices) section in this chapter: 
Access your Health Records	The *Access your Health Records* tile provides access to messages, appointments, educational material, and medical records. Tap the *View* button to open the health records screen. A bell icon on the *View* button indicates unread alerts. A red badge displays the number of unread notifications. For information about patient health records, refer to the The Health Records Screen section in this chapter: 

Option	Description
Reminders	The reminder tiles alert patients of pending actions for the current day, such as appointments and medications. Tap the tile for additional information and options: 
Notifications	The *Notifications* panel displays messages sent from the practice. A red badge displays the number of unread notifications. Tap a notification to display additional details and options: 

The Health Records Screen

Path: *Home Screen > Access your Health Records*

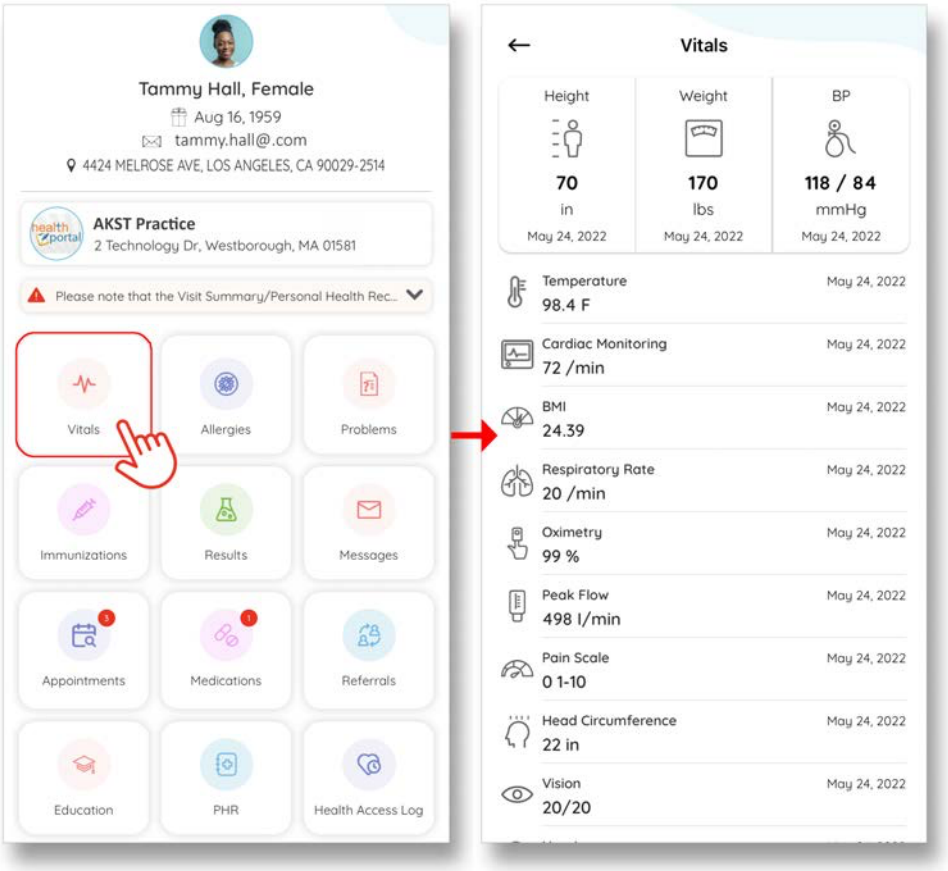
The health records screen is organized into tiles. Tap the *Access your Health Records* tile to open the health records screen and then tap a tile to open the corresponding screen. A red badge displays the number of new items available for the patient to review:



Vitals

Path: *Home Screen > Access your Health Records > Vitals*

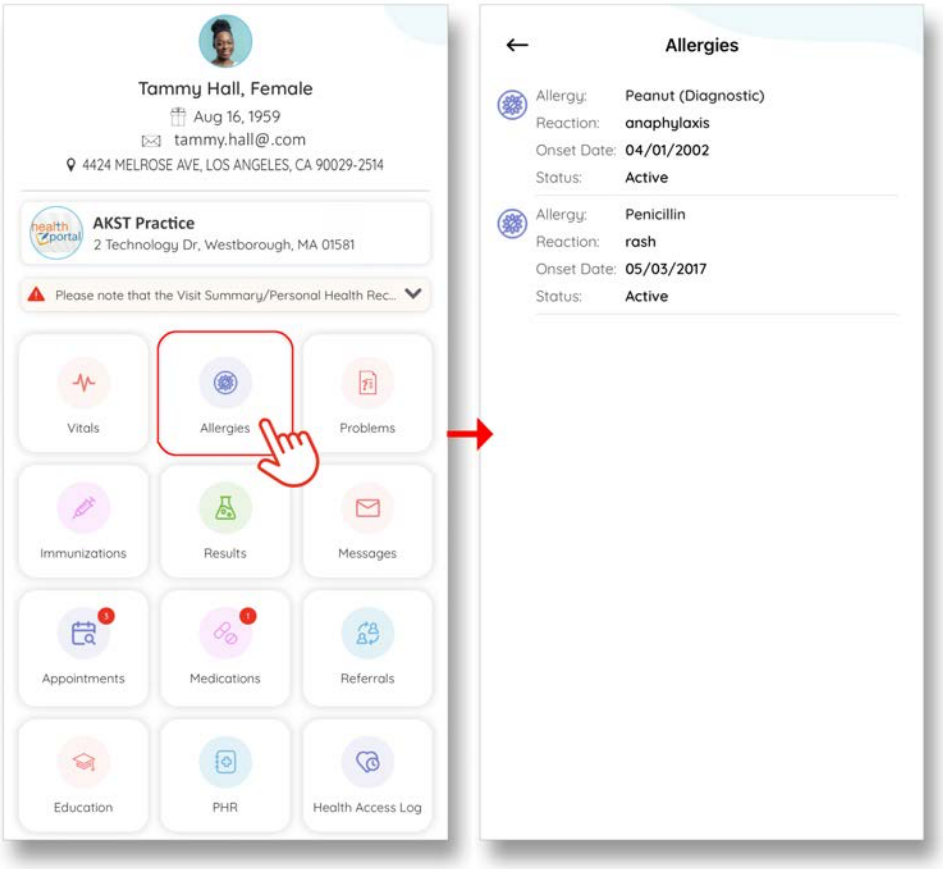
Tap the *Vitals* tile to open the Vitals screen, where the most recently recorded vitals display:



Allergies

Path: *Home Screen > Access your Health Records > Allergies*

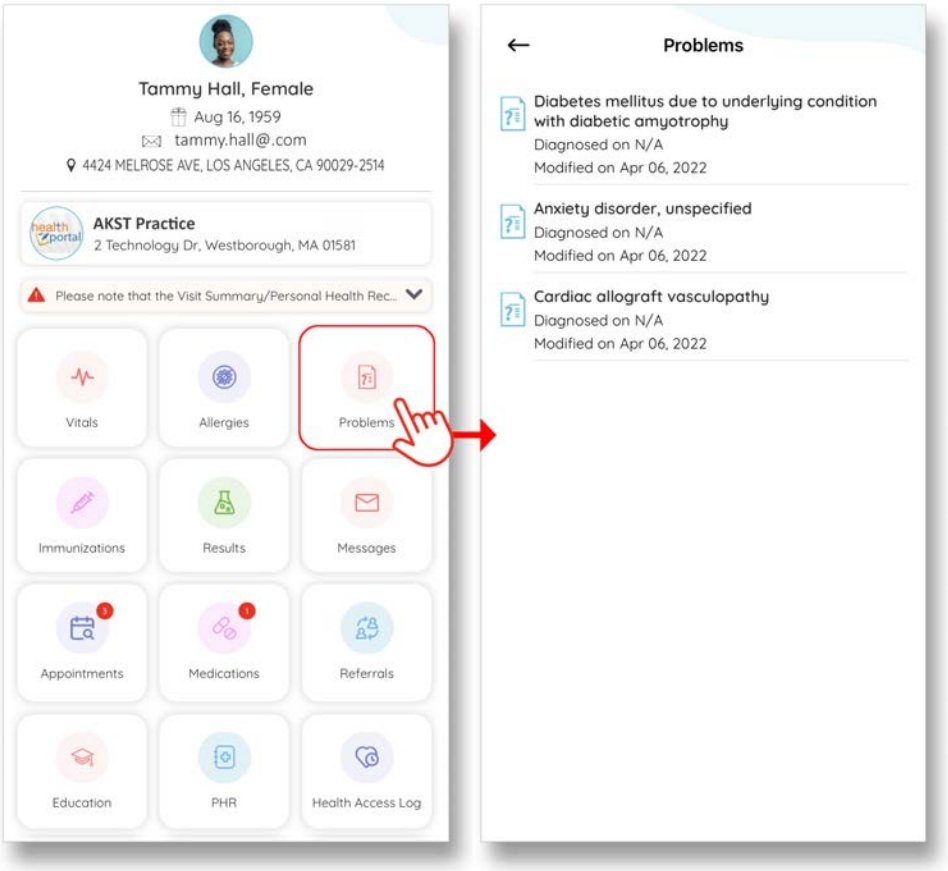
Tap the *Allergies* tile to open the Allergies screen, where the patient's recorded allergies display:



Problems

Path: *Home Screen > Access your Health Records > Problems*

Tap the *Problems* tile to open the Problems screen, where the patient's recorded health problems display:

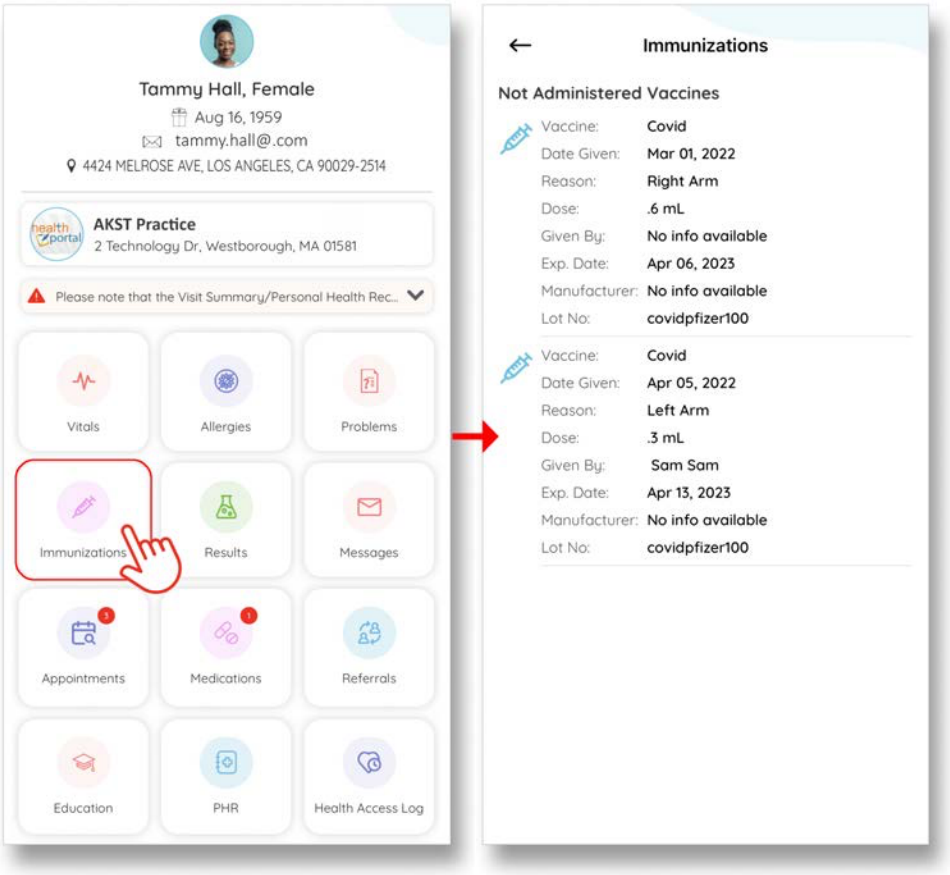


©Copyright eClinicalWorks - healow App V7.0 User Guide- July 2022

Immunizations

Path: *Home Screen > Access your Health Records > Immunizations*

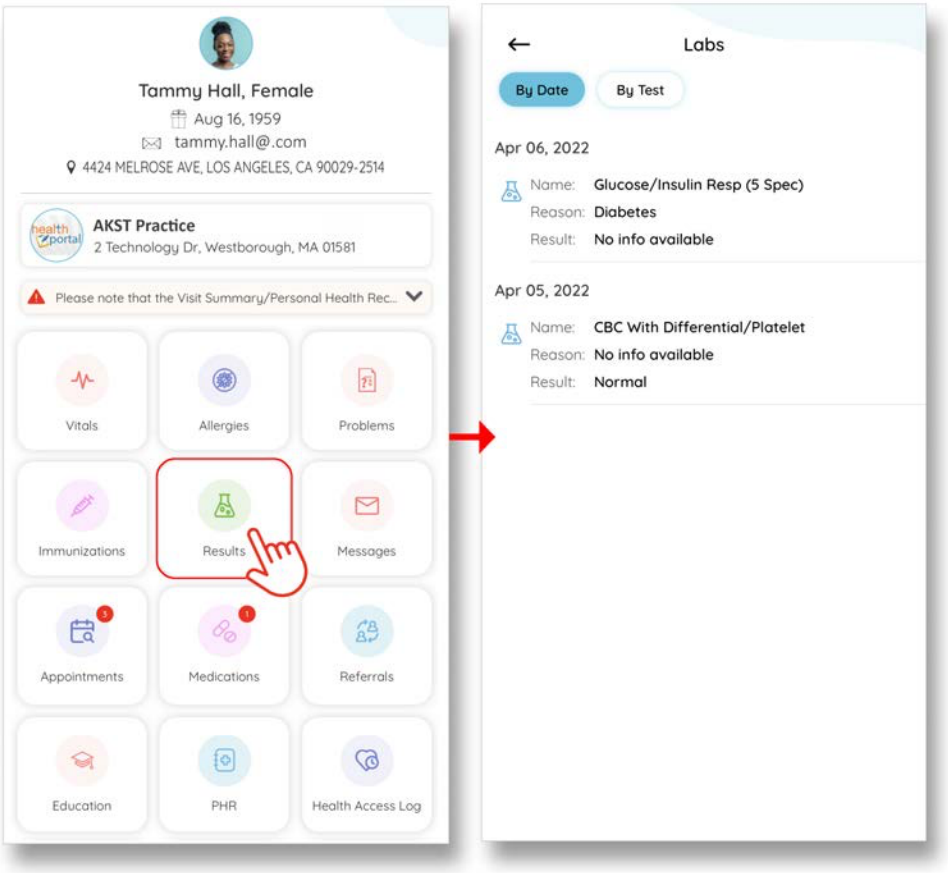
Tap the *Immunizations* tile to open the Immunizations screen, where the patient's recorded Immunizations display:



Results

Path: *Home Screen > Access your Health Records > Results*

Tap the *Results* tile to open the Labs screen, where the patient's test results display:

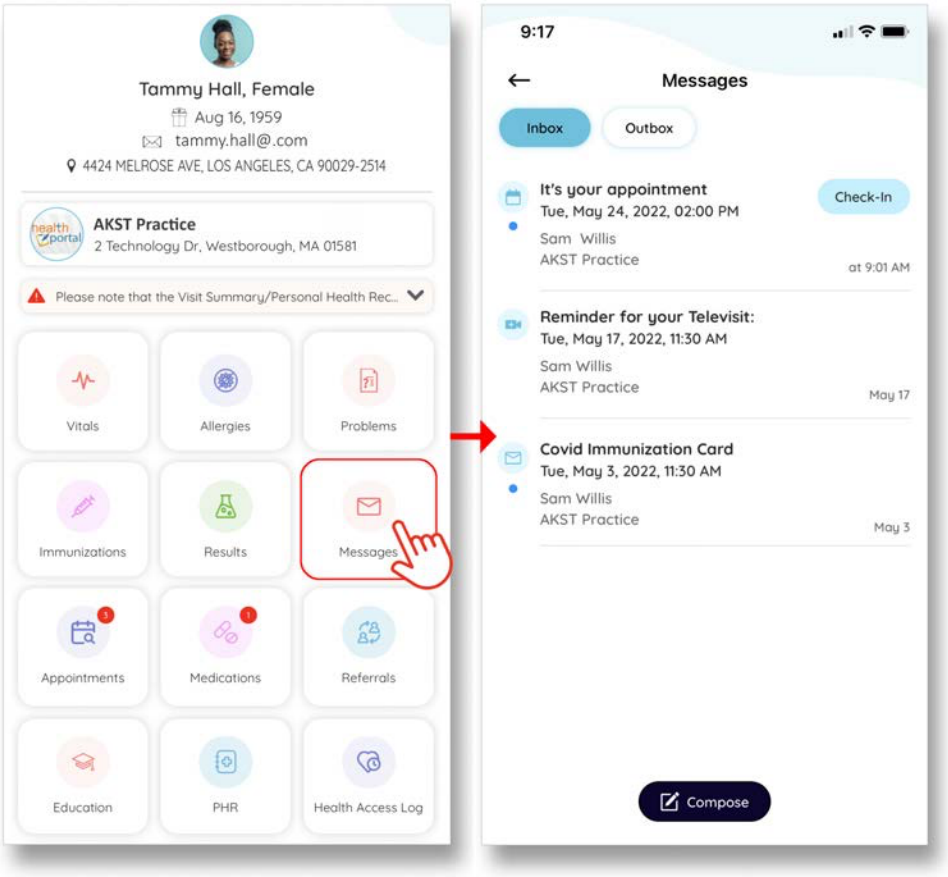


Messages

Path: *Home Screen > Access your Health Records > Messages*

Tap the *Messages* tile to open the Messages screen, where messages between the patient and the practice display.

For information about healow app messaging, refer to the Messaging section in this chapter:

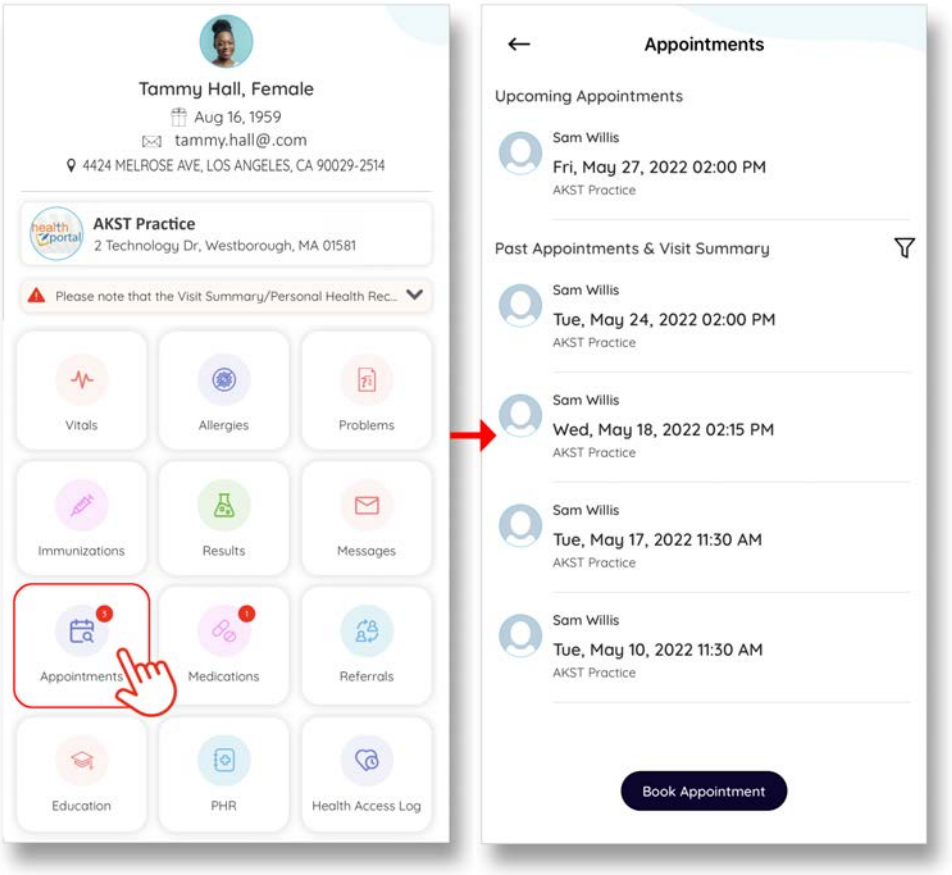


Appointments

Path: *Home Screen > Access your Health Records > Appointments*

Tap the *Appointments* tile to open the Appointments screen, where upcoming and past appointments display and new appointments can be booked. Tap an appointment to display additional information and options.

For information about appointments, refer to the Appointments section in this chapter:

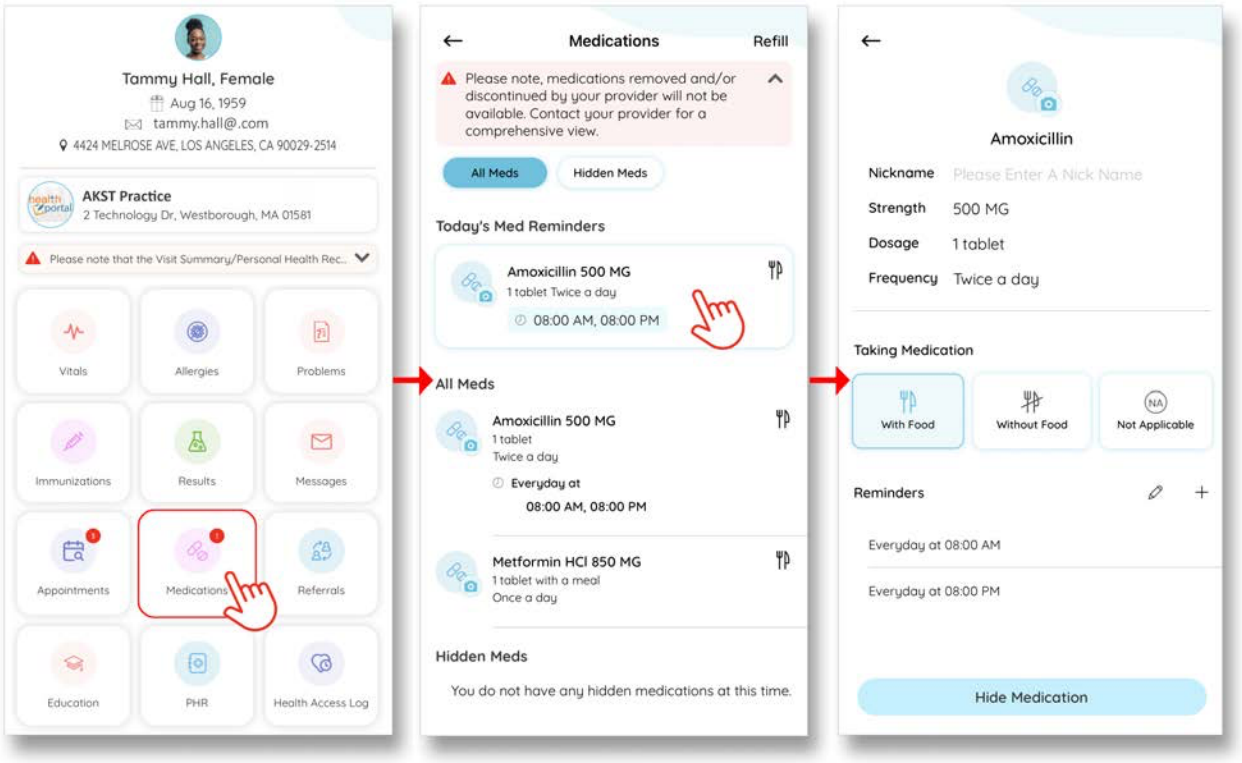


Medications

Path: *Home Screen* > *Access your Health Records* > *Medications*

Tap the *Medications* tile to open the Medications screen, where the patient's current medications display. Tap a medication to display additional information and options.

For information about medications, refer to the Medications section in this chapter:

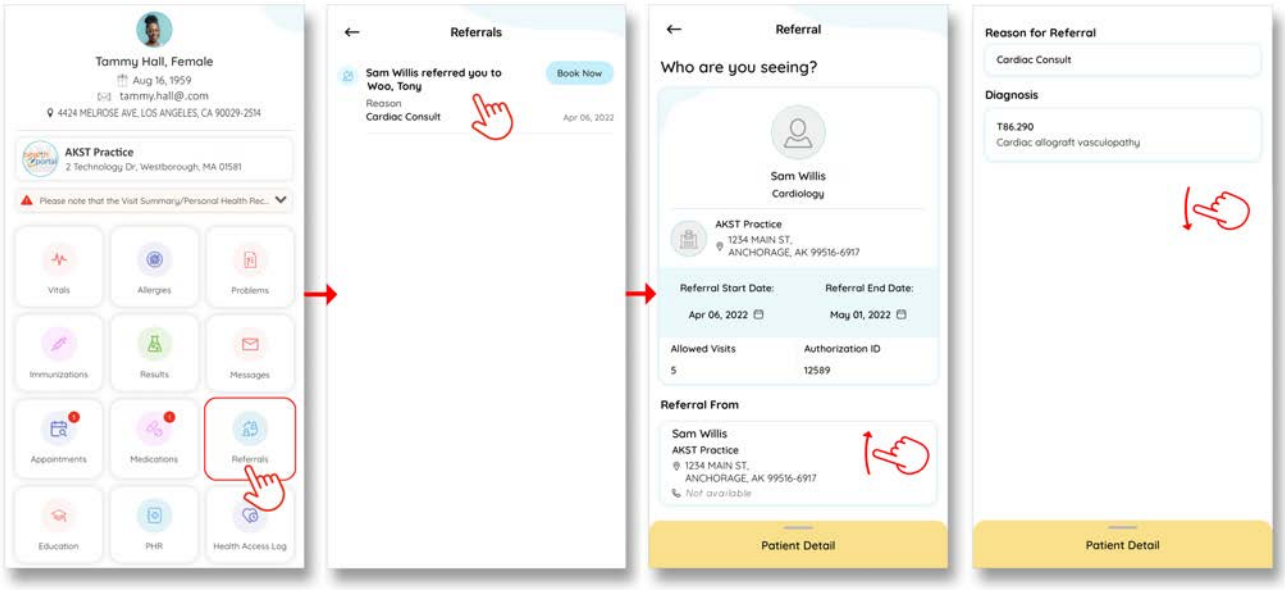


Referrals

Path: *Home Screen* > *Access your Health Records* > *Referrals*

Tap the *Referrals* tile to open the Referrals screen, where active referrals display. Tap a referral to display additional information and options:

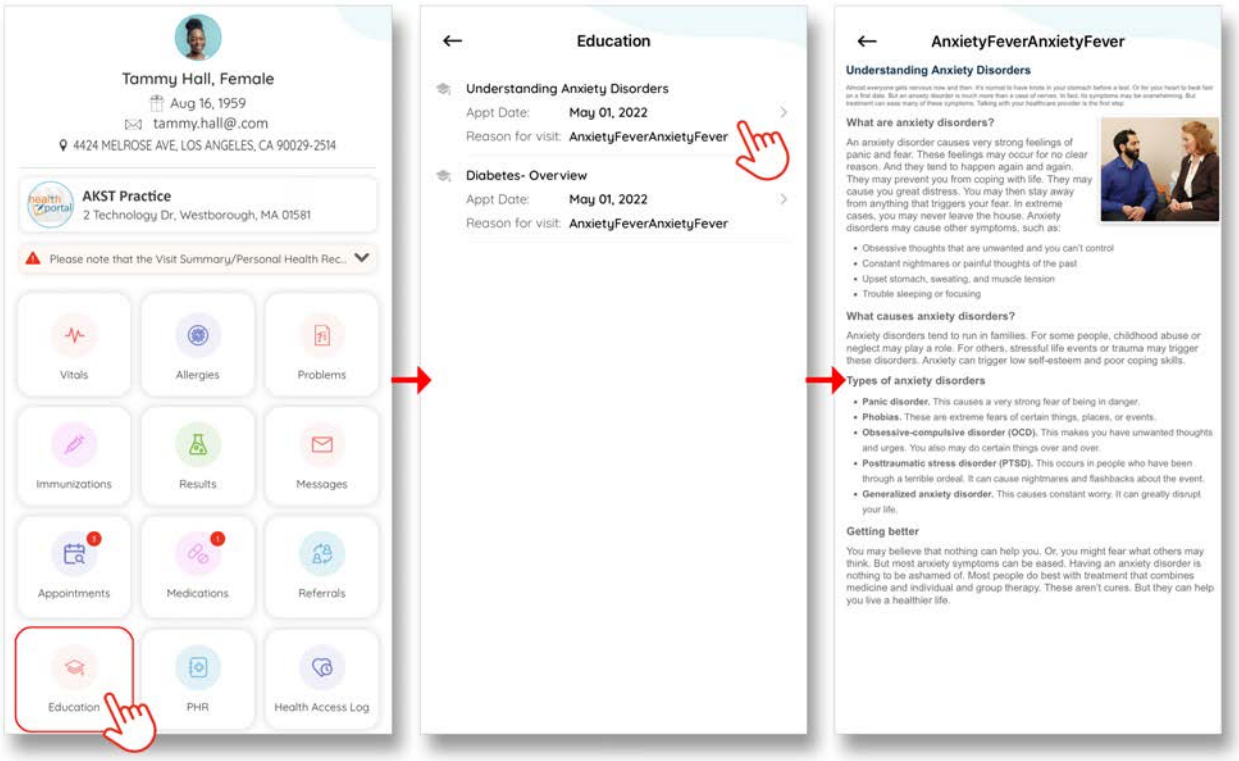
For information about referrals, refer to the Referrals section in this chapter:



Education

Path: *Home Screen > Access your Health Records > Education*

Tap the *Education* tile to open the Education screen, where educational material sent by the provider can be accessed. Tap a topic to open the details:

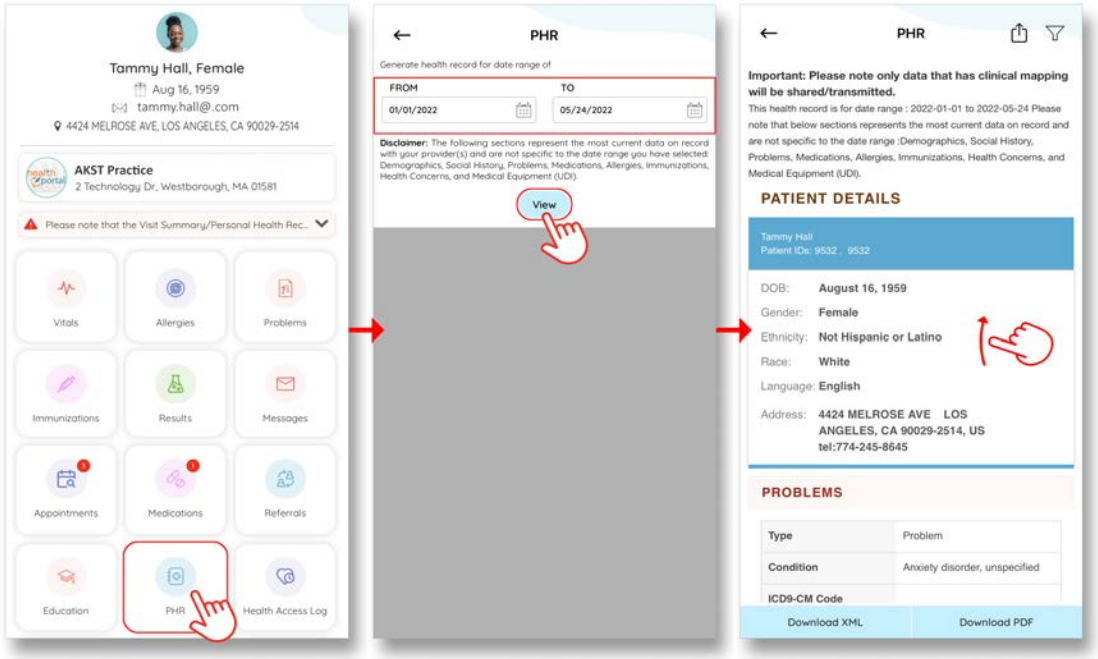


PHR (Personal Health Record)

Path: *Home Screen > Access your Health Records > PHR*

Tap the *PHR* tile to open the PHR screen, where the patient's personal health record can be accessed. Enter a date range and then tap the *View* button to display a detailed report.

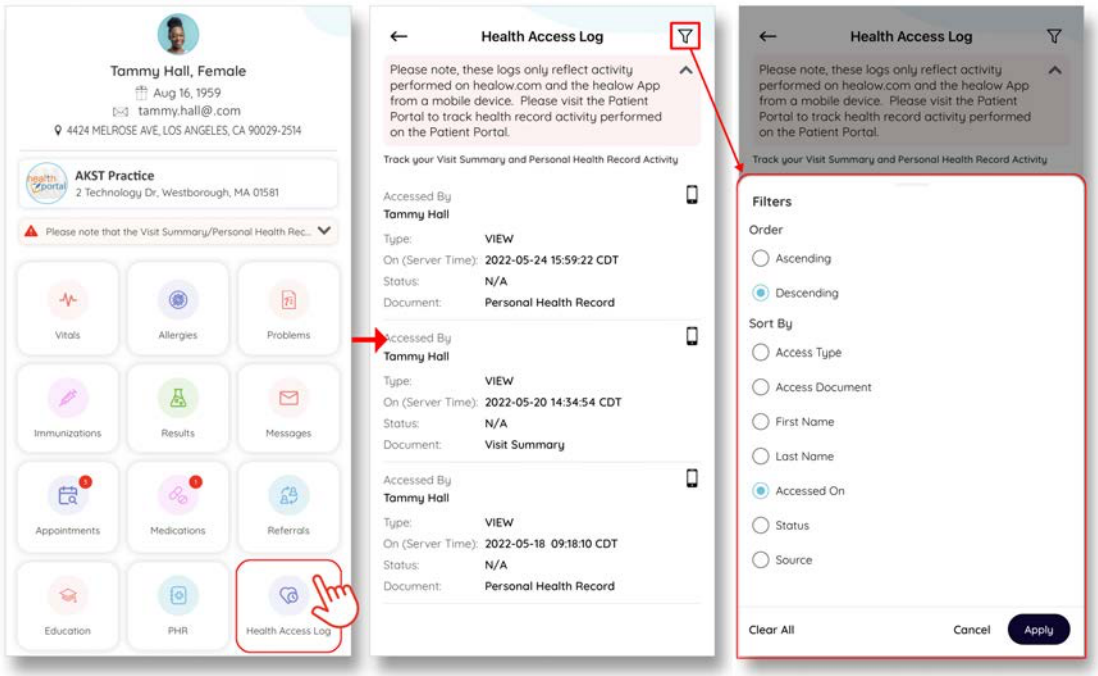
For information about patient health records, refer to the The Health Records Screen section in this chapter:



Health Access Log

Path: *Home Screen > Access your Health Records > Health Access Log*

Tap the *Health Access Log* tile to open the Health Access Log screen, where records of healow app and healow.com activity display. Tap the funnel icon to filter records:

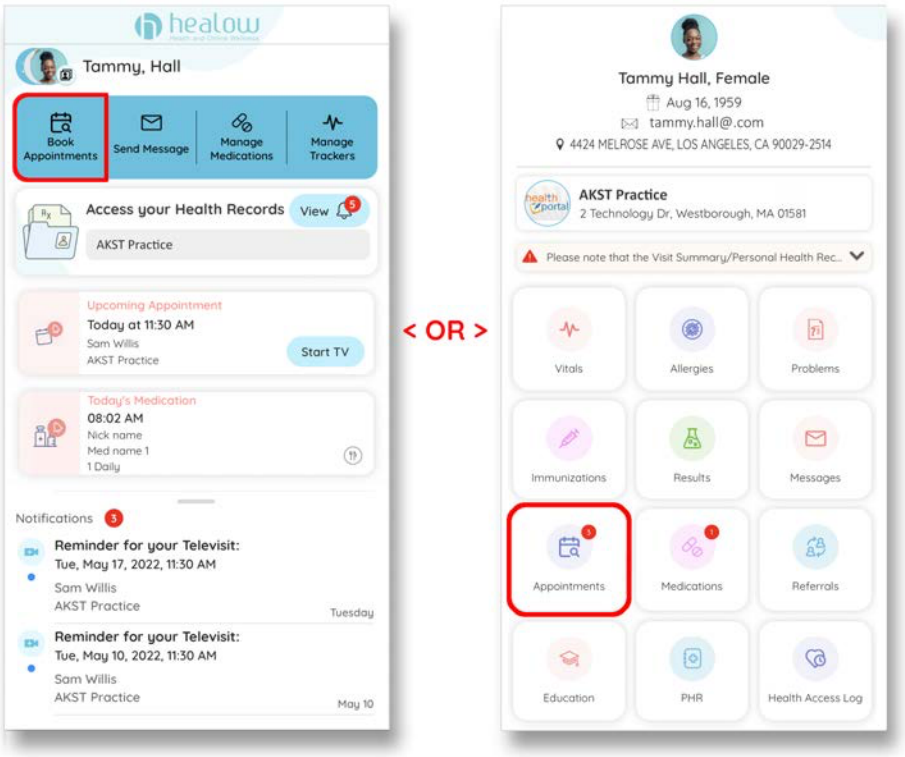


Appointments

Paths:

- *Home Screen* > *Access your Health Records* > *Appointments*
- *Home Screen* > *Reminders* > *Upcoming Appointment tile* (on the day of the appointment)

Patients can book, manage, and check in for appointments using the healow app. New appointments can be booked from either the navigation bar (*Book Appointments*) on the home screen or from the health records screen (*Appointments* tile). Appointments can be managed from the Appointments screen, accessed from the health records screen:



This section covers the following topics:

- Upcoming Appointments
- Book Appointments
- Appointment Notes
- Appointment Location Map and Directions
- Appointment Reminders
- Appointment Check-in
- Start a Televisit from the healow App

Upcoming Appointments

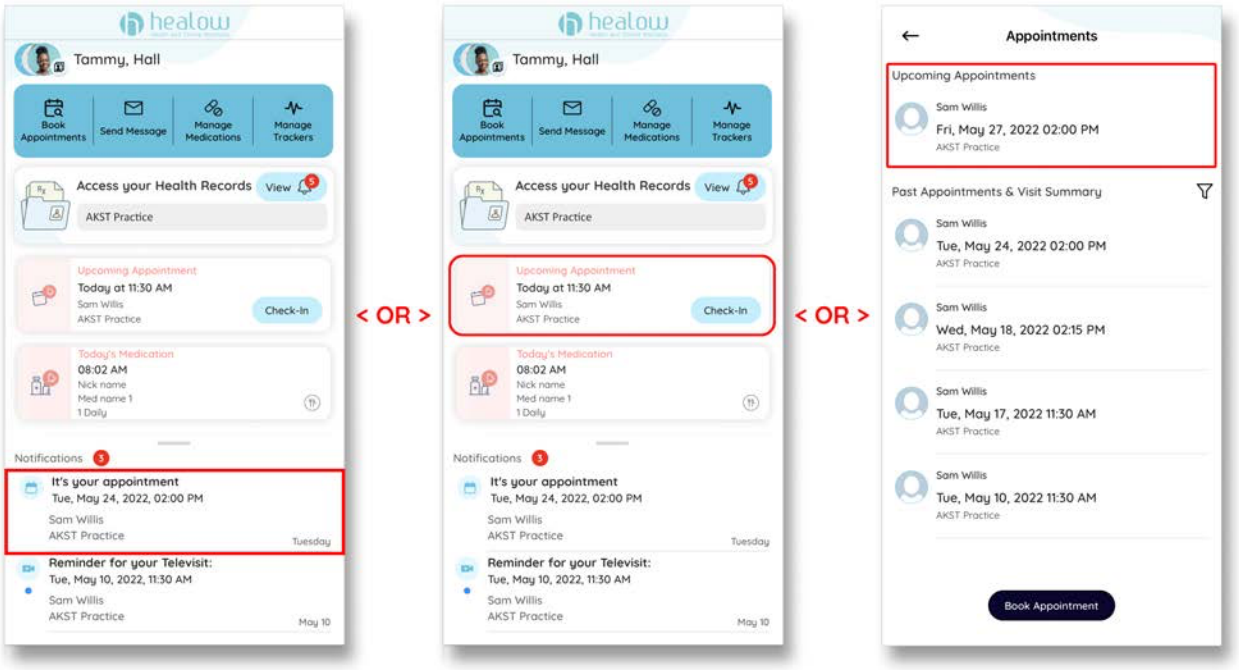
Paths:

- *Home Screen* > *Notifications*
- *Home Screen* > *Reminders* (on the day of the appointment)

- *Home Screen > Access your Health Records > Appointments > Upcoming Appointments*

Upcoming appointments display in the Notifications section on the home screen, on a reminder tile on the home screen (for appointments on the current day), and on the Appointments screen. Tap the *Check-In* button (or the *Start TV* button for televisits) on the reminder tile to check in for the appointment.

For information about checking in for an appointment on the healow app, refer to the Appointment Check-in section in this chapter:



Book Appointments

Paths:

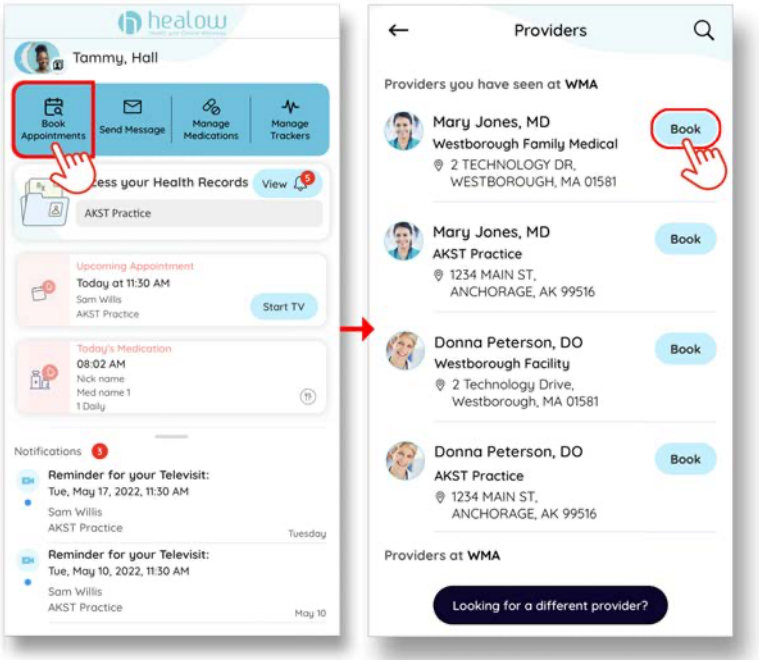
- *Home Screen > Access your Health Records > Appointments > Book Appointment*
- *Home Screen > Book Appointments > Book*

Appointments can be booked from the navigation bar on the home screen or the *Appointments* tile on the health records screen.

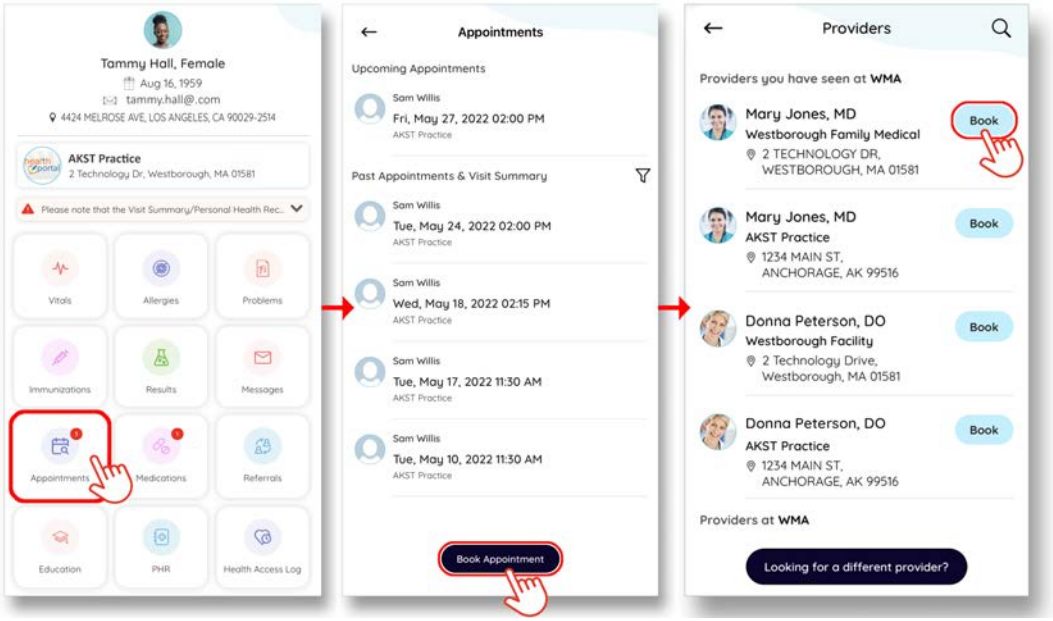
To book an appointment on the healow app:

1. Navigate to a provider's booking screen using one of the following options:

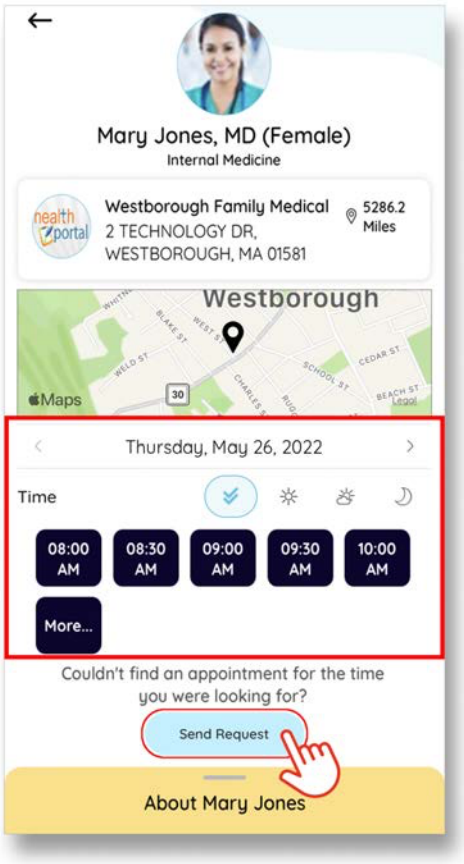
   - To navigate to a provider's booking screen from the navigation bar on the home screen, tap the *Book Appointments* tile on the home screen. Next, tap the *Book* button next to a provider on the Providers screen:



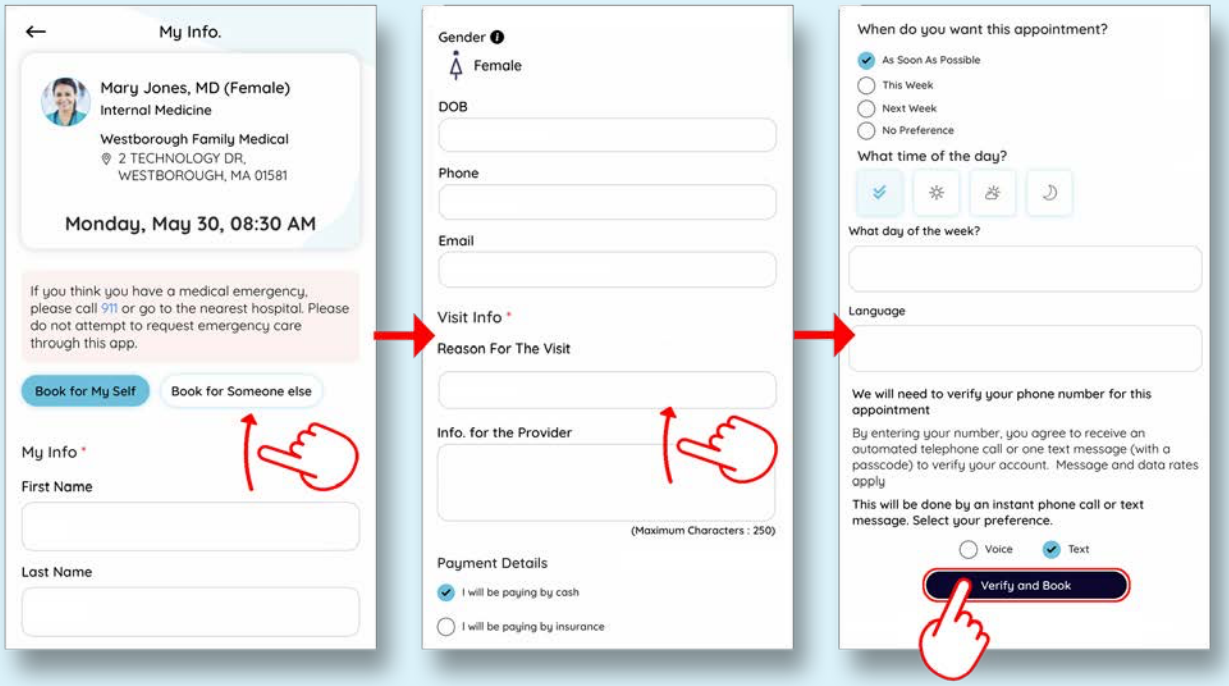
   - To navigate to a provider's booking screen from the *Appointments* tile on the health records screen, tap the Appointments tile on the health records screen.
     Next, tap the *Book Appointments* button on the Appointments screen, then tap the *Book* button next to a provider on the Providers screen:



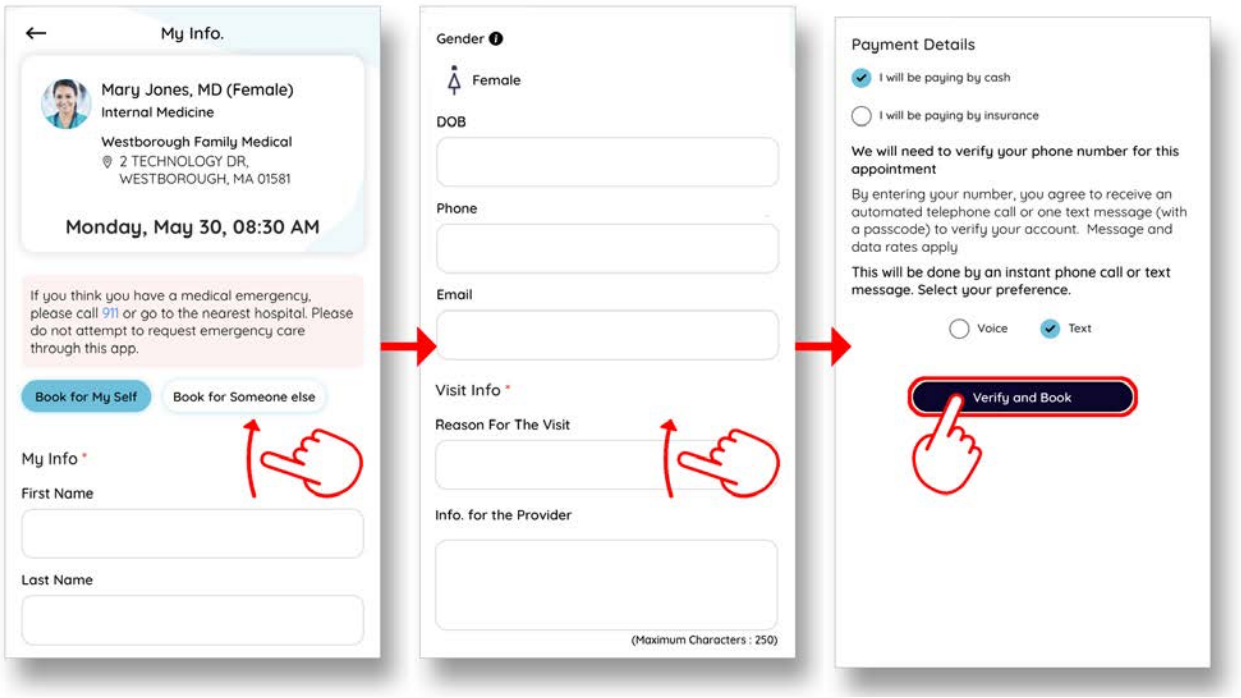
2. Tap a date and time. Available time slots can be filtered by all (double check marks), morning (sun icon), afternoon (sun/cloud icon), and evening (moon icon):



Note: If none of the available time slots are acceptable, tap the *Send Request* button to request another time. Complete the form and then tap the *Verify and Book* button:



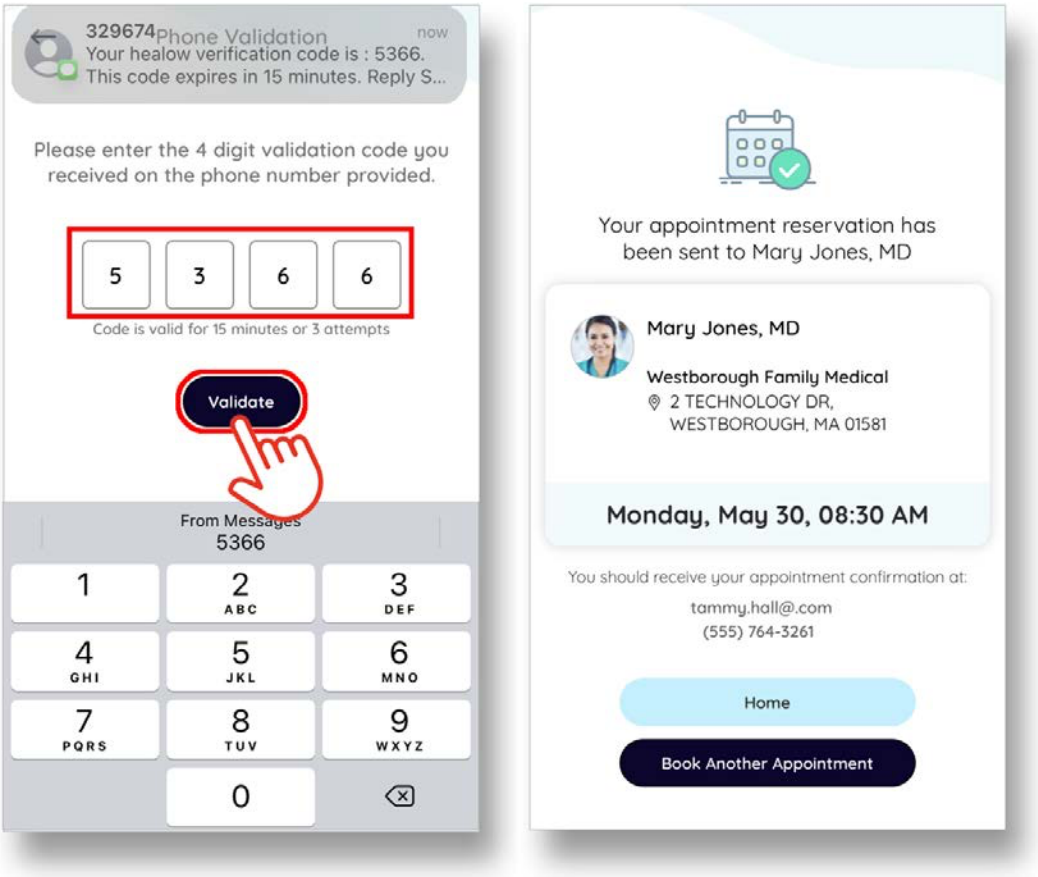
3. Enter the patient and payment information, select a phone verification method, then tap the *Verify and Book* button:



A four-digit verification code is delivered to the registered phone.

4. Enter the four-digit verification number on the Phone Validation screen and then tap the *Validate* button.

   The appointment has been successfully submitted to the practice, and a confirmation email has been sent to the patient:



Appointment Notes

Paths:

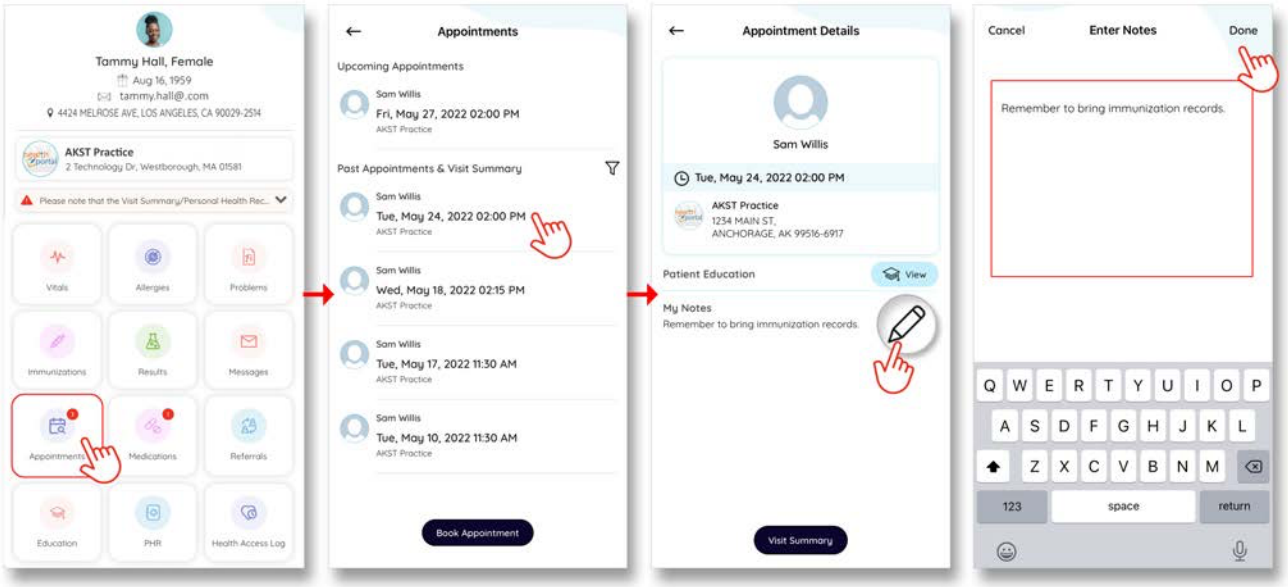
- *Home Screen* > *Access your Health Records* > *Appointments* > *Appointment* > *My Notes*
- *Home Screen* > *Reminders* > *Upcoming Appointment tile* (on the day of the appointment) > *My Notes*

Patients can add personal notes to their appointments. These notes are not visible to the practice or provider.

To add notes to an appointment:

1. Tap the *Appointments* tile on the health records screen.
2. Tap an appointment on the Appointments screen.
3. Tap the pencil icon in the *My Notes* section on the Appointment Details screen.

4. Enter notes on the Enter Notes screen and then tap *Done*:

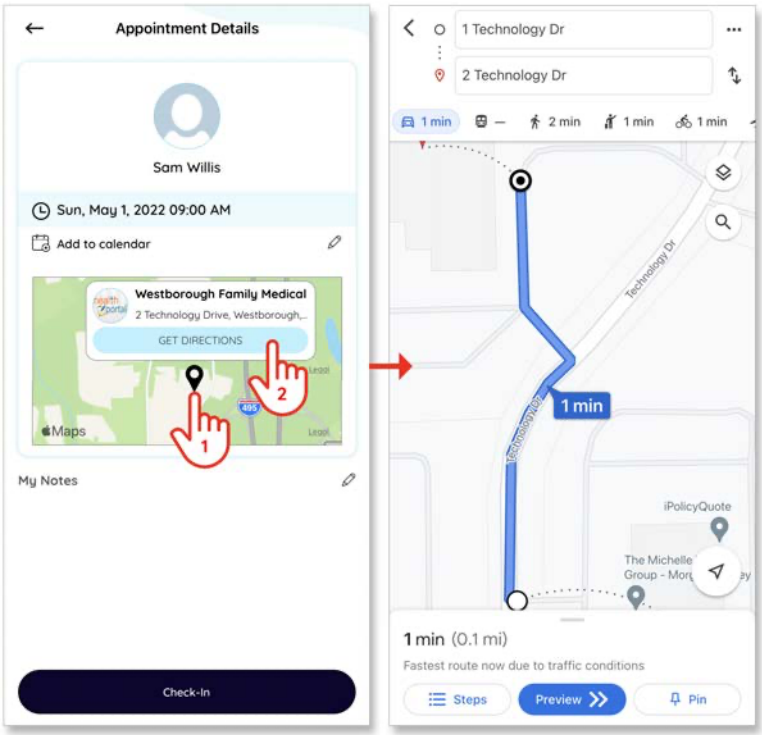


Appointment Location Map and Directions

Paths:

- *Home Screen* > *Access your Health Records* > *Appointments* > *Upcoming Appointments* > *Map*
- *Home Screen* > *Reminders* > *Upcoming Appointment tile* (on the day of the appointment)

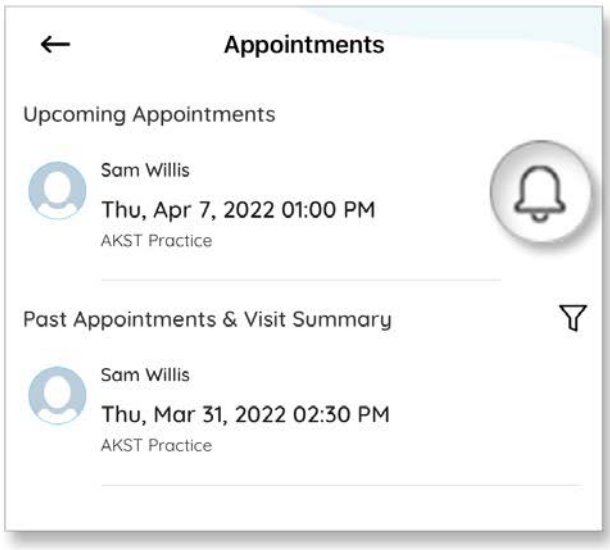
The practice's address and a map display on the Appointment Details screen. Tap the pushpin icon on the map and then tap *Get Directions* for directions to the practice:

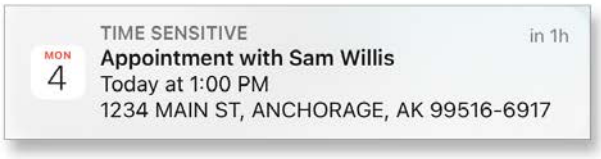


Appointment Reminders

Path: *Home Screen > Access your Health Records > Appointments > Appointment > Add to calendar*

Appointment reminders are set when an appointment is added to the calendar on the mobile device. A bell icon next to the appointment (on the Appointments screen) indicates that a reminder has been set:

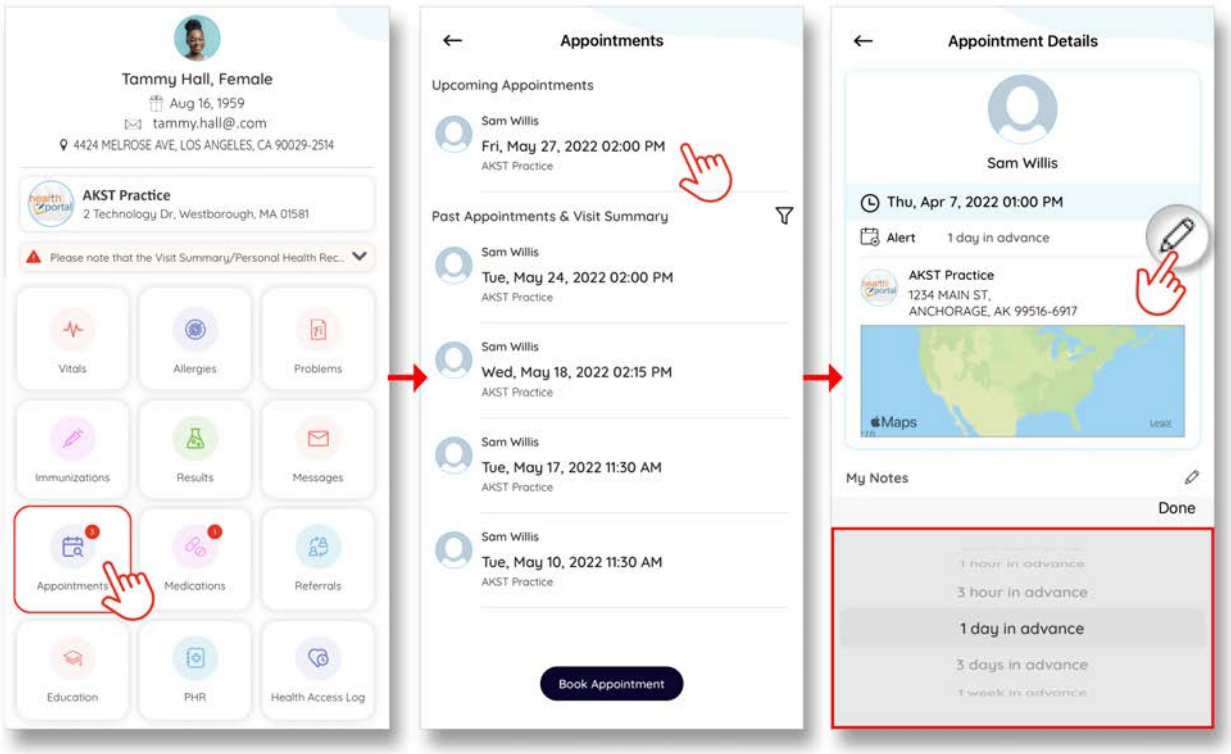




To add an appointment reminder to the calendar on your mobile device:

1. Tap the *Access your Health Records* tile on the home screen.
2. Tap the *Appointments* tile on the Health Records screen.
3. Tap an upcoming appointment on the Appointments screen.
4. Tap *Add to calendar* on the Appointment Details screen.

5. Scroll through and select an appointment reminder option and then tap *Done*:



Appointment Check-in

Paths:

- *Home Screen* > *Access your Health Records* > *Appointments* > *Upcoming Appointments* > *Check-In*
- *Home Screen* > *Reminders* > *Upcoming Appointment tile* (on the day of the appointment) > *Check-In*

Patients are able to check in for an appointment using the healow app. During the check-in process, patients have the option to update demographic information, verify medical history, sign consent forms, complete questionnaires, verify insurance information, and pay for services.

Patients are able to check in for appointments using one of the following methods (based on provider configuration:

- Check In at the Kiosk with a QR Code
- Check In Directly from the healow App

Check In at the Kiosk with a QR Code

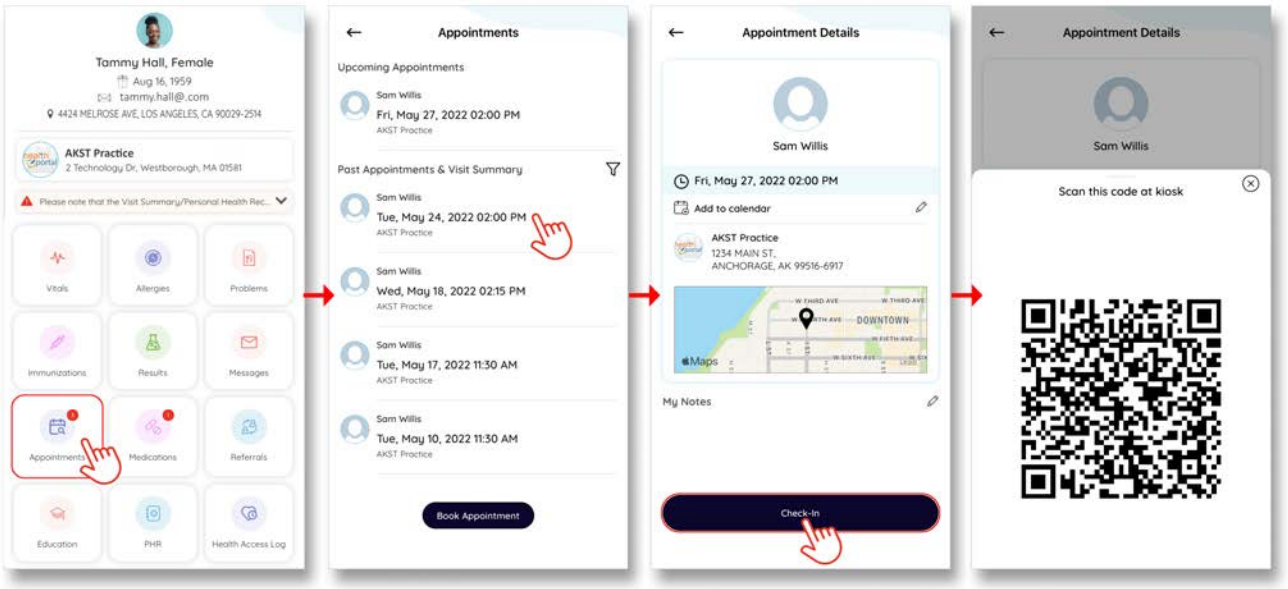
If the practice has a Kiosk and has enabled QR check-in, a QR code (generated on the healow app) can be used to check in for an appointment.

Note: The QR code will display on the app whether or not the practice has enabled kiosk check-in.

To access the QR code:

1. Tap the *Access your Health Records* tile on the home screen.
2. Tap the *Appointments* tile on the Health Records screen.
3. Tap an upcoming appointment on the Appointments screen.
4. Tap the *Check-in* button on the Appointment Details screen.

   The QR code displays
5. Scan the QR code at the practice's Kiosk:

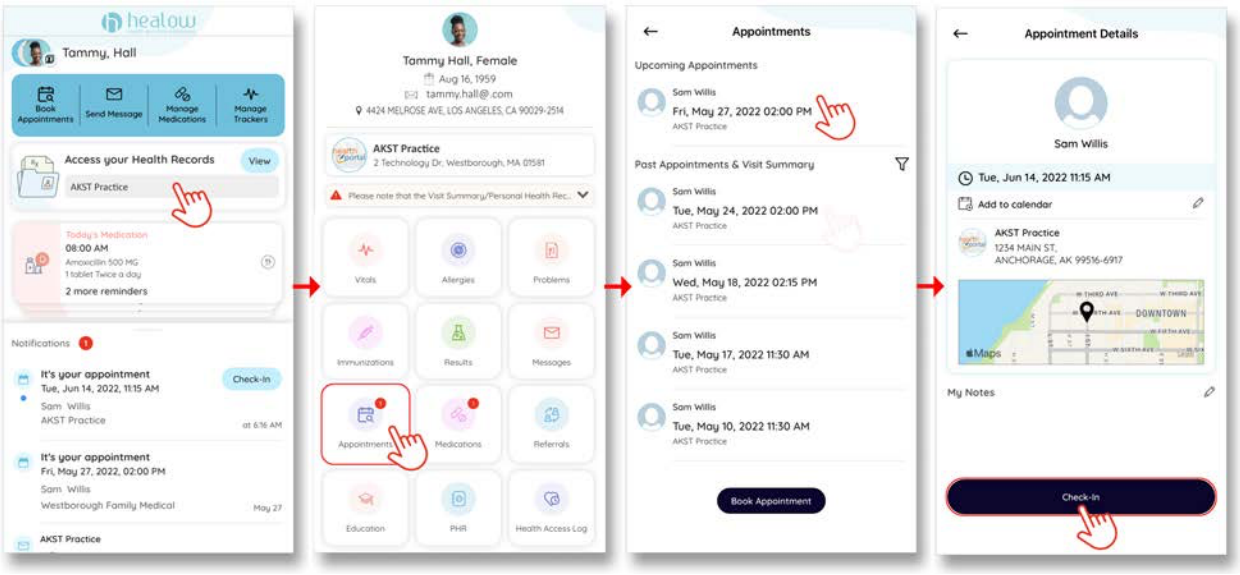


Check In Directly from the healow App

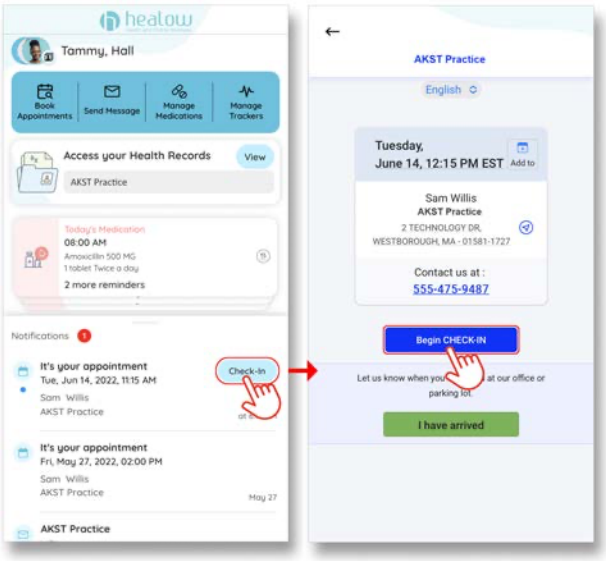
Patients are able to check in for an appointment directly from the healow app.

To check in for an appointment directly from the healow app:

1. Tap the *Check-in* button on either the home screen or the Appointment Details screen:



OR



The Patient Information screen opens.

Perform the following steps to complete the check-in process:

1. Verify Patient Demographics
2. Verify Insurance
3. Acknowledge Consent Forms
4. Verify Medical History
5. Complete Questionnaires
6. Payment Options
7. Check-In Complete
8. Arrival Announcement

1. Verify Patient Demographics

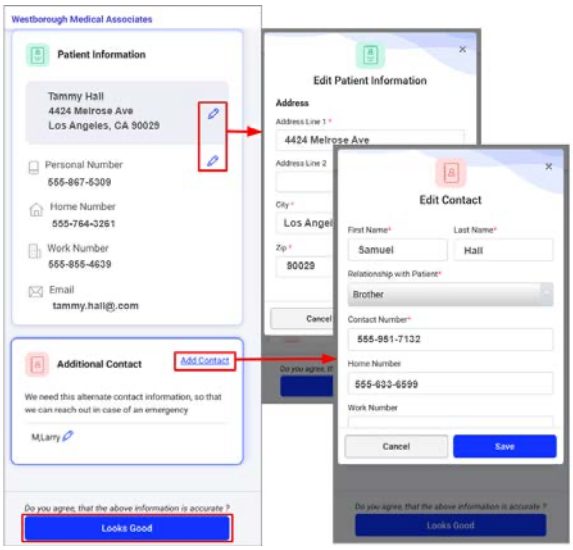
To verify the patient's demographics:

a. (*Optional*) In the *Additional Contacts* section, tap a pencil icon to edit an existing contact, or tap *Add Contact* to create a new one.

b. Verify the information and then tap *Looks Good* to save and continue.

The Insurance screen opens.

For information about verifying the patient's insurance, refer to 2. Verify Insurance section in this chapter.



2. Verify Insurance

To verify the patient's insurance:

If an insurance is already associated with a patient, the details will display. Review the insurance information and then select one of the following options:

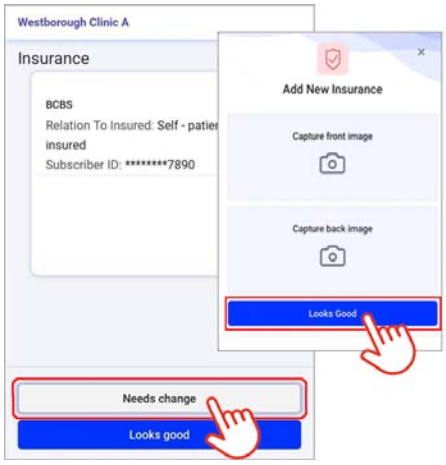
- **Needs change** - The Add New Insurance screen opens, where a photo of the front and back of the insurance card can be captured and uploaded.

If no insurance is associated with a patient, an image of the insurance card (front and back) can be captured and uploaded to the practice.

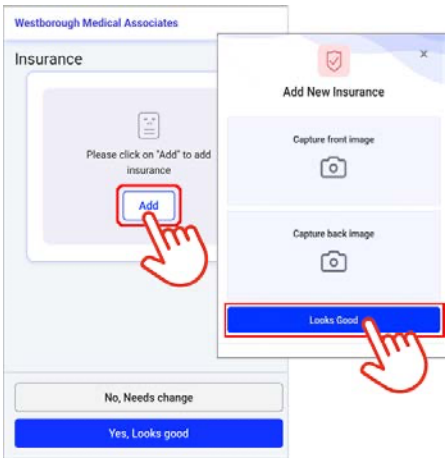
To add an insurance:

1. Tap *Add* on the Insurance screen.
2. Captures images of the front and back of the insurance card on the Add New Insurance screen.

- **Looks good** - Verify that the information is accurate and then tap the *Looks good* button to save and submit the changes:



3. Tap the *Looks good* button to save and submit the images:



The Consent screen opens.

For information about acknowledging consent forms, refer to the 3. Acknowledge Consent Forms section in this chapter.

3. Acknowledge Consent Forms

Read the consent form and then tap the *Accept* button:



The medical history screens open. For information about verifying the patient's medical history, refer to the 4. Verify Medical History section in this chapter.

4. Verify Medical History

Reviews the patient's allergies, medications, hospitalizations, and surgical history, tapping the *Next* button after each screen is verified. If any information needs to be added, removed, or modified, enter comments to that effect and then tap the *Next* button:



The Medical Forms section displays for the user to fill out the questionnaires. For more information, refer to 5. Complete Questionnaires.

5. Complete Questionnaires

Questionnaires are interactive forms used to collect patient information before an appointment. All Questionnaires that require patient input display on the Medical Forms screen.

To complete questionnaires:

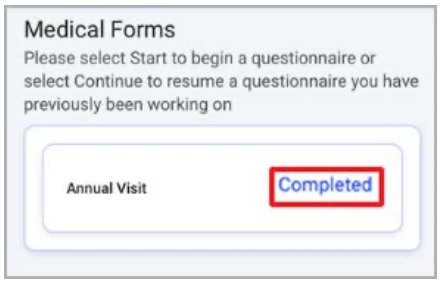
1. Tap the *Start* button on each questionnaire to open that form:



2. Answer the questions and then tap the *Submit* button when completed:



After each questionnaire has been submitted, the *Start* button changes to *Completed*:



3. Open and complete any additional questionnaires.
4. Tap the *Next* button after all questionnaires have been completed.

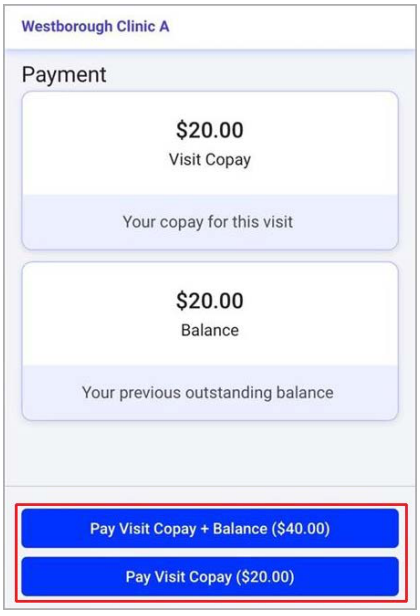
Note: All Questionnaires must be submitted before continuing the check-in process.

If enabled by the practice and applicable to the current appointment, the Payment screen opens. For information about payment options, refer to the 6. Payment Options section in this chapter.

6. Payment Options

If a payment is due for the current appointment, patients can submit a payment on the Payment screen. Depending on the healow Payment Services configuration, payments may be required before the patient can complete the check-in process.

For information about healow Payment Services, refer to the *healow CHECK-IN User Guide* available on the my.eclinicalworks.com Customer Portal.



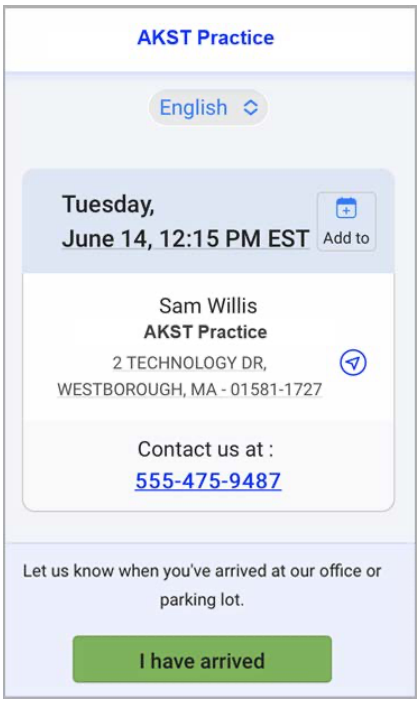
To make a patient payment:

1. Tap either the *Pay Visit Copay + Balance ($**.**)* or *Pay Visit Copay ($**.**)* buttons.
2. Enter payment information on the healow Payment Services screen.
3. (*Optional*) If permitted, tap *Pay Later* to bypass the Payment screen and continue the check-in process.

   The Check-In Complete screen opens. For information about check-in completion and confirmation, refer to the 7. Check-In Complete section in this chapter.

7. Check-In Complete

After all the steps in the check-in process have been completed, the Check-in Complete screen opens, displaying appointment details and a *Check-in Complete* confirmation message. Also, the *I Have Arrived* button is enabled for the patient to inform the practice that they have arrived at the office.



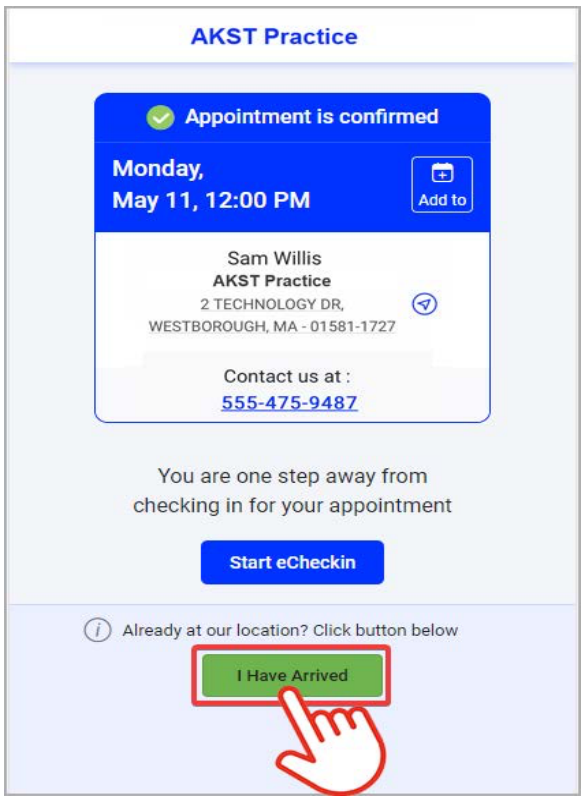
For information about announcing the patient's arrival on the healow app, refer to the 8. Arrival Announcement section in this chapter.

Additional features on the Check-In Complete screen include:

- **Calendar** - Tap the calendar icon to add the appointment to the calendar on the mobile device.
- **Map** - Tap the location service icon to open the facility address in the default map application.
- **Contact Us** - Tap the telephone number to call the practice.

8. Arrival Announcement

On the day of the appointment, the patient taps the *I Have Arrived* button (from the original SMS appointment reminder message) to notify the practice that they have arrived at the facility for their scheduled appointment:



Note: The *I Have Arrived* button is active only on the day of the appointment.

Start a Televisit from the healow App

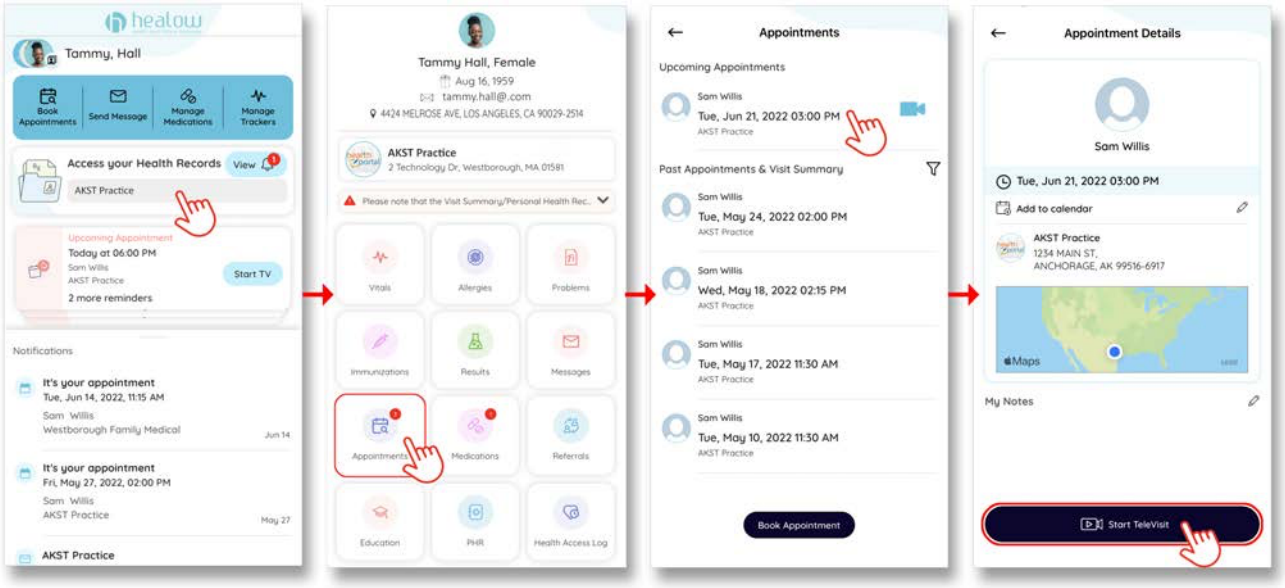
Path: *healow App > Appointments*

healow TeleVisits™ provides a platform for a secure two-way virtual visit between patients and providers. Patients can join televisits from their eClinicalWorks® Patient Portal, healow.com, and the healow app. Patients must be registered on the Patient Portal to use healow TeleVisits.

To join a televisit from the healow app:

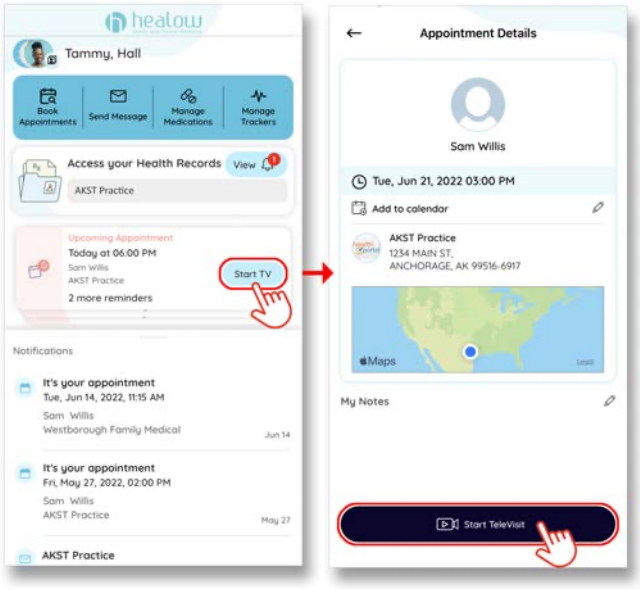
1. Launch and log in to the healow app.
2. Tap the *Start Televisit* button on the Appointment Details screen.
   Navigate to the Appointment Details screen using one of the following two paths:

- *Home Screen > Access your Health Records > Appointments > Televisit Appointment > Start Televisit:*

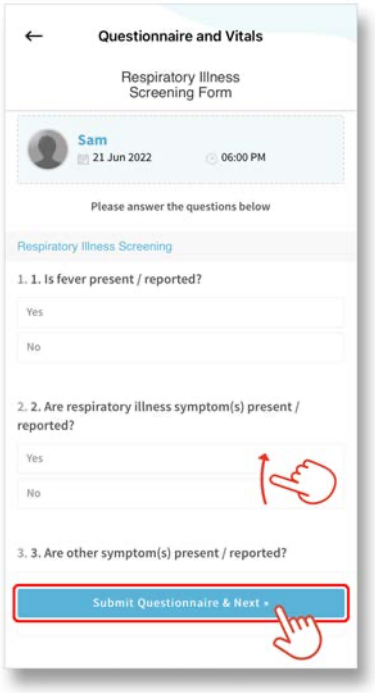


OR

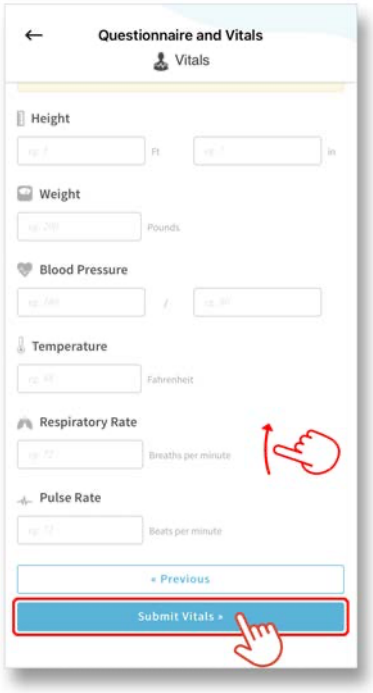
- *Home Screen > Start TV (on reminder tile) > Start Televisit:*



3. On the Questionnaire and Vitals screen, provide the requested information and then tap the *Submit Questionnaire & Next* button:



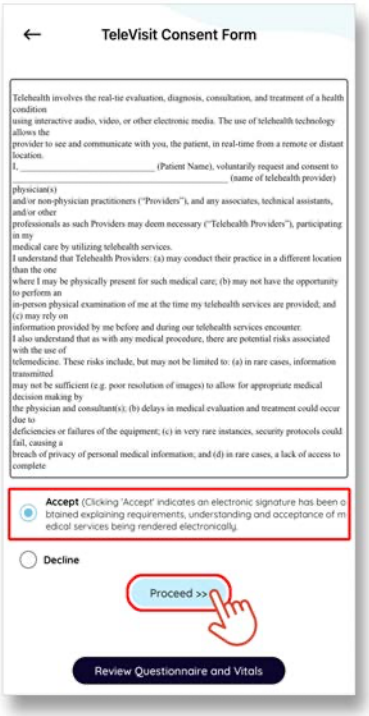
4. (*Optional*) On the Questionnaire and Vitals screen, enter the patient's vitals and then tap *Submit Vitals*:



Tap the << *Previous* button to return to the questionnaire for review or modifications.

Note: Entering vitals can be skipped by clicking *Submit Vitals* with the fields blank. The vitals information is not imported into the Progress Notes but is saved to Patient Documents.

5. Read the consent form, select the *Accept* radio button, then click the *Proceed* >> button:



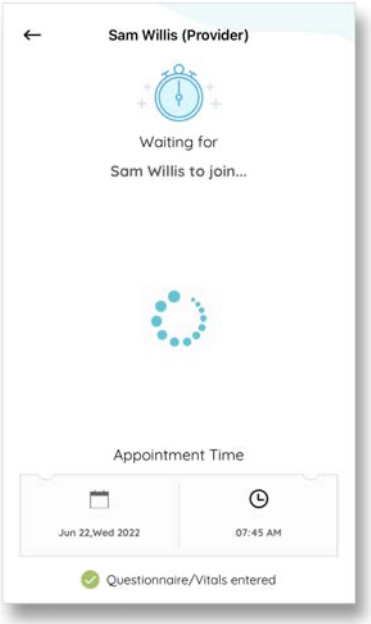
Tap the *Review Questionnaire and Vitals* button to return to the Questionnaire and Vitals screen for review or modifications.

6. Tap the *Start TeleVisit* button:

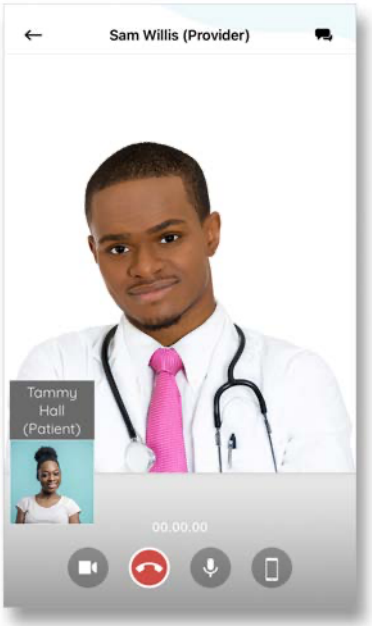


Tap the *Review Questionnaire and Vitals* button to return to the Questionnaire and Vitals screen for review or modifications.

The patient is placed in the *Virtual Waiting Room* until the provider starts the televisit:



After the provider starts the televisit, the healow televisit screen automatically opens, and the session begins:



The following controls are available on the televisit screen:

- **Message icon** - Tap to start a text chat session with the provider.
- **Camera icon** - Tap to turn the device's camera on or off.
- **Telephone receiver icon** - Tap to end the televisit.
- **Microphone icon**: Tap to mute or unmute the device's microphone.
- **Mobile phone icon**: Tap to change the device's camera (front/back).

Messaging

Paths:

- *Home Screen > Access your Health Records > Messages*
- *Home Screen > Send Message*
- *Home Screen > Notifications*

Patients and providers can exchange secure messages and notifications on the healow app. For more information about the messaging features on the healow app, refer to the following topics:

- Display Messages
- Send Messages
- Reply to Messages

Display Messages

Paths:

- *Home Screen > Access your Health Records > Messages > Inbox*
- *Home Screen > Notifications*

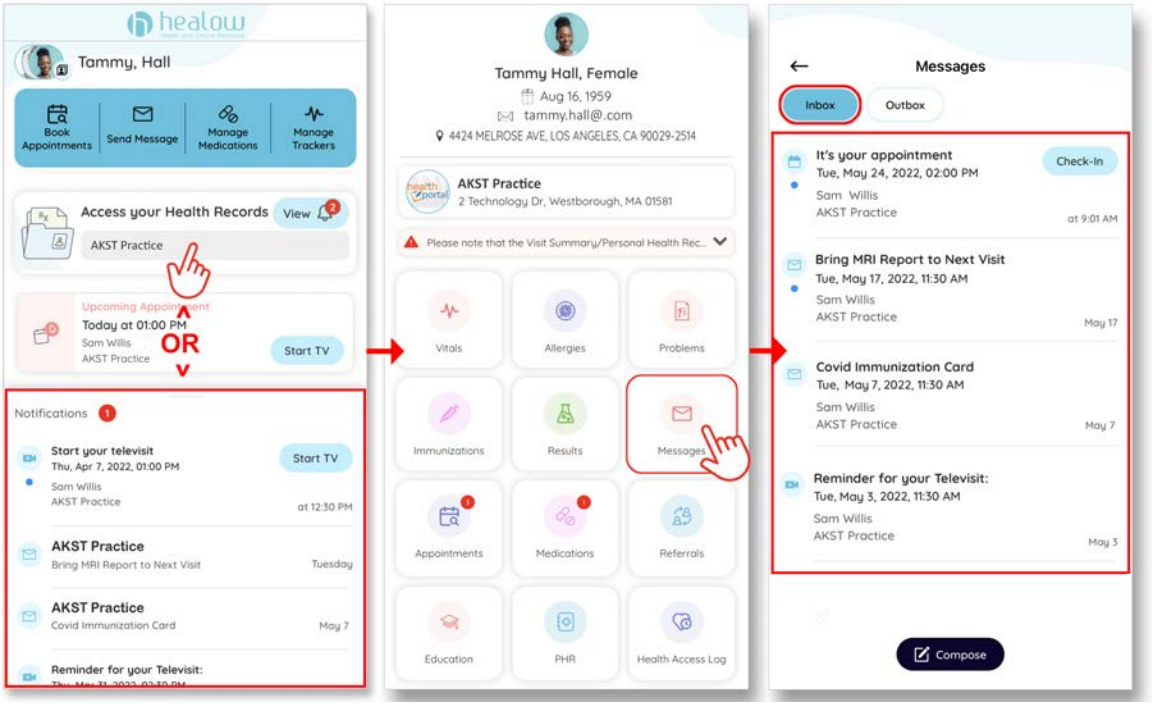
Messages from the practice are accessed from both the *Notifications* section on the home screen and the Messages screen. Sent messages are accessed only from the Messages screen. Message previews display the subject, sender information, and time sent. A blue icon displays next to unread messages. Tap the preview to display the entire message.

Incoming Messages

Paths:

- *Home Screen > Access your Health Records > Messages > Inbox*
- *Home Screen > Notifications*

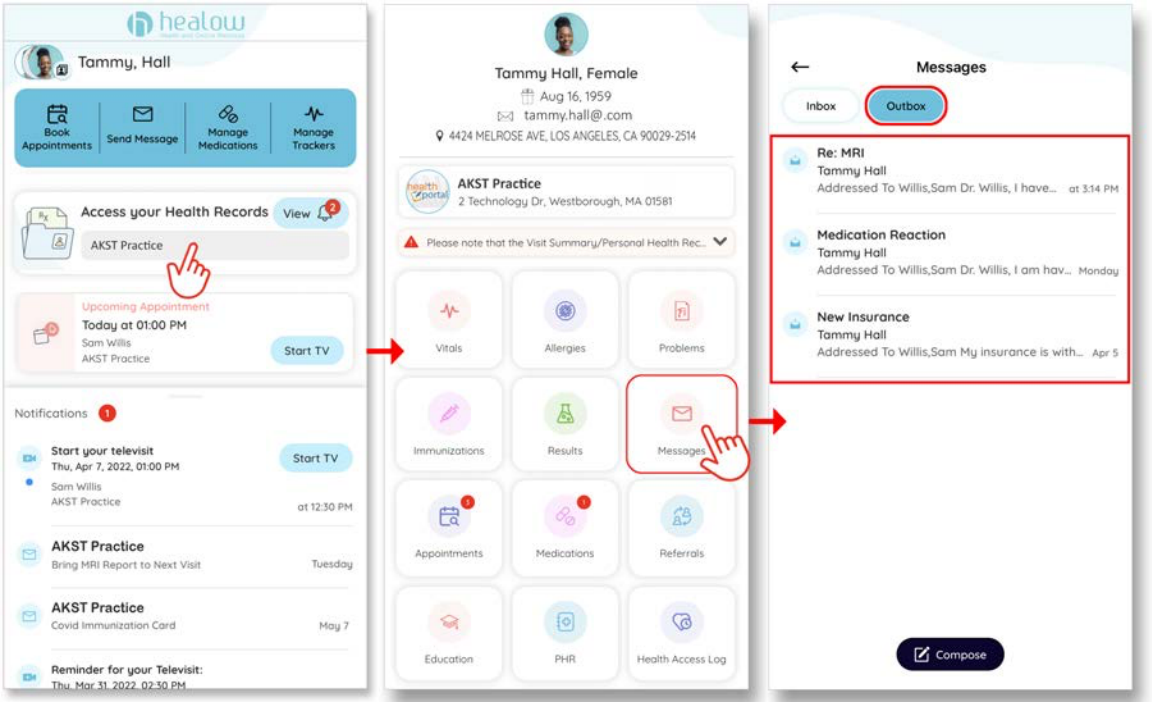
Incoming messages are accessed from both the home screen and the Messages screen. Tap the *Inbox* button on the Messages screen to display incoming messages:



Sent Messages

Path: *Home Screen* > *Access your Health Records* > *Messages* > *Outbox*

Sent messages are accessed from the Messages screen. Tap the *Outbox* button on the Messages screen to display sent messages:



Send Messages

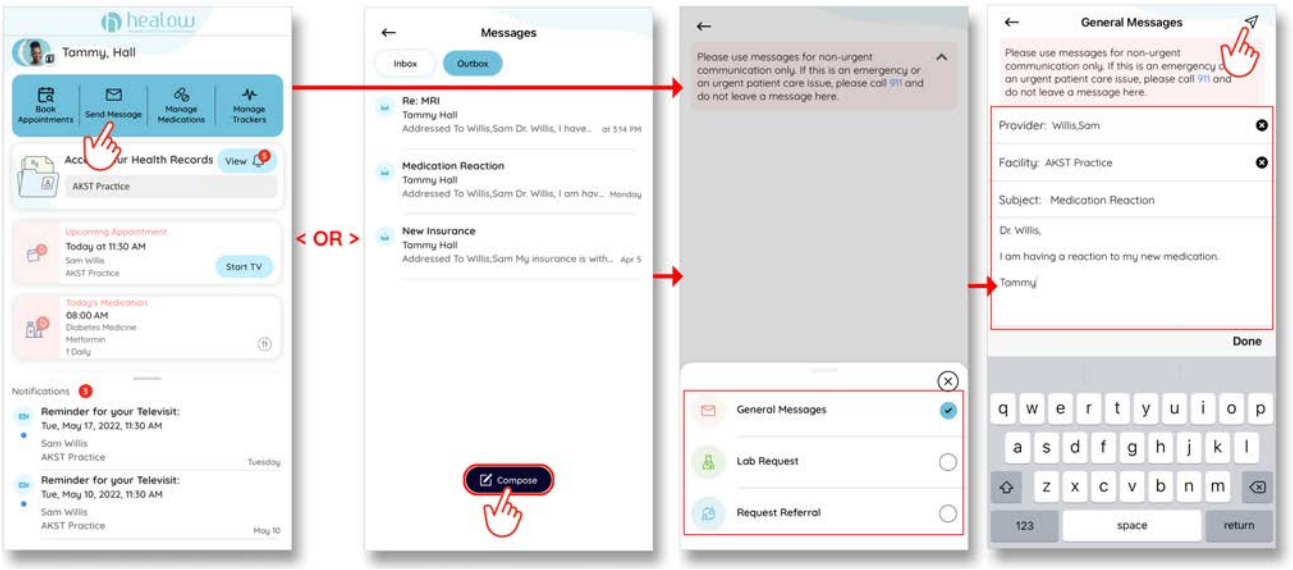
Paths:

- *Home Screen > Send Message > Compose*
- *Home Screen > Access your Health Records > Messages > Compose*

General messages, lab requests, and referral requests can be composed and sent to the provider from the healow app.

To send a message to the provider:

1. Tap *Send Message* on the navigation bar or tap the *Compose* button on the Messages screen.
2. Select the type of message being sent (*General Message*, *Lab Request*, or *Request Referral*).
3. Select a provider and facility, enter a subject, then enter a message to the provider.
4. Tap the send (paper airplane) icon:



Reply to Messages

Paths:

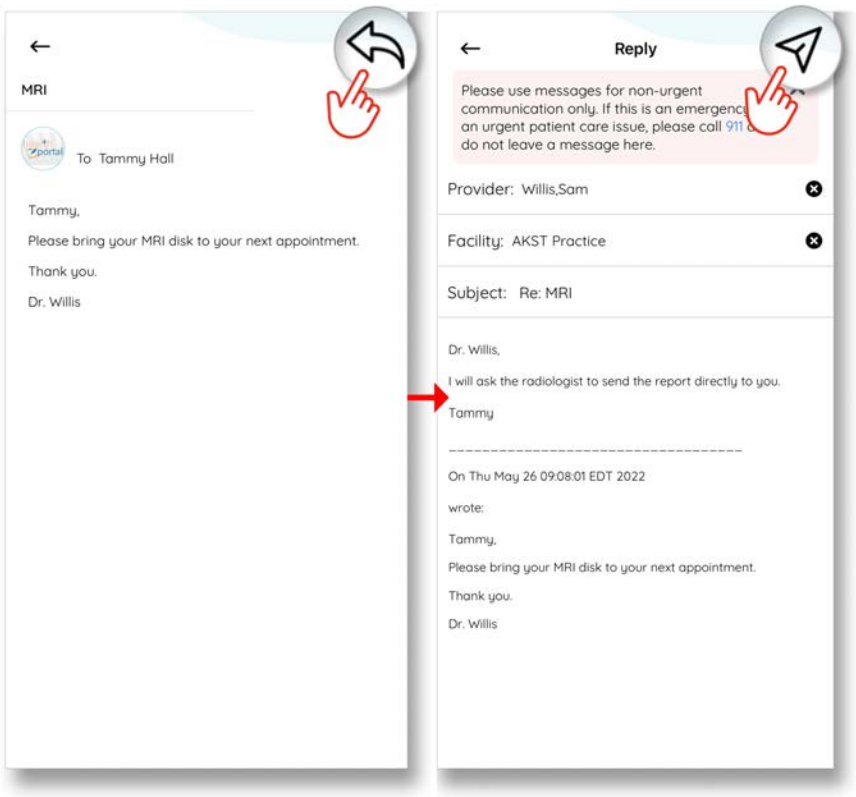
- *Home Screen > Access your Health Records > Messages > Inbox > Message > Reply icon*
- *Home Screen > Notifications > Message > Reply icon*

Reply to a message from within that message.

To reply to a message from the provider:

1. Tap the reply icon on an incoming message.
2. Select a provider and facility, enter a subject, then enter a message to the provider.

3. Tap the send (paper airplane) icon:



Medications

Paths:

- *Home Screen > Access your Health Records > Medications*
- *Home Screen > Manage Medications*

Patients can manage their medications from the Medications screen.

This section covers the following topics:

- Medication Reminders
- Prescription Refill Requests
- Custom Medication Refill Requests
- Add Custom Medications

Medication Reminders

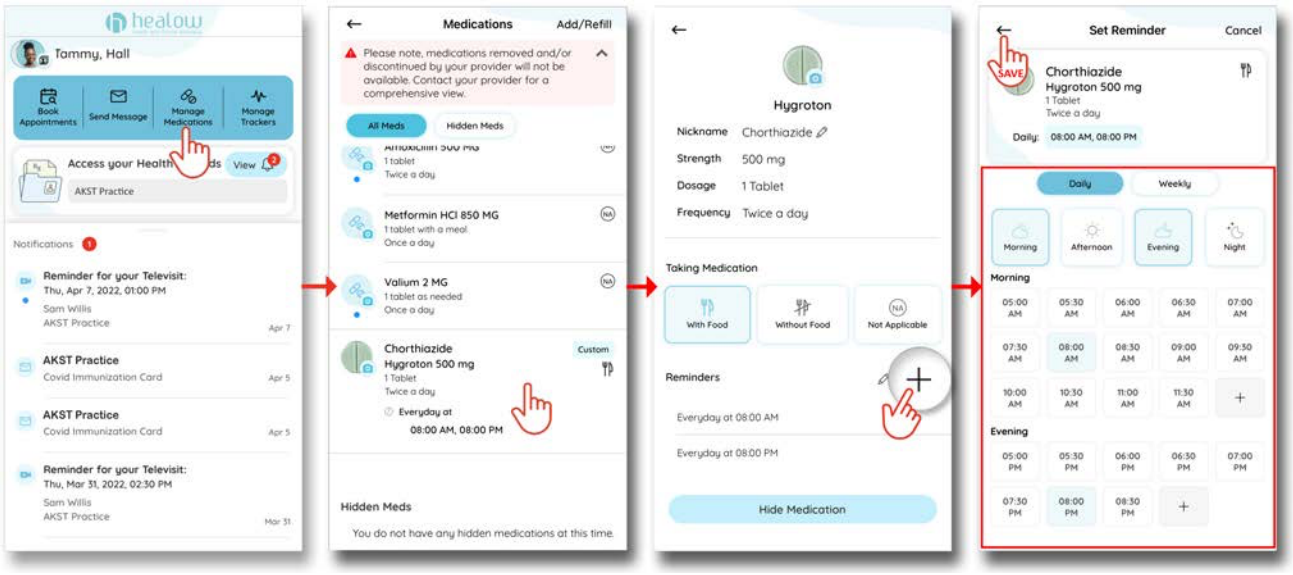
Paths:

- *Home Screen > Access your Health Records > Medications*
- *Home Screen > Manage Medications*

Patients can set reminders to notify them when it is time to take their medications.

To add a medication reminder:

1. Tap *Manage Medications* on the home screen.
2. Tap a medication on the medication details screen.
3. Tap the plus sign (+) next to *Reminders*.
4. Select the reminder intervals.
5. Tap the back arrow to save the reminder:



After a reminder is set, a notification displays on the patient's mobile device when the medication is to be taken:



Prescription Refill Requests

Paths:

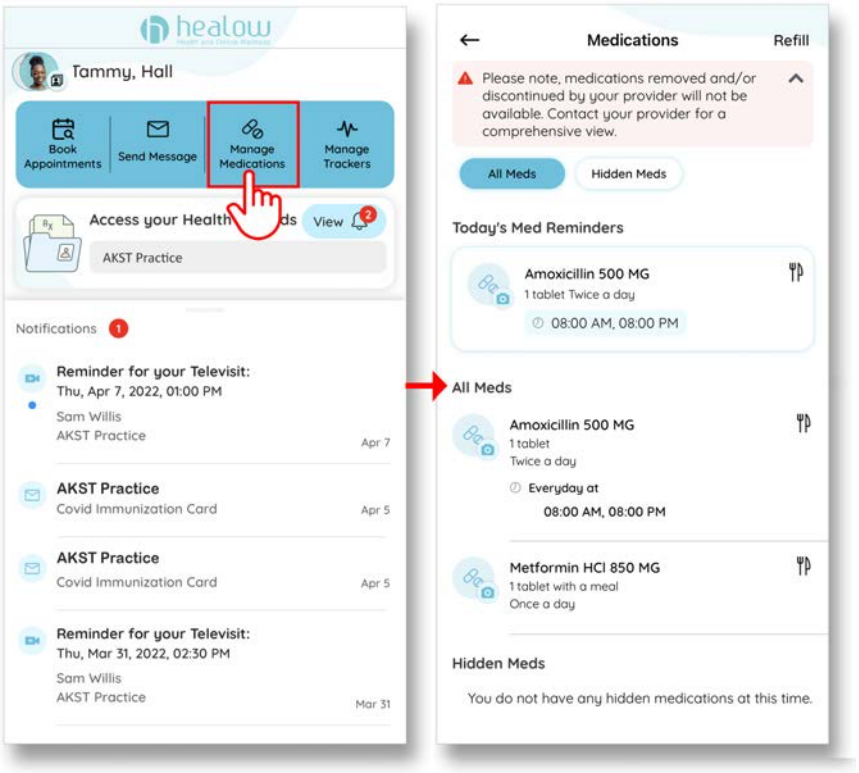
- *Home Screen > Access your Health Records > Medications*
- *Home Screen > Manage Medications*

If the practice enables medication refills on the Patient Portal, refills can then also be requested on the healow app.

To request a prescription refill on the healow app:

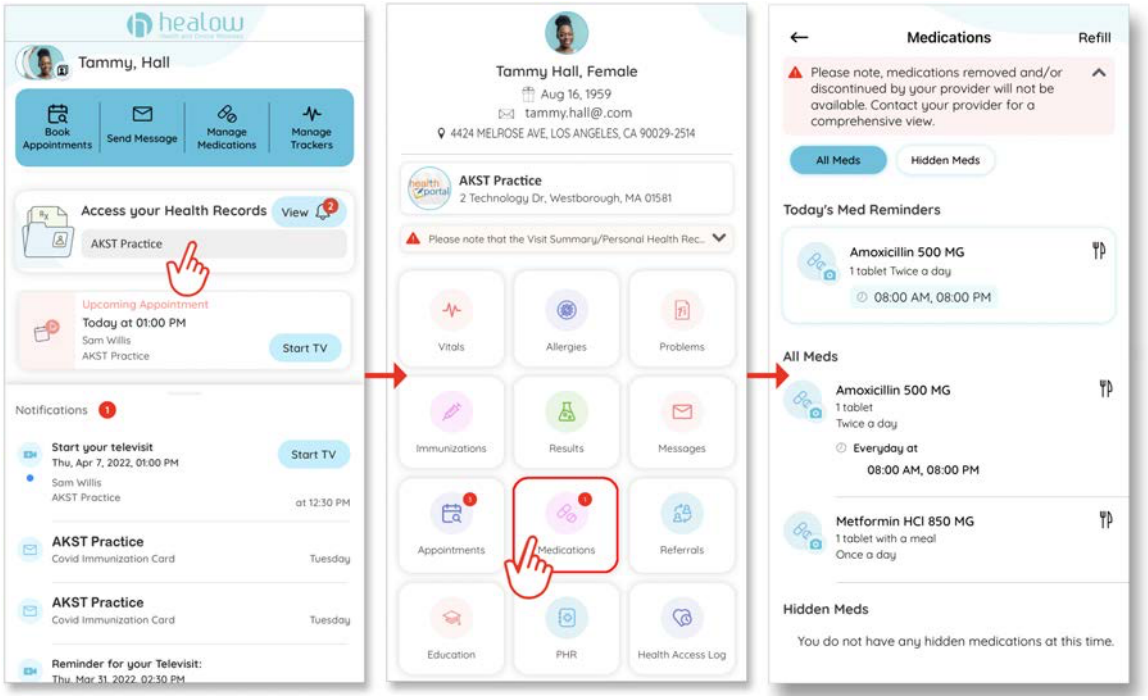
1. Open the Medications screen using one of the following two paths:

   Home Screen > Manage Medications:

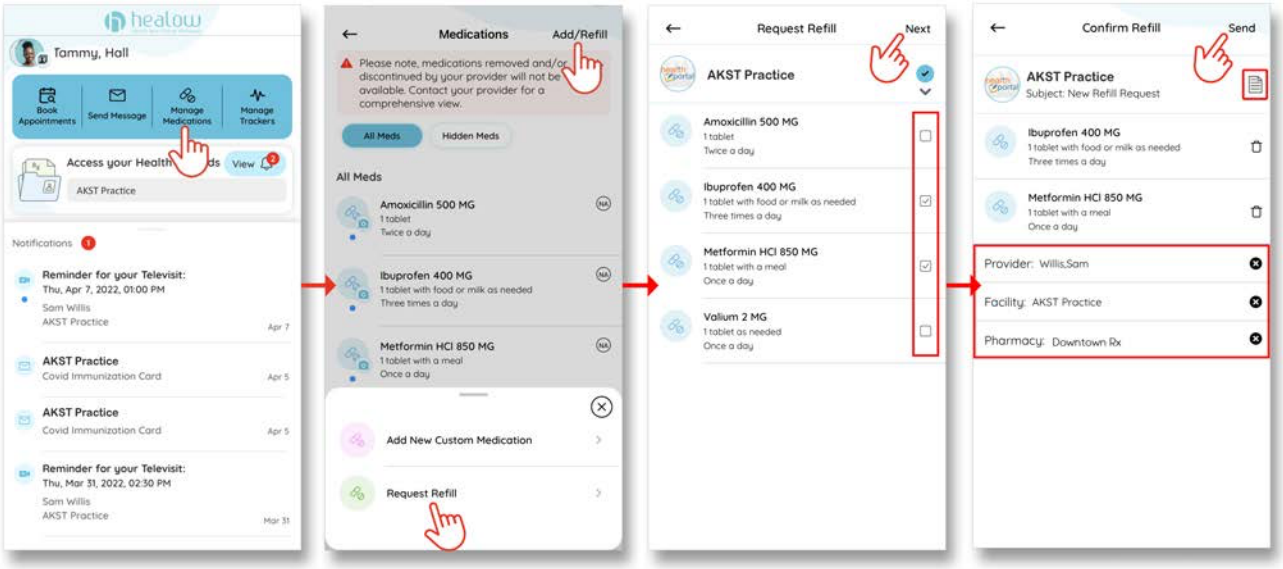


OR

Home Screen > *Access your Health Records* > *Medications*:



2. Tap *Add/Refill* on the Medications screen.
3. Tap *Request Refill*.
4. Check the box next to the medications to be refilled and then tap *Next*.
5. (*Optional*) Tap the notes icon and then enter a message for the provider.
6. Select the provider, facility, and pharmacy, then tap *Send*:



Custom Medication Refill Requests

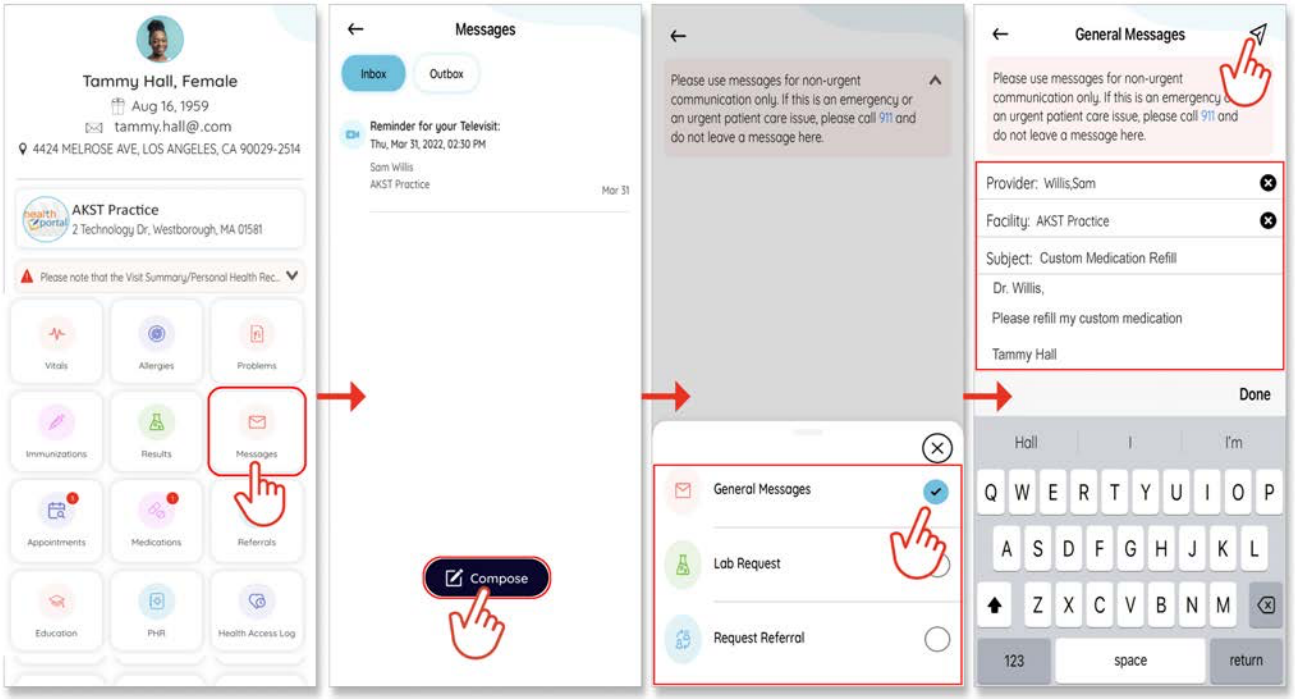
Path: *Home Screen > Access your Health Records > Messages > General Messages*

Refill requests for custom, over-the-counter, and manually entered medications must be submitted as a general message to the practice. Medications that are not listed in a patient's medical records are not eligible for standard refill requests.

For instructions and information about non-custom medication refill requests, refer to the Prescription Refill Requests section in this chapter.

To send refill requests for custom, over-the-counter, and manually entered medications:

1. Tap the *Messages* tile on the Health Records screen.
2. Tap the *Compose* button on the Messages screen.
3. Select the *General Message* radio button.
4. Select a provider and facility, enter a subject and message, then tap the send (paper airplane) icon:



Add Custom Medications

Paths:

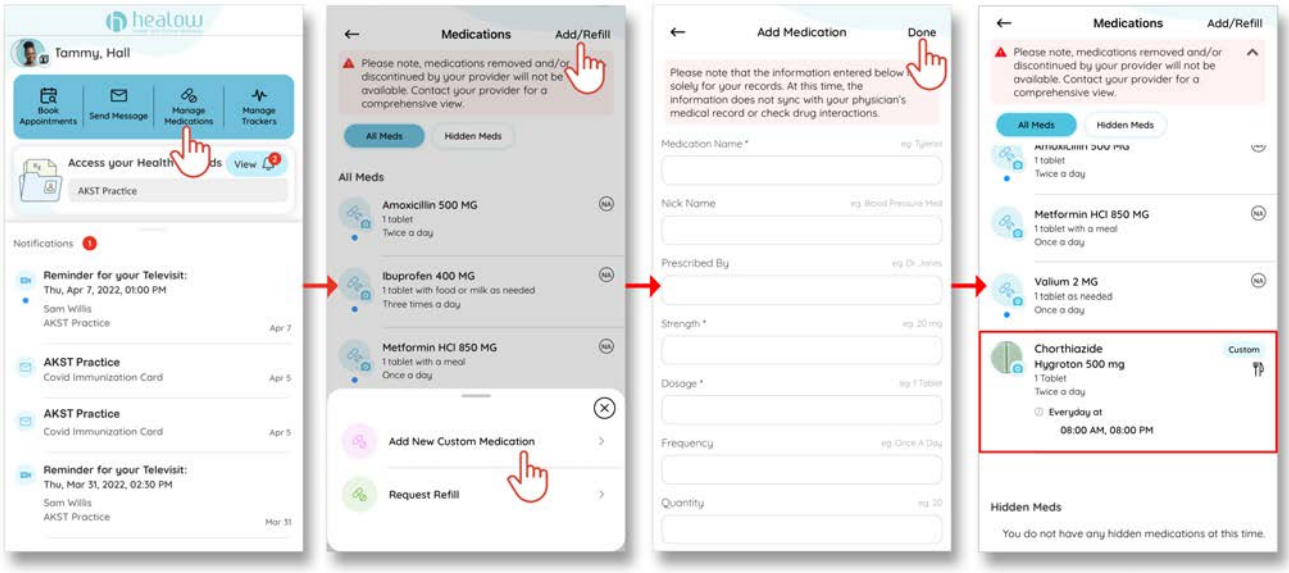
- *Home Screen > Access your Health Records > Medications*
- *Home Screen > Manage Medications*

Custom medications can be added to the healow app. These custom medications are not added to the patient's medical record in the EMR.

To add a custom medication:

1. Tap *Manage Medications* on the home screen.
2. Tap *Add/Refill* on the Medications screen.
3. Tap *Add New Custom Medication*.
4. Complete the fields on the Add Medication screen and then tap *Done*.

   The newly added medication is listed with a *Custom* label:



Referrals

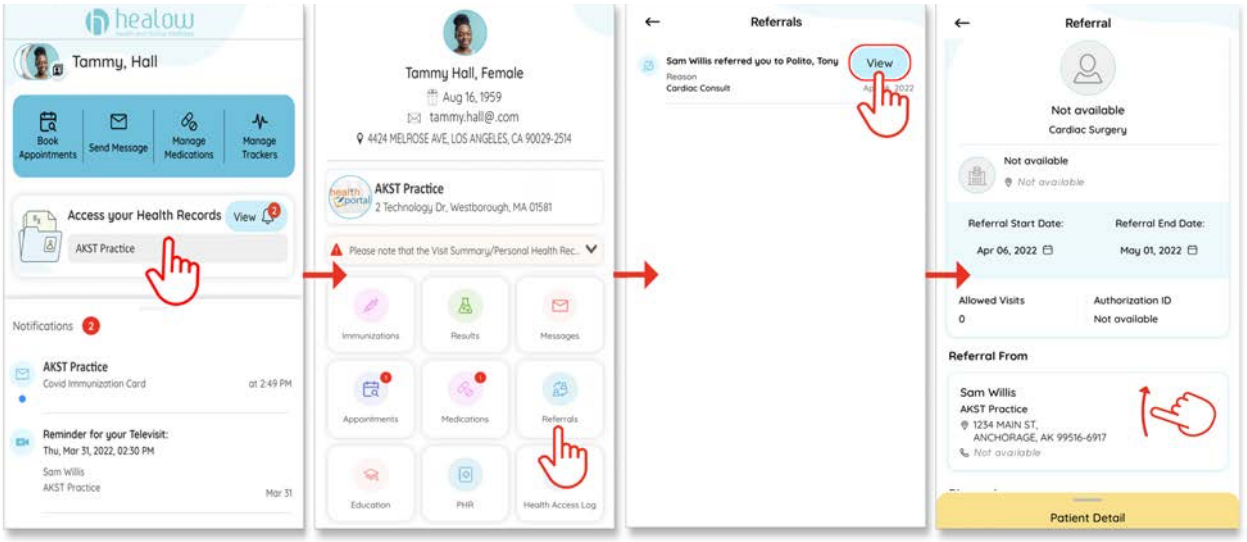
Path: *Home Screen > Access your Health Records > Medications > Referrals*

A patient's active referrals can be accessed on the healow app. Referrals are read-only. They cannot be modified on the app.

To display active patient referrals:

1. Tap the *Access your Health Records* tile on the home screen.
2. Tap the *Referrals* tile on the Health Records screen.
3. Tap a referral to display the details.
4. Swipe (scroll) through the referral details.

5. (*Optional*) Tap *Patient Details* to display patient demographics and insurance information:



Trackers (Devices)

Path: *Home Screen > Manage Trackers*

healow Trackers enable patients to connect home health monitoring devices and wearables to the healow app. Providers can check patients' imported vital data through the healow Hub within the eClinicalWorks EMR. healow Trackers record patient activity such as steps, distance, calories burned, BMI, sleep, heart rate, blood pressure, floors climbed, blood sugar, activity, temperature, and SpO2 (oxygen saturation).

Link trackers using any of the healow partners listed below:

- Fitbit®
- Glooko®
- GoogleFit™
- iHealth®
- Omron®
- Qardio™
- WelchAllyn®
- Withings®

Note: Not all compatible devices are displayed on the healow app. Check the manufacturer's website for a list of supported devices.

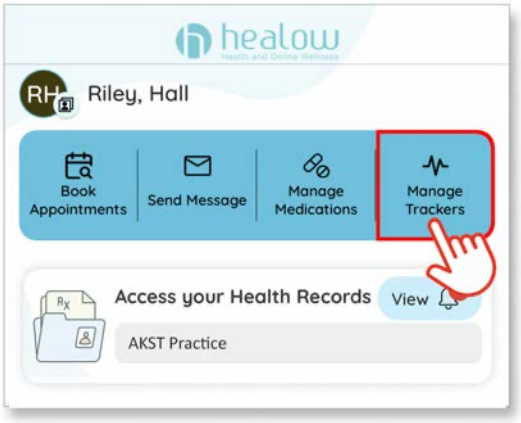
Link healow Trackers

Path: *Home Screen > Manage Trackers*

After a patient purchases a tracker device and sets up an account with the manufacturer, the device can be linked to the healow app.

To link a device to a patient's healow app account:

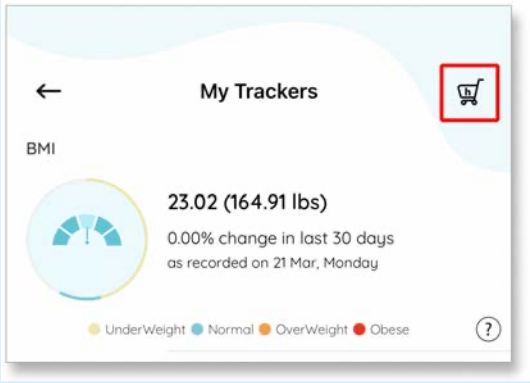
1. Launch the healow app and then tap *Manage Trackers* in the navigation bar:



2. If no trackers have been added, tap the *Add Trackers* button or the shopping cart icon:



Note: If one or more trackers have already been added, the *Add Trackers* button does not display. Tap the shopping cart icon to proceed:



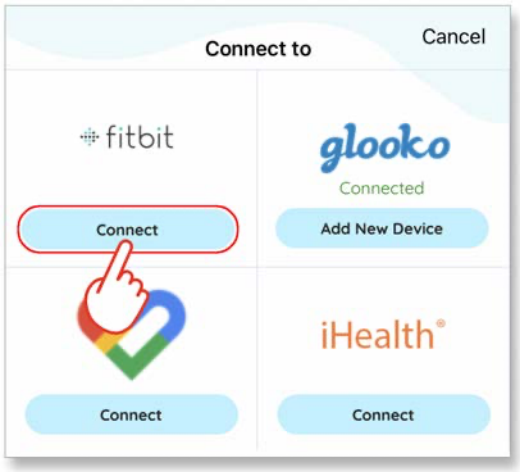
A screen opens displaying the supported devices.

3. Tap *Setup My Device* at the bottom of the screen:



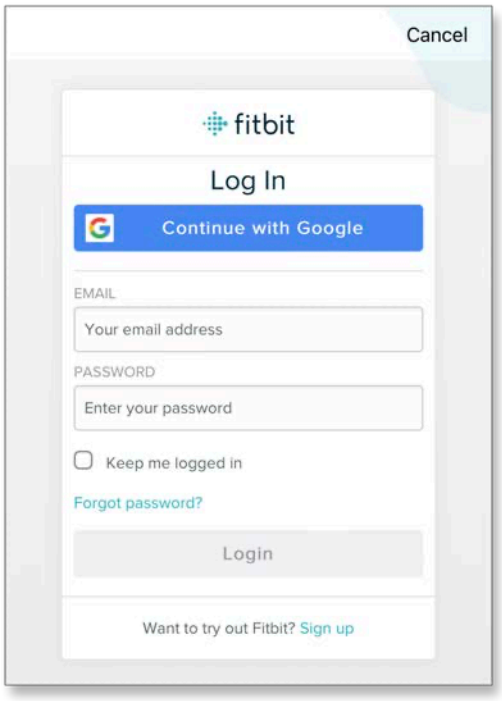
The Connect to screen opens.

4. Tap the *Connect* button under the manufactures name (or logo):



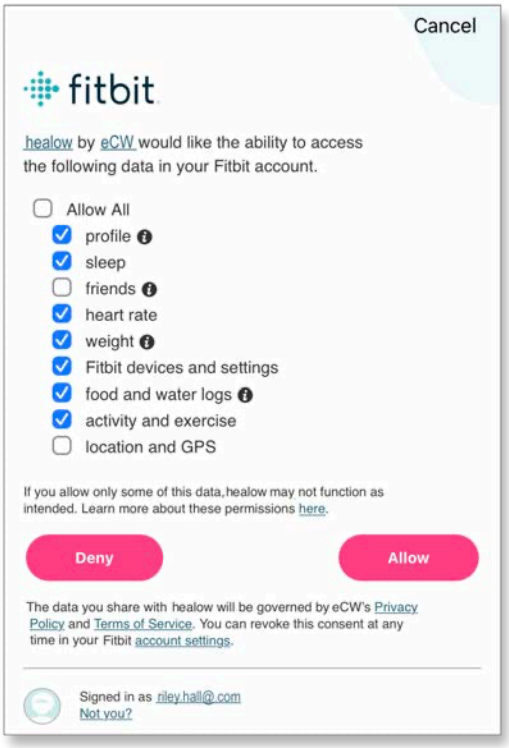
The login screen for the device's manufacturer opens.

5. Log in to the patient's account associated with the device's manufacturer:



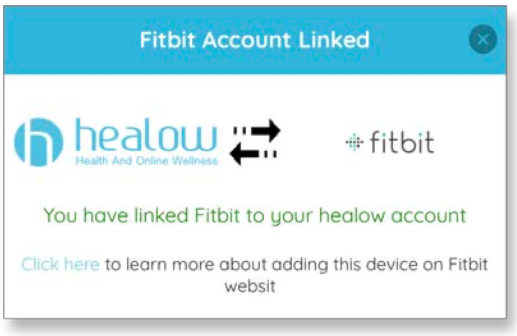
An Authorization screen opens.

6. Select the data that the patient grants healow permission to access and then tap the *Allow* button:



Note: Each manufacturer will have a different authorization form.

The patient's device manufacturer account has been linked to their healow account, and healow can receive data from all registered devices:



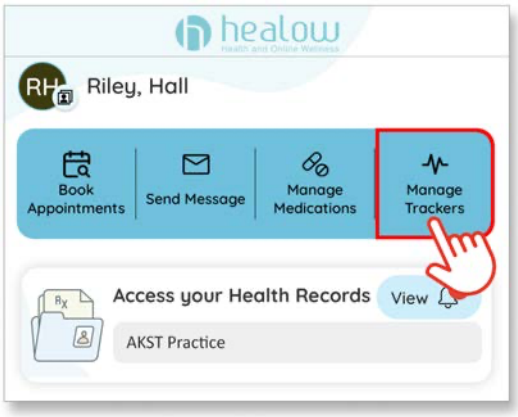
Manually Enter Tracker Data

Path: *Home Screen* > *Manage Trackers* > *Tracker* > *Plus icon*

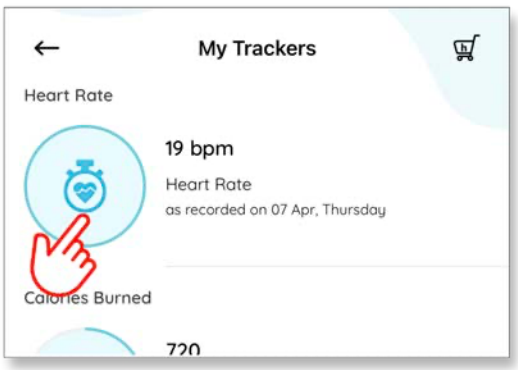
Tracker information is automatically imported from linked devices. Additional entries or data from non-linked devices can be added manually from the healow app.

To manually enter tracker information:

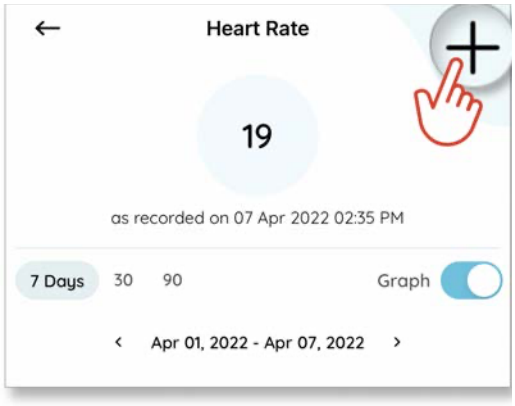
1. On the home screen, tap the *Manage Trackers* tile on the Navigation bar:



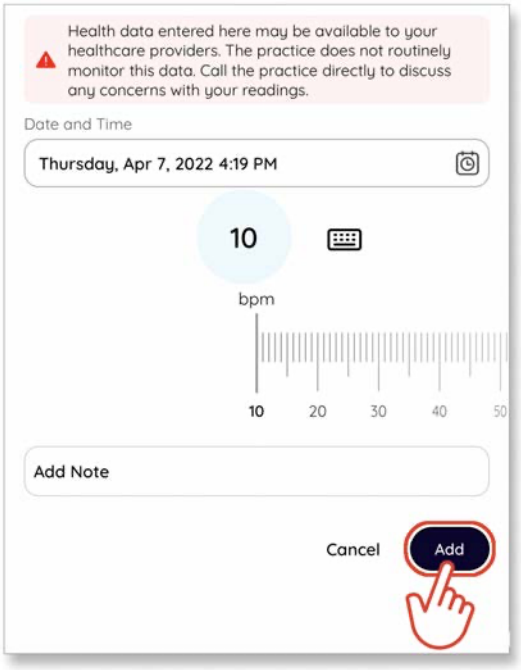
2. Tap a tracker entry on the My Trackers screen:



3. Tap the plus icon in the upper-right corner of the tracker screen:



4. Enter the tracker information and then tap the *Add* button:

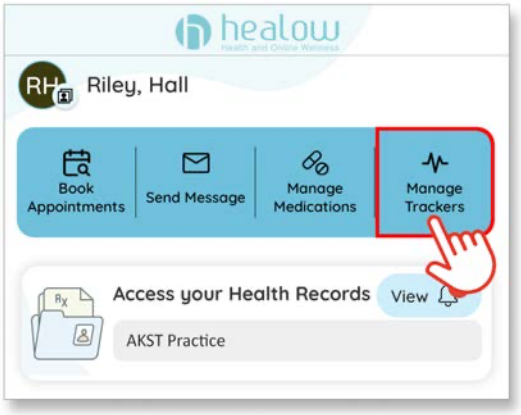


Update or Delete Tracker Data

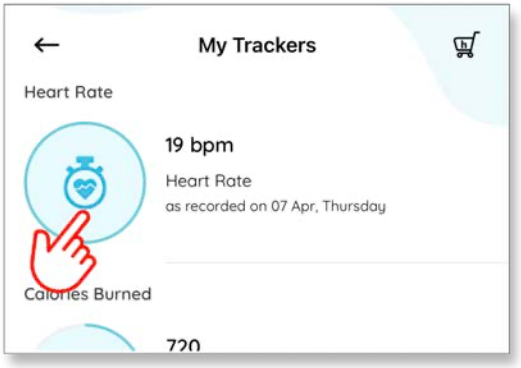
Path: *Home Screen* > *Manage Trackers* > *Tracker* > *Delete*

To update or delete a tracker entry:

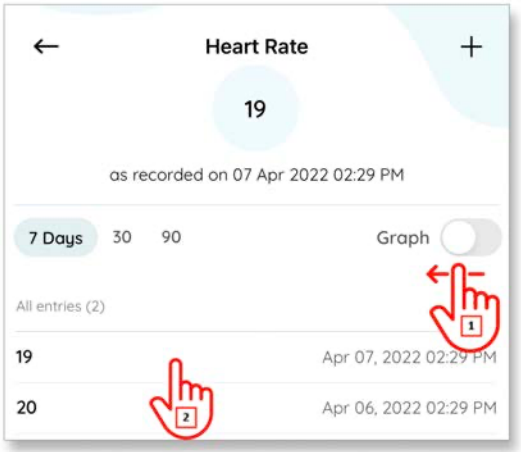
1. On the home screen, tap the *Manage Trackers* tile on the Navigation bar:



2. Tap a tracker entry on the My Trackers screen:

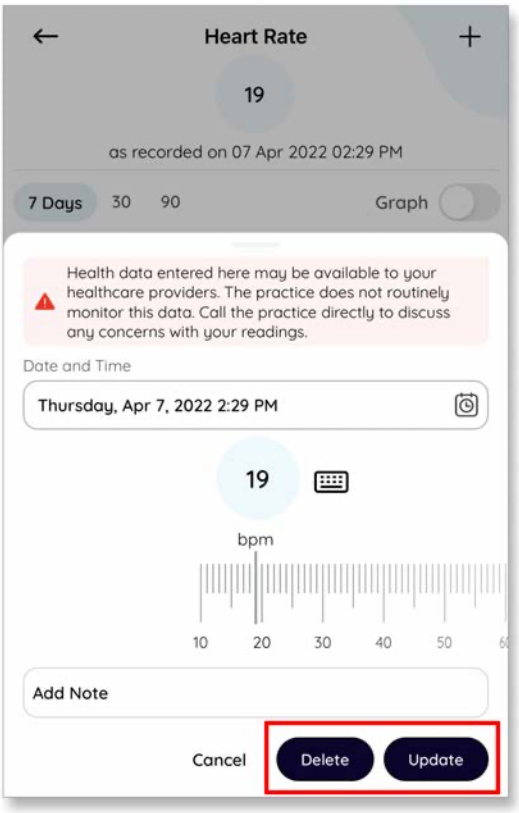


3. Turn off the graph view by sliding the *Graph* switch to the left and then tap the entry to be updated or deleted:



4. Take one of the following actions for the selected tracker entry:
   - **Update** - Modify the entry, make the necessary changes, then tap the *Update* button.

- **Delete** - Tap the *Delete* button:



Note: Only manually entered tracker data can be updated or deleted. Data imported from a linked device cannot.

Appendix A: Documentation Terms and Conditions

Documentation: This document contains information that is confidential and proprietary to healow, LLC and is intended for use solely by its authorized licensees (the "Authorized Entities"). In accordance with these conditions and contractual agreements by the Authorized Entity, this document may not be copied, displayed, distributed, published, or otherwise reproduced, otherwise used, transmitted, or in any form or otherwise made available or used by anyone other than the Authorized Entity to whom this document was originally delivered without the prior written consent of healow, LLC. Pursuant to Authorized Entity's agreement with healow, Authorized Entities may receive copies of or access to certain written technical support or explanatory documents regarding healow's software, healow's services, and/or healow's internal policies and procedures (collectively, the "Documentation").

The examples, images, and scenarios presented in this Documentation are solely for explanatory use of healow's software and services and should not be construed as directives for clinical or medical decisions; the Authorized Entity is ultimately and completely responsible for clinical and/or medical decisions made regarding patient care.

healow's Documentation may contain hyperlinks to external sites and/or third-party vendors for functional, informational, or instructional purposes. Use of these external links is at the Authorized Entity's risk.

healow assumes no responsibility for errors or omissions that may appear in this publication and reserves the right to change this publication at any time without notice. *All users are instructed to consult the latest version of the Documentation at my.eclinicalworks.com for the latest updates to the Documentation at all times.*

Once obtained, the distribution or posting of this proprietary document on the Internet for public and/or private use is strictly prohibited. This restriction includes Internet websites, forums, blogs, private or public portals, or any other electronic means of sharing beyond the Authorized Entity.

Appendix B: Notices

The following section lists the Trademarks contained in this system.

Trademarks

eClinicalWorks®

eClinicalWorks is a registered trademark of eClinicalWorks, LLC.

healow™

healow is a trademark of eClinicalWorks, LLC.

Android™

Android is a trademark of Google Inc.

Apple®

Apple Store®

HealthKit™

Apple®, Apple Store®, and HealthKit™ are trademarks of Apple Inc., registered in the U.S. and other countries. For all other Apple service marks, see: http://www.apple.com/legal/trademark/appletmlist.html

App Store℠

App Store℠ is a signature mark of Apple Inc., registered in the U.S. and other countries.

Bluetooth®

Bluetooth is a registered trademark of the Bluetooth Special Interest Group (SIG) Inc.

Dexcom®

Dexcom is a registered trademark of Dexcom, Inc. in the U.S., and may be registered in other countries.

Fitbit®

Fitbit is a registered trademark of Fitbit LLC and/or its affiliates in the United States and other countries.

Google™

Google is a registered trademark, or service marks of Google, Inc.

Google Fit™

Google fit is a registered trademark, or service marks of Google, Inc.

Glooko®

Glooko is a trademark of Glooko, Inc.

iHealth®

iHealth is a trademark of iHealth Labs, Inc.

Jawbone UP™ wristband

Jawbone UP wristband is a trademark of AliphCom dba Jawbone.

Nokia®

Nokia is a trademark of Nokia Corporation.

Moves®

Moves is a trademark of ProtoGeo Oy.

OMRON®

OMRON is a trademark of Healthcare, Inc.

Qardio™

Qardia is a trademark of Qardio, Inc., registered in the U.S. and other countries.

TELCARE™

TELCARE is a trademark of Telcare, Inc.

Welch Allyn®

Welch Allyn is a registered trademark of Welch Allyn, Inc.

All other trademarks or service marks contained herein are the property of their respective owners.