

PCA Patient Self-Help Guide: Appointment Scheduling





How to Book Appointments

This is a step-by-step guide on how to book an appointment through your healow© app or web portal.

Before using this guide, please make sure that you have followed the onboarding guides to set up your online patient account and have successfully logged into the healow© app and/or web portal with your credentials.





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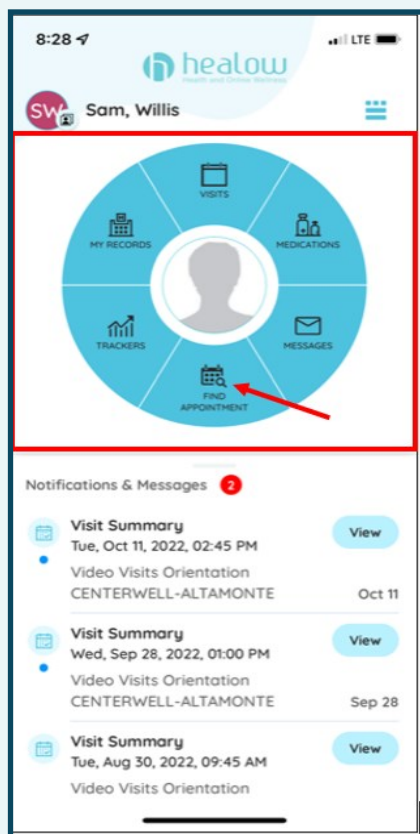


healow© App: Appointment Booking

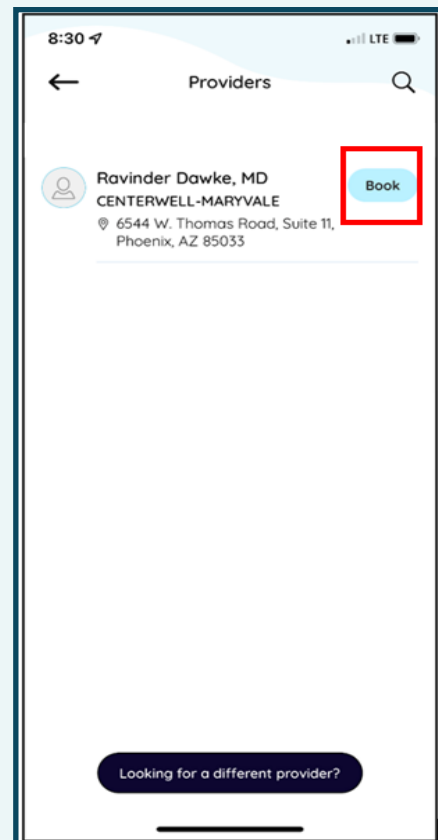
For the quickest and easiest way to book TeleVisit appointments, start by logging into your healow© App. For in-person appointment requests, you will need to call our patient phone number **(561-823-3821, extension 1) on Mondays-Fridays, 8am-5pm.**

1. Once you arrive at your homepage, click on **Find Appointment** on the healow© wheel.
2. The App should automatically show you the providers at your default primary care facility, and you can select your PCP by clicking the **Book** button next to their name.

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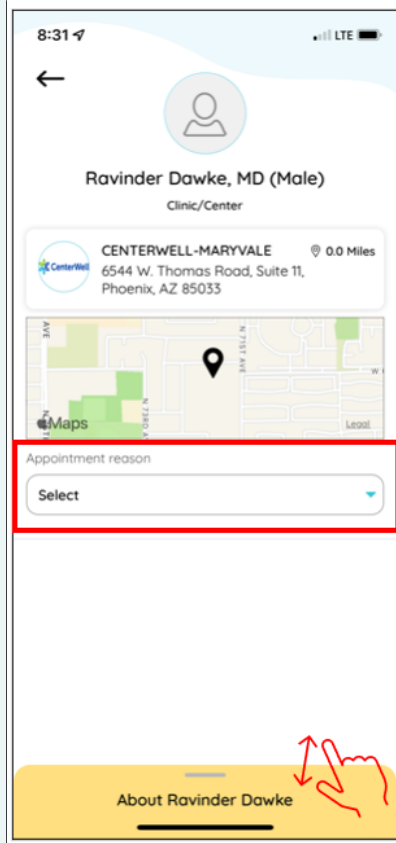




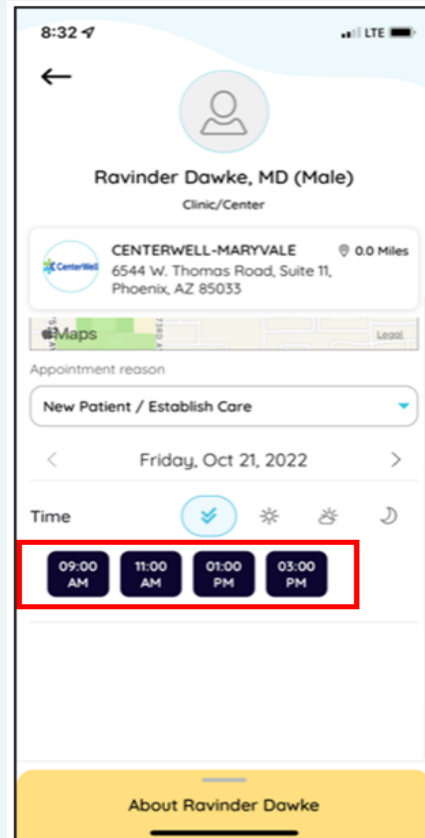
healow© App: Appointment Booking

3. You will be taken to the main profile of your provider. From this page, you can proceed with the appointment booking process by selecting the appropriate option from the **Appointment reason** dropdown. You can also swipe up on the yellow tab at the bottom of your screen to reveal a short biography on your provider.
4. Once you select an appointment reason, your provider's available appointment slots will display on your screen. To proceed with booking your appointment, click on the timeslot of your choice. If no timeslots are available on the day you have selected, the app will display **Next Availability: [Date of Next Open Slot]**.

3



4





healow© App: Appointment Booking

5. Since you are already logged into the healow© App with your patient details, your information should already be pre-populated into the **My Info** fields. Please confirm that all the information is correct and scroll down.
6. Before confirming your appointment, you may write in any details you would like your provider to know in the **Info. for the Provider** box, such as the reason you are making the appointment. The booking screen may indicate by default the cash option in the **Payment Details** section, so please remember to select **I will be paying by insurance** if that is indeed the case.

5

8:32 LTE

← My Info.

Ravinder Dawke, MD (Male)
Clinic/Center
CENTERWELL-MARYVALE
6544 W. Thomas Road, Suite 11,
Phoenix, AZ 85033

Friday, Oct 21, 03:00 PM

If you think you have a medical emergency, please call 911 or go to the nearest hospital. Please do not attempt to request emergency care through this app.

My Info *

First Name

Last Name

Gender
☒ Female

6

8:32 LTE

← My Info.

Ravinder Dawke, MD (Male)
Clinic/Center
CENTERWELL-MARYVALE
6544 W. Thomas Road, Suite 11,
Phoenix, AZ 85033

Friday, Oct 21, 03:00 PM

Visit Info *

Reason For The Visit

Info. for the Provider

(Maximum Characters : 250)

Payment Details

☒ I will be paying by cash

☐ I will be paying by insurance

I will need to verify your phone number for this



healow© App: Appointment Booking

7. Finally, at the bottom of the screen, the healow© App will require you to verify your phone number with a code by voice call or text. Please select your preferred method of verification before clicking **Verify and Book**. Once you receive the 4-digit code, please input the number into your screen and click **Validate**.

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We will need to verify your phone number for this appointment

By entering your number, you agree to receive an automated telephone call or one text message (with a passcode) to verify your account. Message and data rates apply

This will be done by an instant phone call or text message. Select your preference.

☐ Voice ☒ Text

Verify and Book

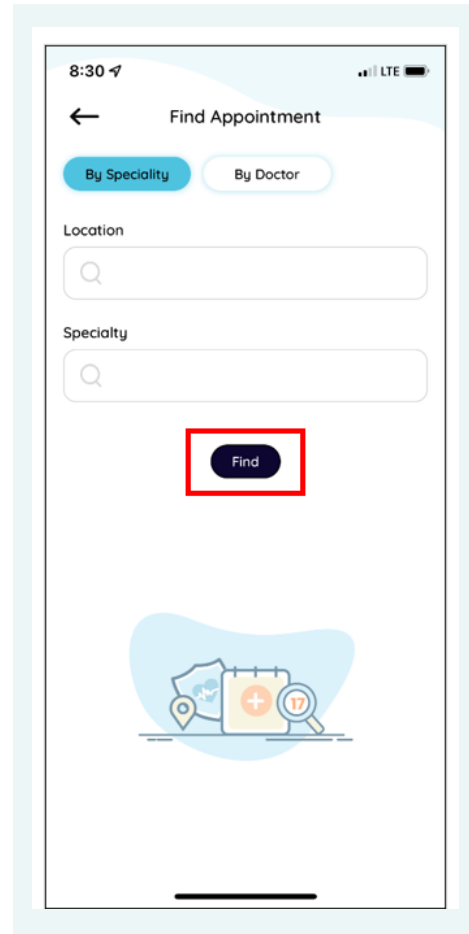


Congratulations! You have successfully booked an appointment, and you should soon receive a confirmation email of your TeleVisit appointment date and link.



healow© App: Troubleshooting

NOTE: If your PCP was not present in the initial list on your screen, you can also search for your physician directly by clicking the button: **Looking for a different provider?**



The search interface will allow you to search by location, specialty, or doctor name, and you can find your PCP directly by clicking on **Find**.



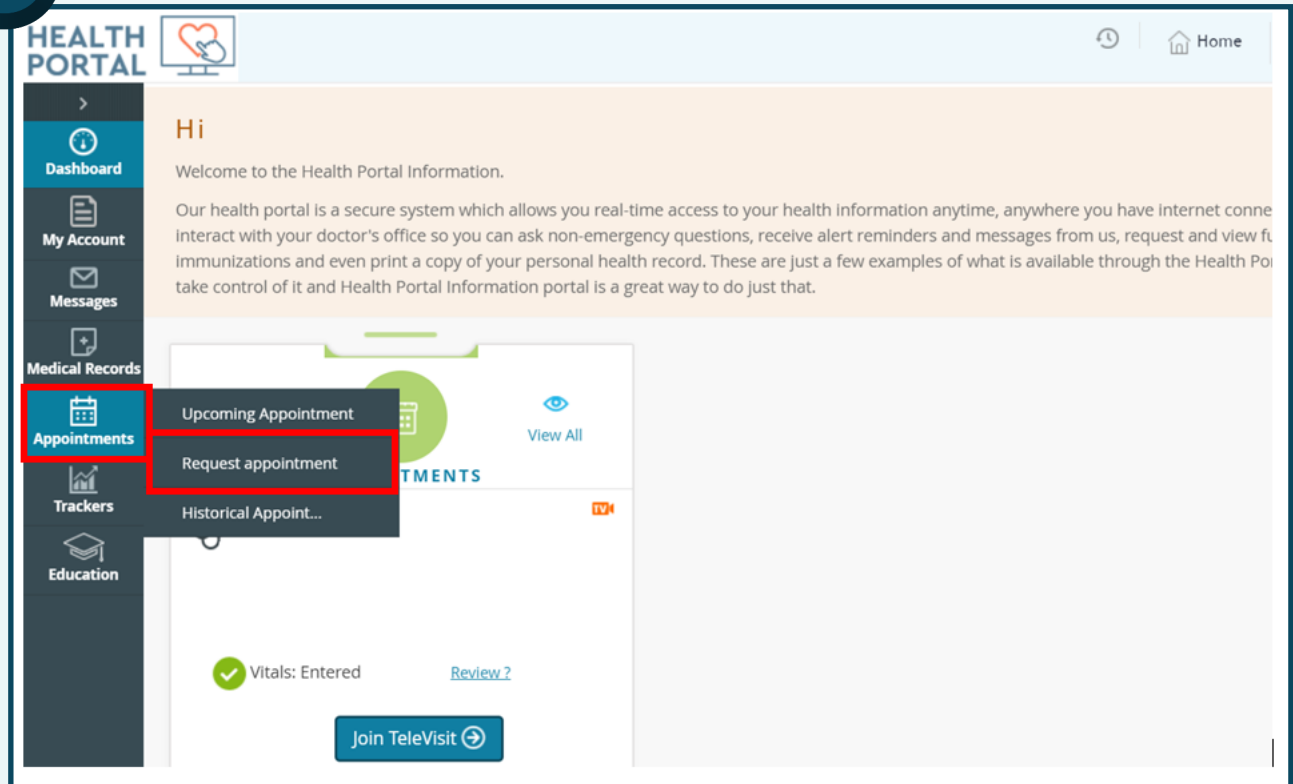
Web Portal

Appointment Requests

Unlike the healow© App, the patient web portal allows you to make appointment requests for general dates, but you will NOT have direct visibility into your PCP's open appointment slots. As such, for the best appointment booking experience, we recommend using the healow© App or giving our patient phone number a call **(561-823-3821, extension 1) on Mondays-Fridays, 8am-5pm.**

1. If you would like to make a general appointment request through the web portal, start by logging into the portal with your patient credentials. Upon arriving at the portal dashboard, hover over the **Appointments** tab and click on **Request appointment**.

1





Web Portal

Appointment Requests

2. You will arrive at a screen that allows you specify the details of your appointment request. On this screen, you will need to input:

a. The facility and provider you would like to request an appointment with

b. The type of appointment you would like and the reason for your visit

c. Your preferences for appointment dates and morning vs. afternoon timeslots

d. Your contact information

2

NEW APPOINTMENT REQUEST

Facility: Provider:

Appointment Type: Reason For Visit:

PREFERRED DATE RANGE:

From: To:

FIRST PREFERENCE:

Preference Day: Time:

SECOND PREFERENCE:

Preference Day: Time:

CONTACT DETAILS:

Preferred Method Of Contact: Email:



Web Portal

Appointment Requests

3. At the bottom of the screen, prior to submitting your request, you can also include a message for your provider. To send the appointment request through, click on the **Submit** button.

3

MESSAGE:

Cancel

Submit

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Unlike the healow© App, where you are selecting a specific time slot, this appointment request needs to be processed by your provider's office before you receive a confirmation. If your preferred dates and times of day are not available, you will receive a call from your provider's office to discuss alternative time slots.

NOTE: Because this request takes time for manual processing, you must set your requested date range to start at least 2 days in advance.



Phone Line: Appointment Booking

Just as you would for a traditional brick-and-mortar clinic, you can always call our patient phone number **(561-823-3821, extension 1)** on **Mondays-Fridays, 8am-5pm**, to book an appointment with the help of our front office staff.

Our front office can schedule both TeleVisits and in-person appointments. If you need in-person care, give us a call, and we can help you make an appointment at your closest Conviva hub clinic.



Rescheduling or Canceling an Existing Appointment

Appointments cannot be canceled or rescheduled via the healow© App or web portal. To cancel or reschedule an existing appointment, please call our patient phone number **(561-823-3821, extension 1)** on **Mondays-Fridays, 8am-5pm**.



NOTE: If you need to make appointment modifications outside of office hours, please send a direct message to your care team through your web portal or healow© App. For instructions on how to send a message to your care team, refer to the Step-by-Step Instructions documents on your patient onboarding website.