


PCA Patient Onboarding Help Guide: healow[©] App





Welcome to your new healow® App!

This is a step-by-step guide to download and set up and use your healow App.

After reading through this guide, you will be able to join your first TeleVisit.

You will learn how to conduct a TeleVisit compatibility check, view your first scheduled onboarding TeleVisit, and practice joining a TeleVisit.

Finally, you will learn the steps to access your Care Team and send messages via your healow App.





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Welcome to the healow© app!

The healow© App is a tool that allows you to access your health information electronically and securely communicate with your care team.

This guide will give you step-by-step instructions for how to get set up with your health portal account, how to join a Televisit, and how to contact your care team.

If you get stuck at any point of the setup process, please don't hesitate to call our patient phone line.



The help number is 561-823-3821.





Introduction: Getting Started

Setting up your healow© app



Downloading the healow App is simple. After your onboarding appointment is scheduled, you will receive email instructions on how to register for your patient health portal.



Check your email inbox that you provided at the time of scheduling your onboarding appointment. [Your health portal welcome email should come from: **no-reply@eclinicalmail.com**]

Within the patient health portal welcome email, you will see instructions on how to download the healow© App to your mobile device.

Let's Connect Via Our healow App

Get started in 3 simple steps!



 <h4>1. Download</h4> <p>Download the free iOS or Android app</p>	<h4>FJBFBD</h4> <h4>2. Enter this code</h4> <p>Search for our practice using unique code: FJBFBD</p>	 <h4>3. Login</h4> <p>Login with your portal credentials given by our practice</p>
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Android Devices

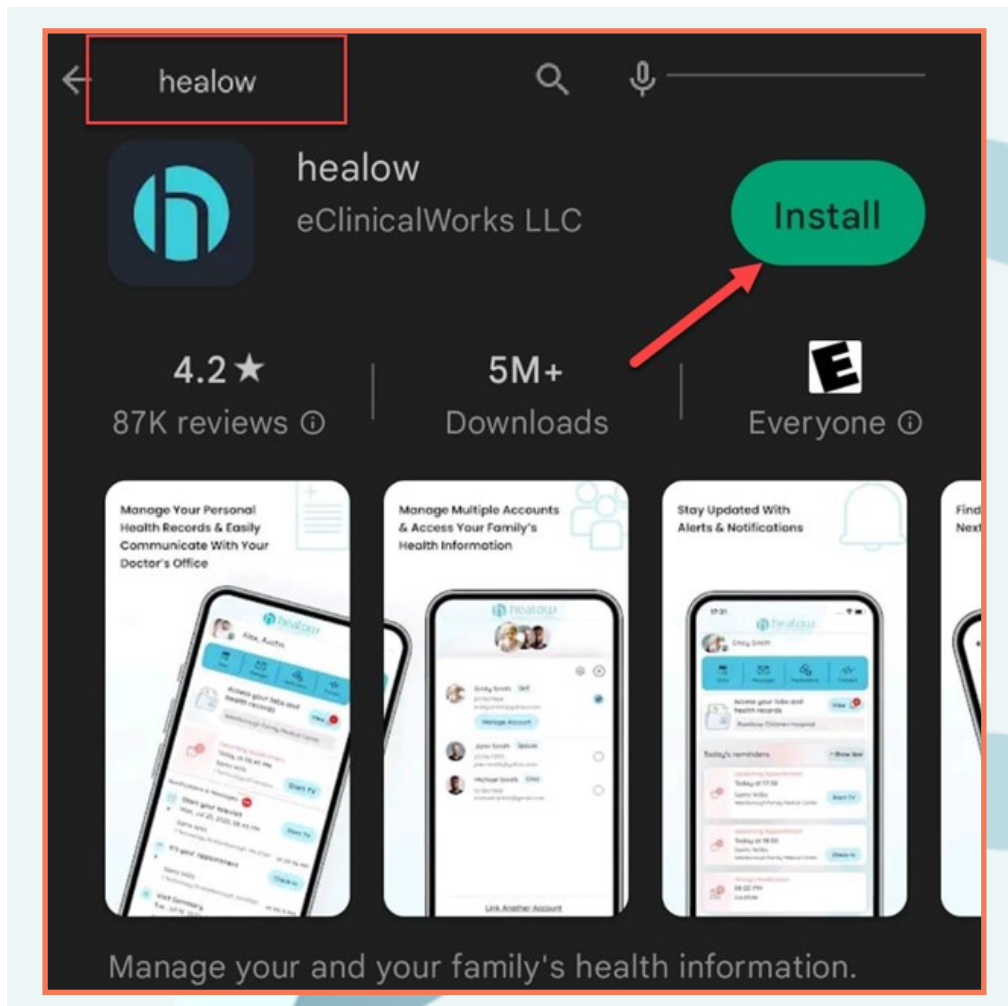
healow© Access

To gain access to your healow© App on an Android mobile device:

1. Download the free Android App via your Google Play Store.



2. Search for **healow** in the search field and click **Install** to begin downloading.

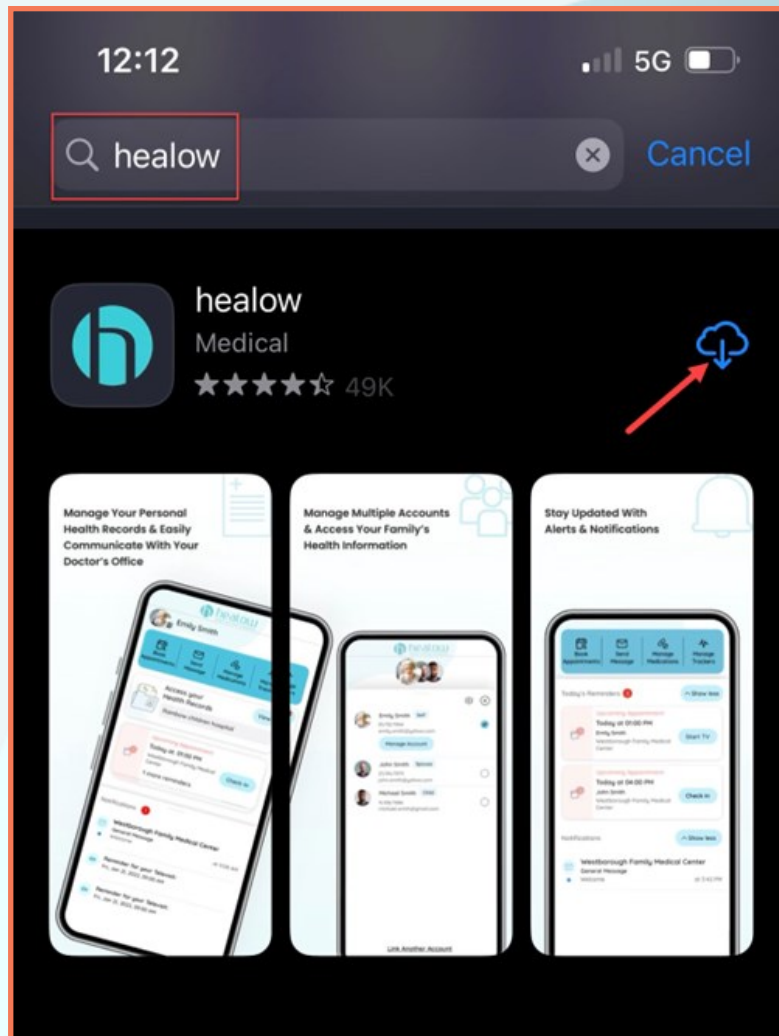




Apple Devices healow© Access

To gain access to your healow© App on an iOS (Apple) mobile device:

1. Download the free iOS App via your Apple App Store.
2. Search for healow in the search field and click the cloud icon to begin downloading.





After Successful Download Terms & Conditions

After successfully downloading the healow© mobile App

1. Click **Get Started** at the bottom of your screen.
2. Scroll and review **Terms of Use**. Click **I agree to the terms & conditions to confirm acknowledgment**.

Terms of Use

Cancel

accordance with its sole discretion.

21.4. No Agency

Nothing contained in these Terms creates any agency, partnership, or other form of joint enterprise between you and Healow.

21.5. No Waiver

Healow's failure or delay to insist on or enforce strict performance of these Terms of Use shall not be construed as a waiver of any provision or any right that Healow has to enforce these Terms of Use.

21.6. Time Period for Filing Claims

You acknowledge and agree that it is the intent of both you and Healow to limit the period of time in which a claim may be filed, even if the period is shorter than that fixed by the statute of limitations. You therefore agree that any cause of action arising out of or related to Healow must commence within one (1) year after the cause of action accrues, otherwise such cause of action is permanently barred.

21.7. No Third Party Beneficiary

These Terms of Use do not confer any rights or remedies on any third parties.

I agree to the terms & conditions



After Successful Download Practice Code

3. You will be prompted to put your Name & Date of Birth (DOB), then click **Continue**.
4. Next you can put in the Conviva Practice Code by clicking **Yes, I have Practice Code**.

(You can find practice code in the email which your provider has sent you)


Yes, I have Practice Code

No, I don't have a Practice Code

(Use this option if you know your provider or service location name)

5. The practice code is: **FJBFBD**

←



Practice Code


Enter your practice code here.

FJBFBD


Next

- a. The verified practice should be: **Your Health Portal**.
- b. Click **This is My Practice**.

←



Verify Your Practice



Your Health Portal

6101 Blue Lagoon Drive, Suite 200,
Miami, FL 33126

Not My Practice **This is My Practice**



After Successful Download Your mobile App is now set up.

It is recommended to set up your patient web portal account prior to setting up the mobile App. For the best results with your TeleVisit, it is also advised to do your first virtual visit via your online portal on your computer.

Based on these recommendations, your password would have already been created, allowing you to log in using the information you supplied when you registered.

Or Login with Username

Verify with your Patient Portal login credentials

Username [Forgot Username?](#)

Password [Forgot Password?](#)

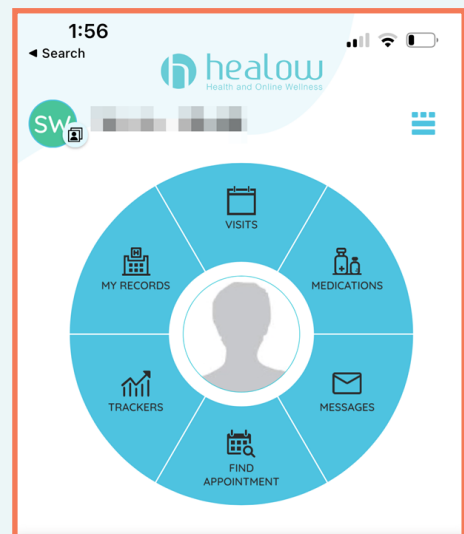
Submit

You may also get additional faceID, security pin or user authentication prompts before it is confirmed for you to log into your healow© App.



Congratulations!

Your mobile App is now set up. You can verify that log in was successful once it lands on your mobile App wheel homepage.





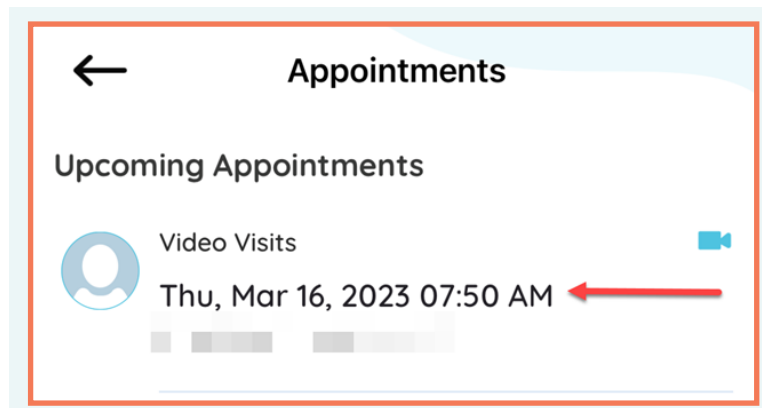
Joining Your First TeleVisit

First scheduled onboarding TeleVisit

Your first scheduled visit will be the PCA Onboarding with your Care Partner. You will be able to identify that there is an upcoming appointment by the red notification number by **Visits** icon.



You will be able to see your upcoming Onboarding visit and details on the next screen.



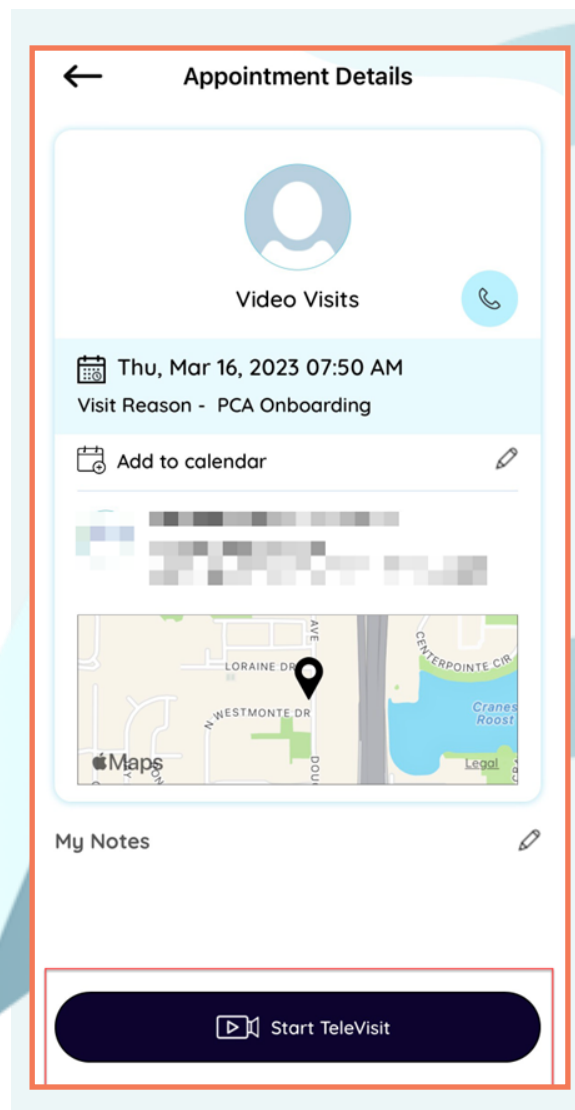
If you do not see any upcoming appointments located on your Dashboard, please call our PCA phone line for assistance at 561-823-3821.



Practice Joining a Televisit Session Practice

Feel free to practice joining your upcoming TeleVisit prior to your scheduled visit!

1. Click on your scheduled **Visit** under your Appointments section
2. You will see the details of your upcoming PCA Onboarding Visit. Click **Start TeleVisit**.





Practice Joining a Televisit Session Practice

3. Next you will see optional vitals that can be skipped by clicking **Submit Vitals**.

 Vitals

Entering Vitals below is optional.

 Height

Ft in

 Weight

Pounds

 Blood Pressure

/

 Temperature

Fahrenheit

 Respiratory Rate

Breaths per minute

Submit Vitals »



Practice Joining a Televisit Session Practice

4. Lastly, you will see the TeleVisit Consent form, which needs to be accepted to move forward. Click **Accept & Proceed**.

← **TeleVisit Consent Form**

English:

CONSENT FOR MEDICAL TREATMENT: I agree to allow this provider to conduct procedures to diagnose a medical concern, provide medical care, and provide treatment and/or emergency treatment ordered by my provider which are necessary. I realize that the provider(s) attending to me directs my care and is responsible for telling me about the type of care and treatment I will receive. No promises have been made to me as to the results of examinations or treatments provided to me. I understand that students and clinical assistants in the medical field under appropriate supervision may watch or help with my care; however, I have the right to refuse such treatment at any time.

CONSENT TO TELEPHONE CALLS (including Cell Phone), EMAILS, TEXTS

I understand that by providing a telephone number or email address, I am giving the provider organization and affiliates permission to contact me (including texts, automated calls and pre-recorded messages).

Spanish:

CONSENTIMIENTO PARA TRATAMIENTO MÉDICO: Acepto permitir que este proveedor lleve a cabo procedimientos para diagnosticar una inquietud médica, proporcionar cuidados médicos y proveer un tratamiento y/o tratamiento de emergencia ordenado por mi proveedor que sea necesario. Entiendo que el(los) proveedor(es) que me atiende(n) dirige(n) mis cuidados y tiene(n) la responsabilidad de informarme sobre el tipo de cuidado y tratamiento que recibirá. No se me ha hecho promesa alguna en cuanto a los resultados de los exámenes o tratamientos que me hayan proporcionado. Entiendo que los estudiantes y asistentes clínicos del área médica pueden observar o ayudar con mis cuidados, bajo la supervisión apropiada. Sin embargo, tengo derecho a rechazar tal tratamiento en cualquier momento.

CONSENTIMIENTO PARA LLAMADAS TELEFÓNICAS (incluyendo teléfono celular), CORREOS ELECTRÓNICOS, MENSAJES DE TEXTO:

Entiendo que al proporcionar un número de teléfono o dirección de correo electrónico, le doy a la organización de proveedores y a los afiliados permiso para contactarme (incluyendo mensajes de texto, llamadas de marcado automático y mensajes pregrabados).

Credent:

KONSANTMAN PDC, TRETMAN MEDICAL: Mwen aksepté pou m etabli relasyon sa

☒ **Accept** (Clicking 'Accept' indicates an electronic signature has been obtained explaining requirements, understanding and acceptance of medical services being rendered electronically.)

☐ **Decline**

Proceed >>

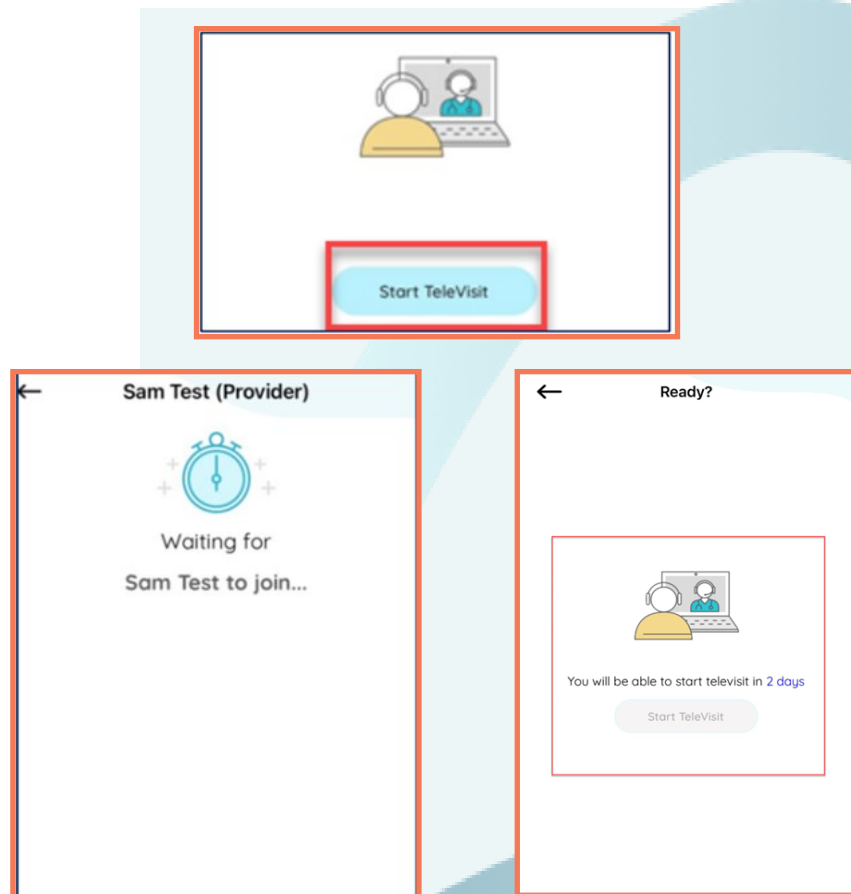
Review Vitals



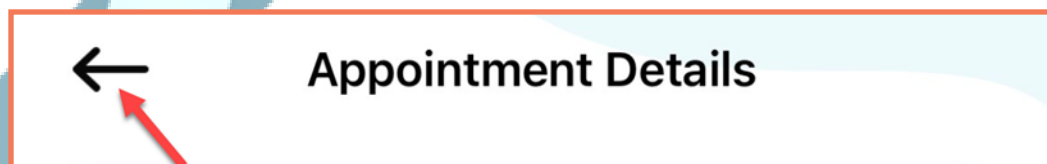
Joining Your First TeleVisit

Convenience at Your Finger Tips

5. You then will be able to click **Start TeleVisit** which will put you in a virtual waiting room until your care team is ready to join the appointment.



6. If you practice joining your TeleVisit too far in advance, it will show your estimated time until you can start the visit and the **Start TeleVisit** button will be greyed out.
7. Continue clicking the back button on the top left to get back to your **App home** screen.



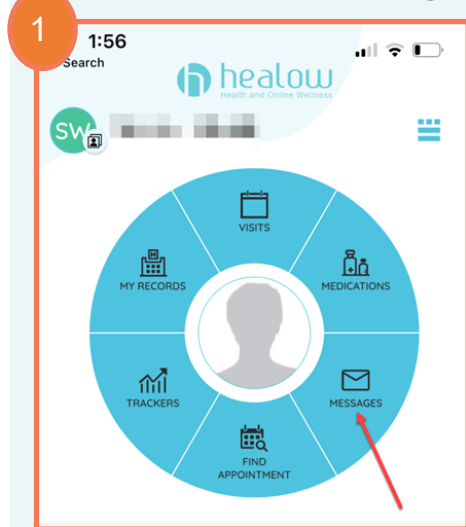


Contacting Your Care Team

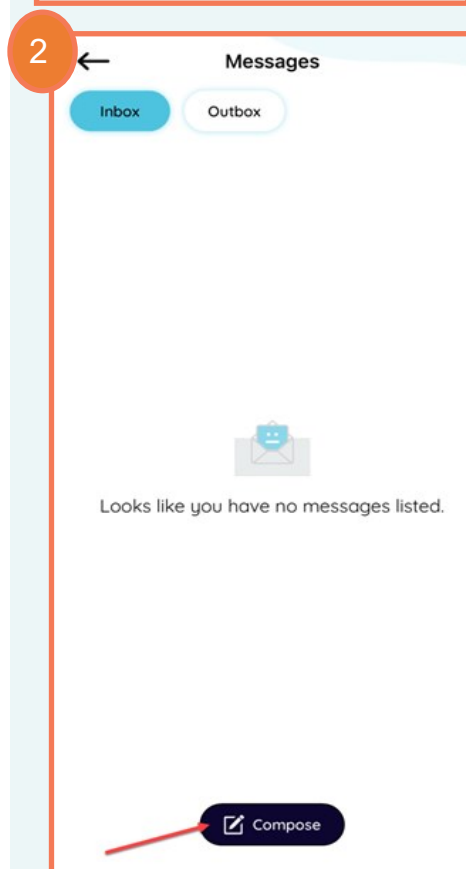
Convenience via your mobile App

Contacting your Care team is made convenient via your mobile App. You can send via your healow© mobile App.

1. Click on **Messages** on the healow wheel.



2. This will take you to where you can view your inbox or outbox and send any non-urgent messages to your Care team. Send any non-urgent message to your Care team by clicking **Compose** towards the bottom.



3. Test out sending a message to your Care Team. Click **General Messages**.

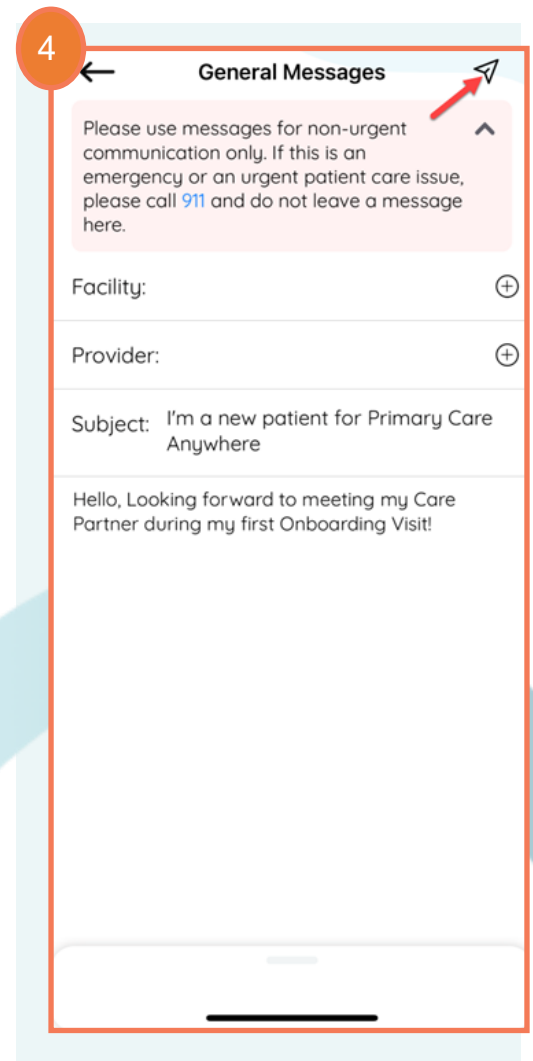
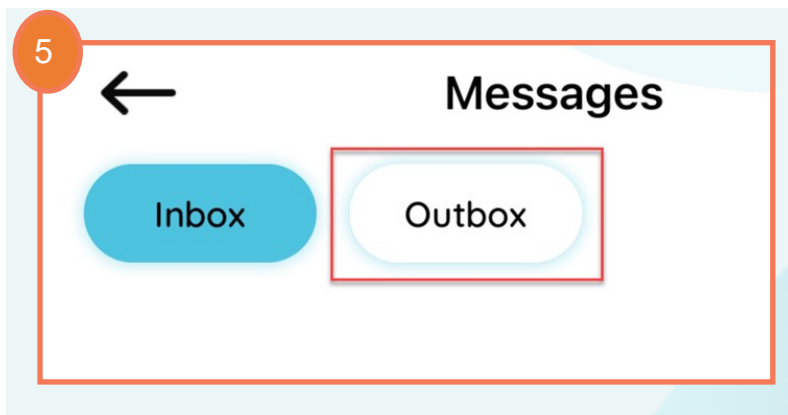




Contacting Your Care Team

Convenience via your mobile App

4. Fill out the appropriate fields, then click the paper airplane at the top right to send the message.
5. View the message you just sent by clicking Outbox on the top of your **Messages** screen.



You now have all the necessary tools to have a successful first TeleVisit with your Care Partner!

For more information on how to navigate your healow© mobile App, please refer to the additional help guides located on the patient onboarding website.