PATIENT INSTRUCTIONS FOR TELEMEDICINE

Diagnostic Partners of North Texas Murphy Medical Clinic



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What is Healow?

- The healow app provides a secure means to manage your health and wellness by telemedicine.
- The app can be used on any Apple® or Android® enabled device.
- The app can also be used on a computer with a WEBCAM and MICROPHONE (<u>www.healow.com</u>). Please check the status of your headphones and speakers (please use either or).
- Healow is acronym for Health and Online Wellness.
- You can link multiple accounts (spouse, child, etc.) to the same app.

HOW TO start your telemedicine set up.

- 1. Call the office by dialing (972) 867-9507 OR (972) 578-7700 and request your patient portal credentials.
- 2. If you have a valid email, the office staff will provide you with a <u>username</u> and <u>password</u>.
- 3. Once you have your patient portal credentials, WRITE THEM DOWN. You will need these to set up your Healow account, by using the following steps.

Step 1

If you are using a computer:

1. Go to www.Healow.com

If you are using a smartphone:

 Download the Healow app from your app store on Apple® or Android®

PRACTICE CODE IS: HIAJAA

Step 2

If you are using a computer:

 On the healow.com home page, click on Access your Health Record, in the top right corner.

Access your Health Record

 Find your doctor by PRACTICE CODE and hit GO. Then click on Diagnostic Partners of North Texas.

 Sign In To Access Your Health Record If your doctor has given you online access start by finding your doctor
Search By: Provider Name Practice Name Practice Code/Phone
Enter Your Practice Code/Phone If you are using a smartphone:

- On the Welcome to healow screen, search to find your provider by PRACTICE CODE.
- 2. Enter the PRACTICE CODE and hit LOGIN.



Step 3

If you are using a computer:

- 1. Login using the patient portal credentials.
- 2. Follow the prompts on the screen to complete your set up.
- 3. Book or access your appointment by using the tabs on the left side of your screen.
- 4. Begin **TELEVISIT** to initiate the video call.

If you are using a smartphone:

1. Login using the patient portal credentials.

Step 4 - If you are using a smartphone:

If you are using a smartphone:

- 1. Hit "I AGREE TO THE TERMS & CONDITIONS."
- 2. If you experience trouble signing in, follow the steps below:



Step 5 - If you are using a smartphone

If you are using a smartphone:

- Create a 4 digit pin, which will be used going forward to log in. After this initial login, the only step in logging in will be entering your PIN.



Step 6 - If you are using a smartphone

- If you have a Apple®, you may be required to register with Touch ID.
- You can also skip this step by hitting NOT NOW.



Use your Touch ID for faster, easier access to your Healow account.

Touch ID allows you to log into Healow Mobile using your fingerprint instead of your username and password. Your username and password will be encrypted and stored in your device's Apple IOS Keychain.

In order to use Touch ID, you need to enable it on your device through your IOS Settings under the Touch ID & Passcode section. You also need to enable Touch ID for the Healow app by following instructions after your next login using your username and password.

By enabling Touch ID login, anyone who has a fingerprint stored on this device is able to access your account. Please ensure any person with a fingerprint stored on your device should be authorized to access your Healow accounts before enabling this feature.

Fingerprints are stored on your device only. Healow never sees your fingerprint information. For information on how Apple protects your fingerprint and Keychain data, please see Apple's Privacy Policy and IOS security guides.

Turn on Touch ID

Step 7,8,9 - If you are using a smartphone







TERMS OF USE AGREEMENT

This Terms of Use Agreement ("Terms of Use" or "Terms of Use Agreement") governs your access and use of the software, applications, and services as described below.

Ownership and Purpose of the Websites and Applications:

Healow, LLC ("HEALOW") owns and operates various websites and applications related to electronic medical records ("EMR"), software for EMR and healthcare practice management, and other related online products and services. Some of the HEALOW products and services include the software for EMR and healthcare practice management ("EMR Software") owned and licensed by eClinicalWorks, LLC. The HEALOW products and services include the healow websites and applications (including healow.com, healow & and the healow applications (work & healow & nom & healow & applications (mathematications), healow & nome & healow & applications (mathematications), healow & applications), healow & applications (mathematications), healow & applications), healow & applicat

access , and the healow widgetTM which allows patients to book appointments for a provider or practice from that provider's or practice's webpage or other online listing), and any other current or future websites, mobile access or mobile applications, or other applications. These websites and applications are collectively referred to herein as the "Services.".

The purpose of the Services is to provide a secure network that will assist patients in managing their medical records, prescriptions, doctors' appointments and other healthcare related items online and/or from their mobile devices in order to assist them in obtaining improved quality, safety, and efficiency of healthcare. This includes providing a means of interacting with eClinicalWorks, LLC's EMR Software and other EMRrelated products and services which one of more of each patient's healthcare providers utilize. Certain websites or mobile applications, such as the healow.com website and



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Step 10, 11 - If you are using a smartphone

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Step 12, 13 - If you are using a smartphone



You can modify your preferences at any time by visiting the h2h[™] section in your healow app settings

<u>Learn more about h2h™</u>



Step 14 - If you are using a smartphone

- Once you are logged in, you are READY TO BOOK!
- Hit find appointment and follow the prompts on the screen to book your appointment.
- If you have already booked your appointment, select APPOINTMENTS to **initiate the TELEVISIT**.

Healow or Telemedicine Questions

If you have any questions or concerns, use the link below:

https://www.healow.com/support/jsp/faq/index.html

OR

Contact our office.