



healow APP V7.0 FAQ

Version 7 - June 2022



healow App FAQ

This document contains questions frequently asked about the healow app, along with answers from the experts. Many of these questions have been posed in reference to recent updates made to the healow app.

The questions are grouped into the following categories:

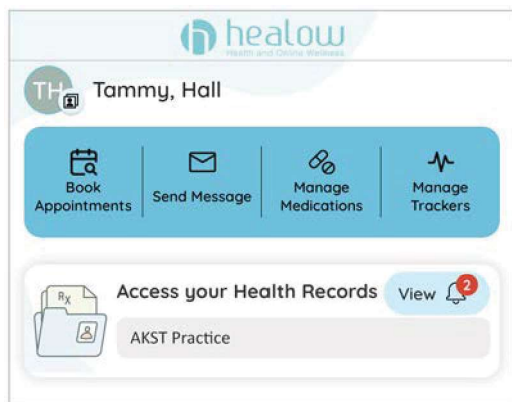
- General
- Logging In and Onboarding
- Manage Accounts & Settings
- Medical Records
- Trackers

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

General

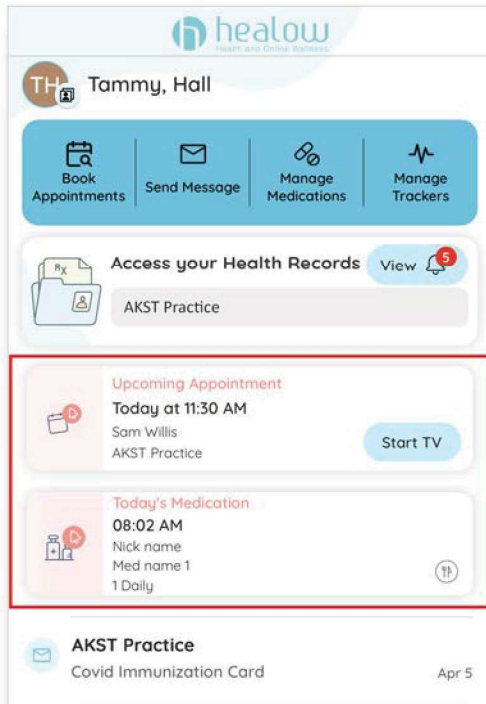
I do not see the healow Wheel. Has the app changed?

You have likely updated the healow app to version 7.0 or higher. The features you are accustomed to on previous versions, such as Messages, Appointments, Medications, Results, and My Records, still exist but have a new look and feel:



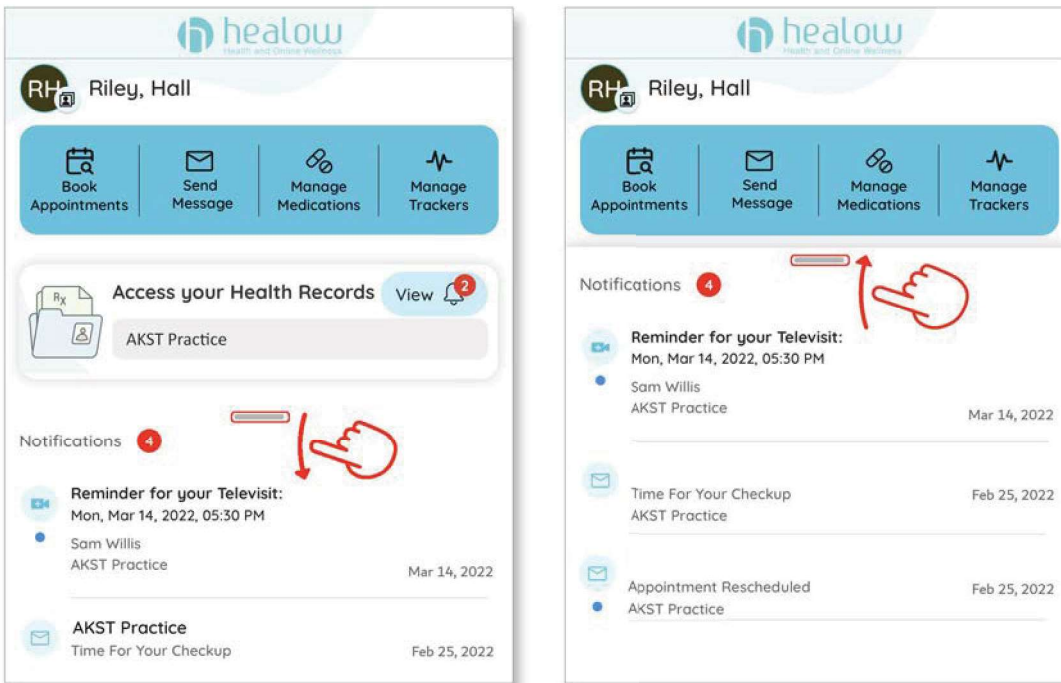
What are Today's Reminders?

Today's Reminders are tasks that require action for the current day. These reminders are for appointments, medications, account management tasks, etc. The reminders display below the *Access your Health Records* tile on the home screen. Tap on a reminder to perform the required task:



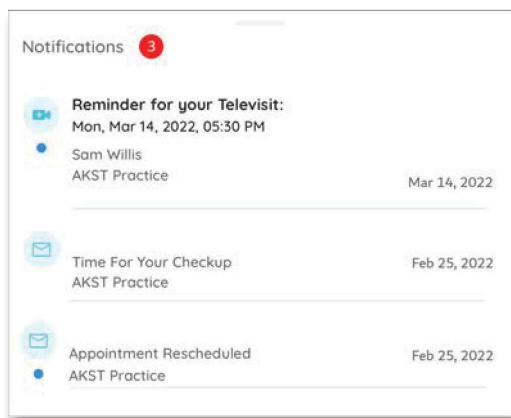
How do I expand and collapse the Notification panel?

Swipe the top of the *Notifications* panel up and down to expand and collapse the panel:



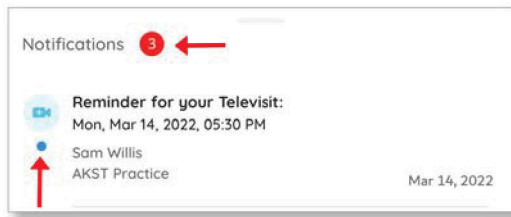
What displays under the Notifications panel?

The Notifications panel displays important notifications such as appointments, messages, etc. Tap a notification to display additional details and options:



How do I know which notifications are new and unread?

New and unread notifications are marked with a blue dot. A red notification circle displays the number of new and unread notifications:



How do I delete a notification message?

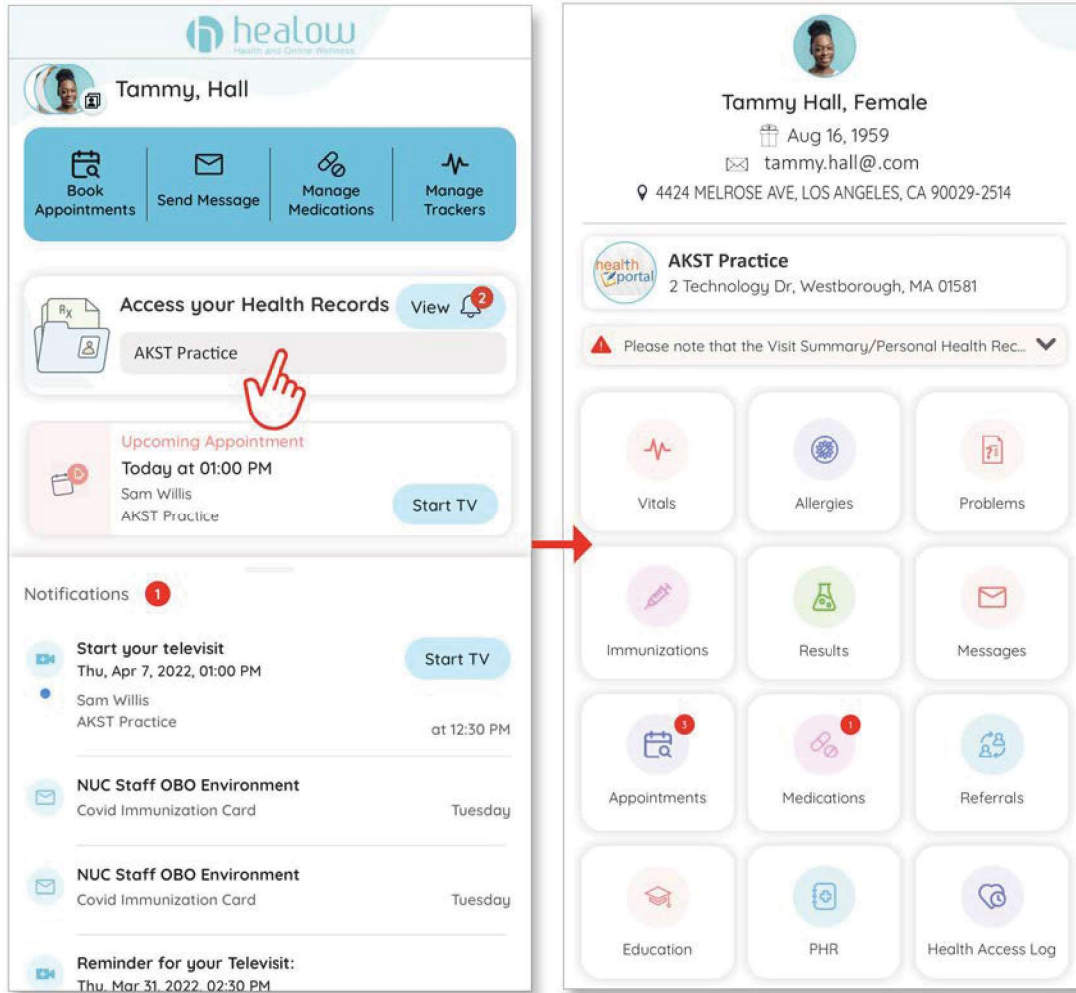
Currently, notifications cannot be deleted. Notifications display in descending order by date. Newer notifications are always at the top.

What health records are available on the app?

If your provider has made your health records available to you, the following items display on the Health Records screen:

- Vitals
- Test Results
- Referrals
- Allergies
- Messages
- Education
- Problems
- Appointments
- PHR
- Immunizations
- Medications
- Logs

To access the health records screen, tap the *Access your health Records* tile on the home screen:

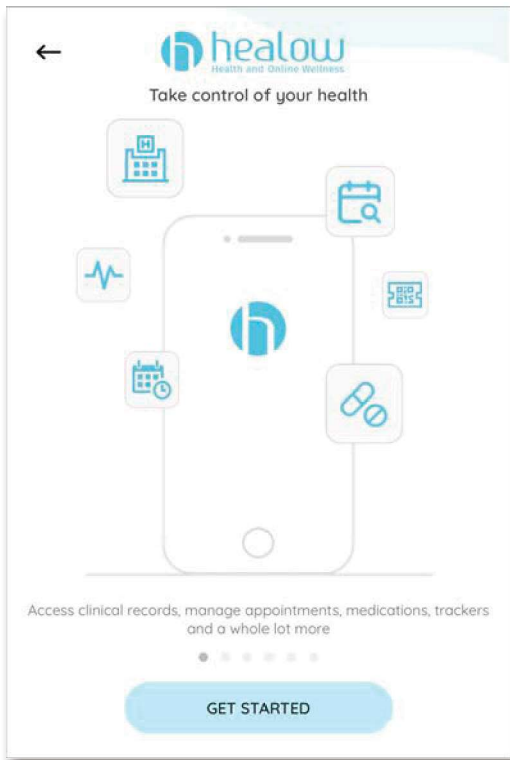


Logging In and Onboarding

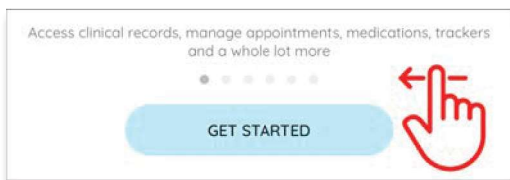
How do I log in to the healow app for the first time?

To log in to the healow app for the first time:

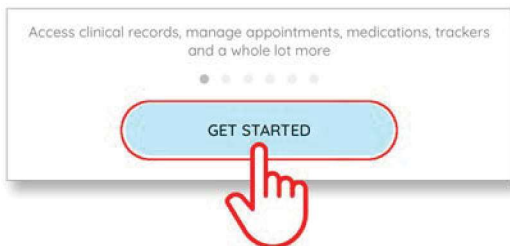
1. Launch the healow app on a mobile device:



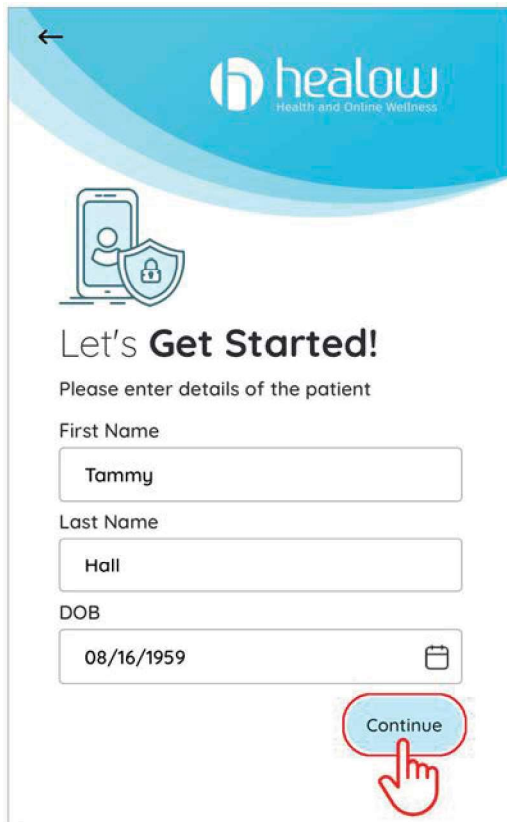
2. (Optional) Review a tutorial for the healow app by swiping left through the five instructional screens:



3. Tap *Get Started*:




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



←

healow
Health and Online Wellness



Let's Get Started!

Please enter details of the patient

First Name

Tammy

Last Name

Hall

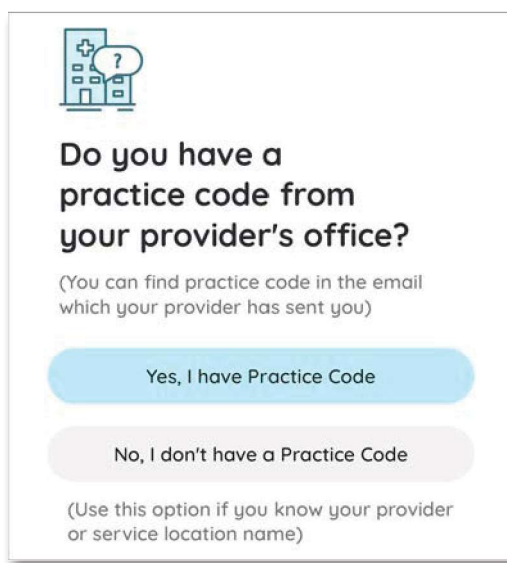
DOB


08/16/1959

Continue

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.

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





Do you have a practice code from your provider's office?

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

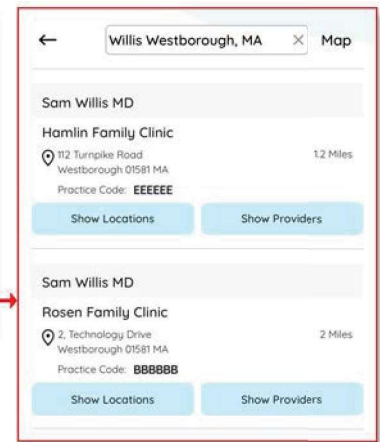
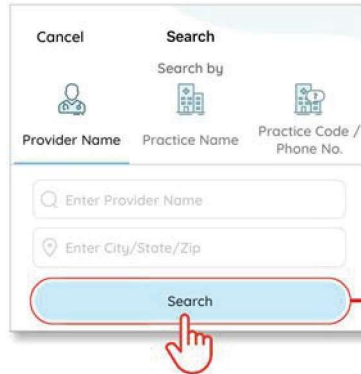
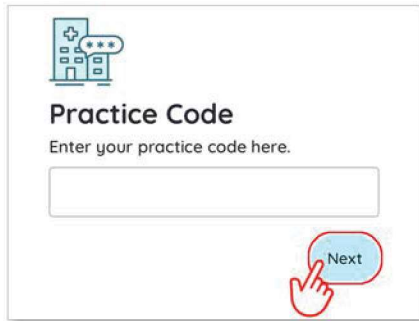
Yes, I have Practice Code

No, I don't have a Practice Code

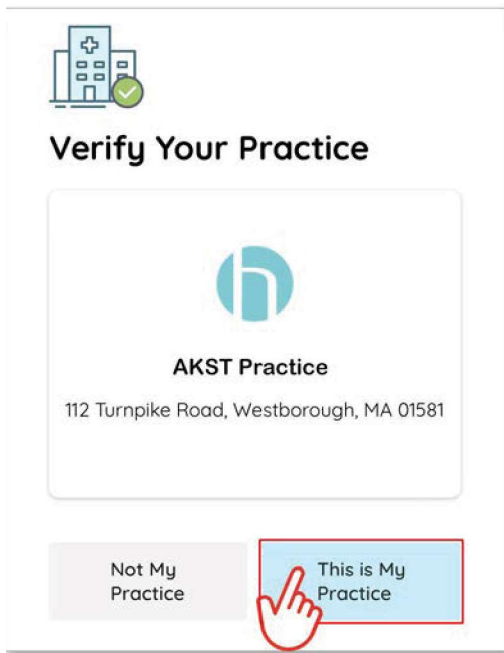
(Use this option if you know your provider or service location name)

6. Select your practice using one of the following options:

- If you have a practice code, enter it on the Practice Code screen and then tap the *Next* button:
- If you do not have a practice code, search for the practice by provider and location and then tap the name of the user's practice:



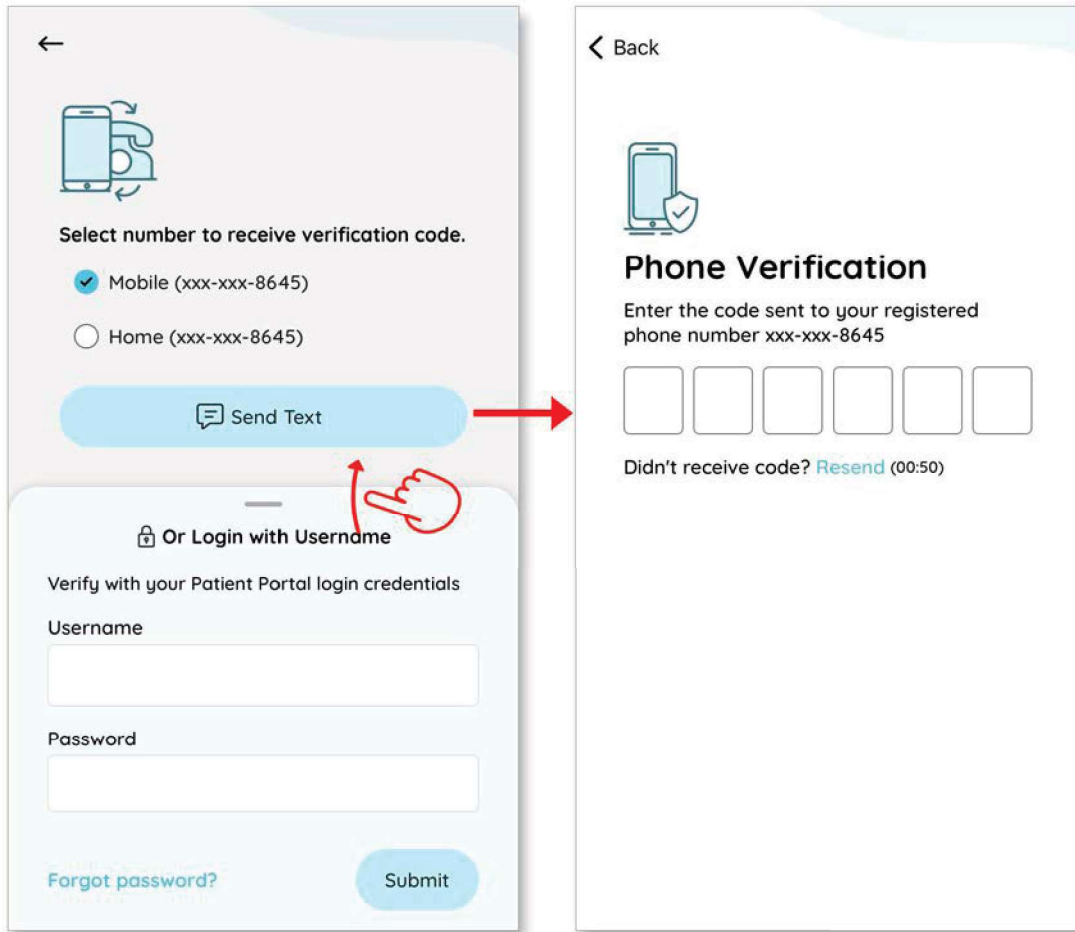
7. Verify that the selected practice is correct and then tap the *This is My Practice* button:



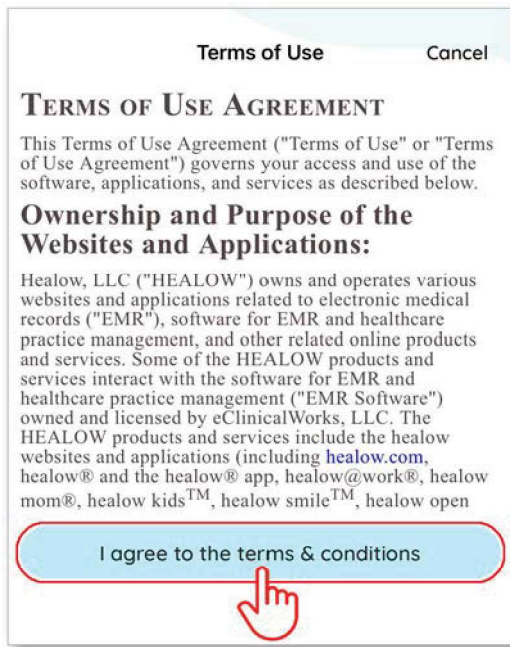
8. Verify your account using one of the following options:

- ◆ 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.

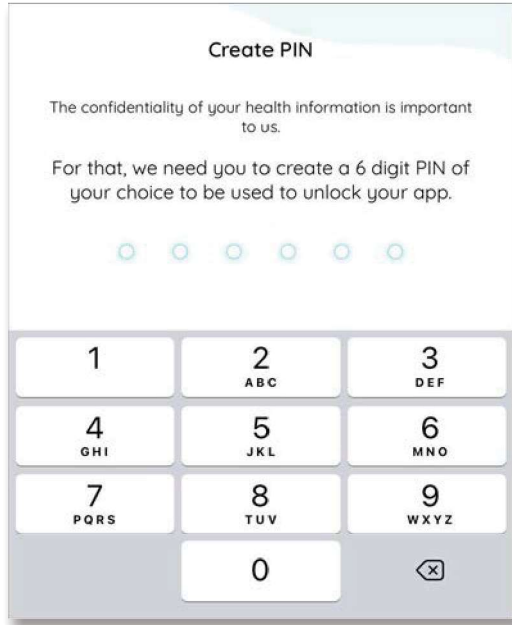
- ◆ Swipe up on the *Or Login with Username*, enter the user's Patient Portal login credentials, then tap the *Submit* button:



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:

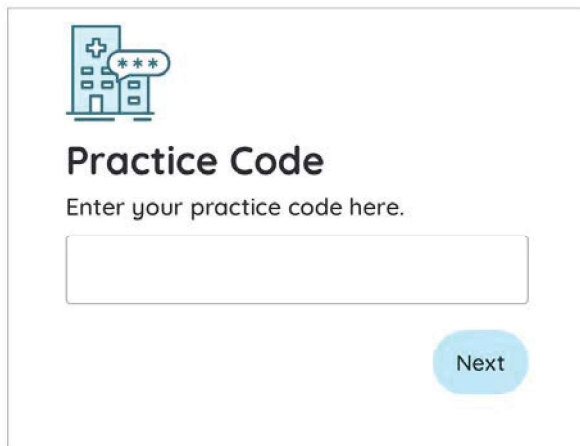


The healow app is activated, and you are logged in. Complete any remaining optional setup items.

How do I find my provider or practice?

You can locate your provider or practice by entering your practice's unique code in the Practice Code field in either the healow app or healow.com:

healow App:



healow.com (*healow.com > Access your Health Record > Practice Code/Phone*):



The practice code can be found on your Patient Portal login page and in the footer section of any email your practice has sent you through the healow messaging system.

Patient Portal:

Set up the healow smartphone app in four easy steps!

- 1**

Download the healow™ app from App Store (iPhone) or Google Play (Android Phone).
- 2**

Search our practice by entering practice code

Practice Code
BBBBBB
- 3**

Enter your portal username and password to login.
- 4**

Set up your PIN to securely access your health records.

Email footer:

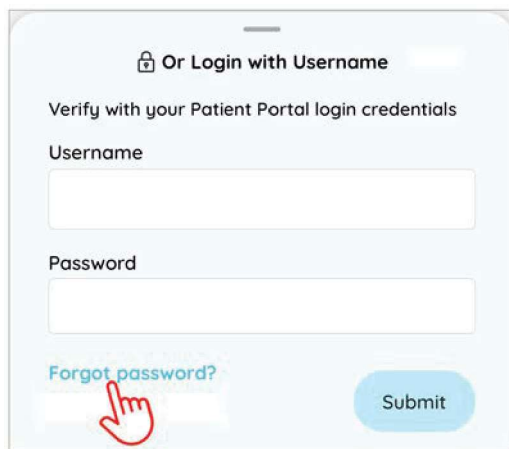
Let's Connect Via Our healow App
Get started in 3 simple steps!

<p>1. Download</p> <p style="font-size: small;">Download the free iOS or Android app</p>	<p>BBBBBB</p> <p>2. Enter this code</p> <p style="font-size: small;">Search for our practice using unique code: BBBB</p>	<p>3. Login</p> <p style="font-size: small;">Login with your portal credentials given by our practice</p>
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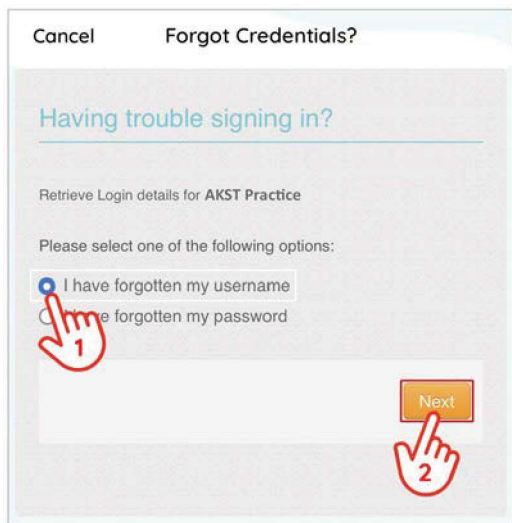
How do I retrieve my username?

To retrieve your forgotten username:

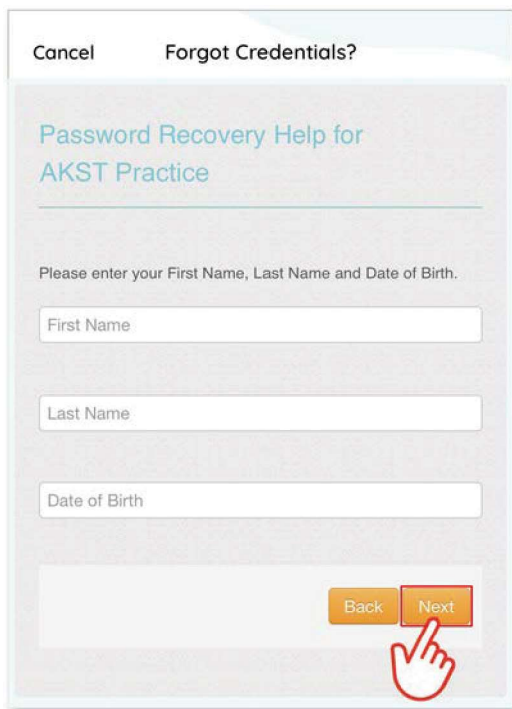
1. Tap *Forgot password?* on the login screen:



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

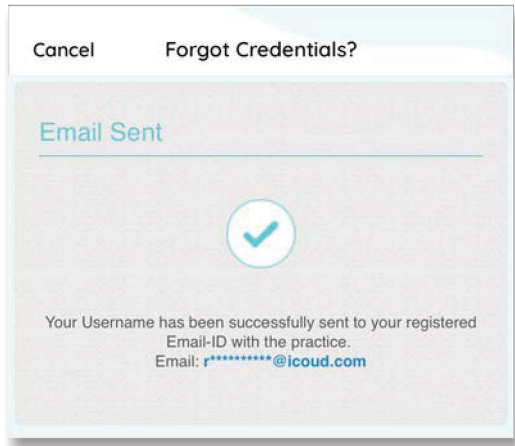


3. Enter your first name, last name, and date of birth and then tap the *Next* button:



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.

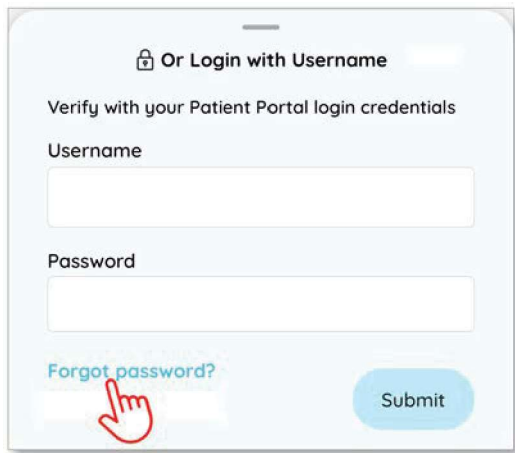
Your username is sent to the email address on record:



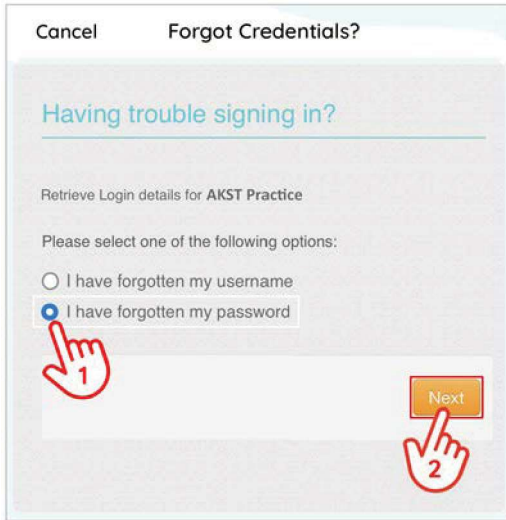
How do I reset my password?

To retrieve your forgotten password:

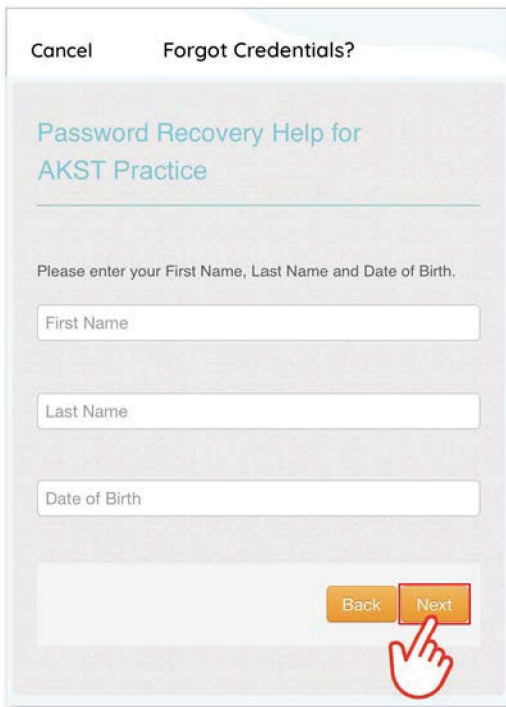
1. Tap *Forgot password?* on the log in screen:



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

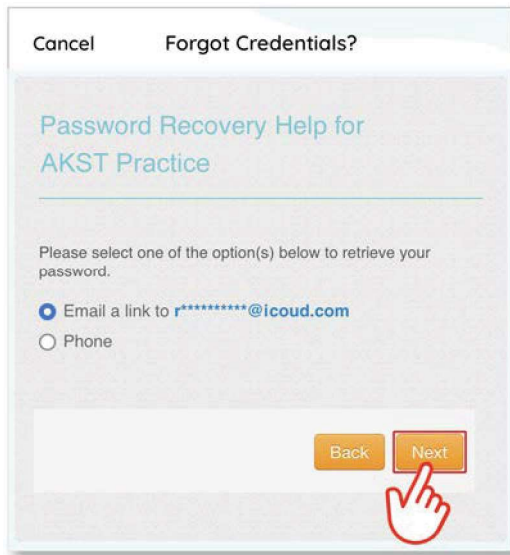


3. Enter your first name, last name, and date of birth, then tap the *Next* button:



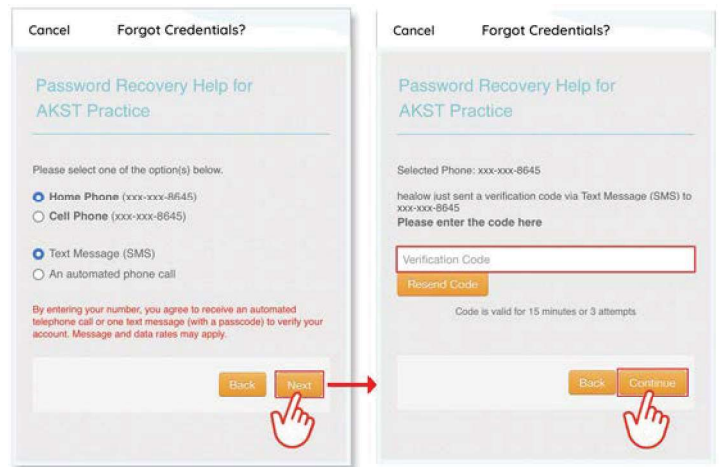
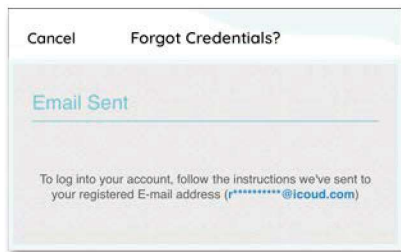
Note: If the information you enter does not match the practice’s records, the system will not be able to identify you. Common errors include: spelling, nicknames, suffixes, hyphenated names, etc.

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:

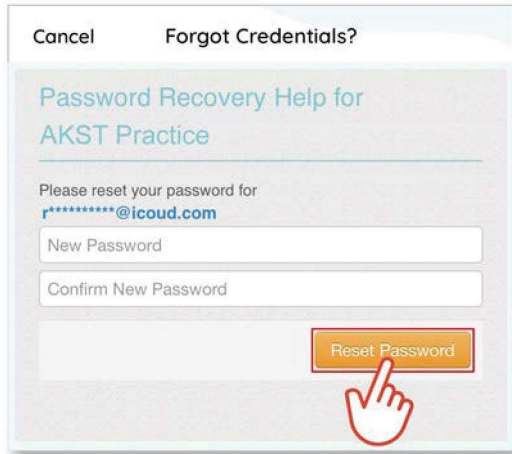


5. Verify your healow account using one of the following options:

- 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:



Cancel Forgot Credentials?

Password Recovery Help for
AKST Practice

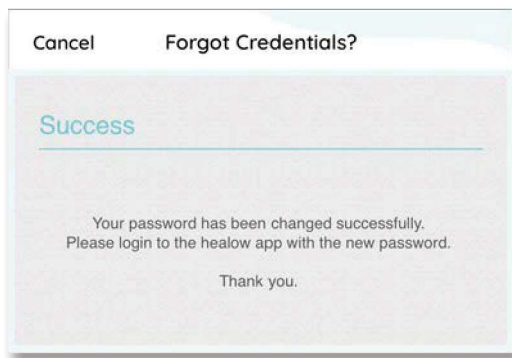
Please reset your password for
*****@icloud.com

New Password

Confirm New Password

Reset Password

Your healow password is reset:



Cancel Forgot Credentials?

Success

Your password has been changed successfully.
Please login to the healow app with the new password.

Thank you.

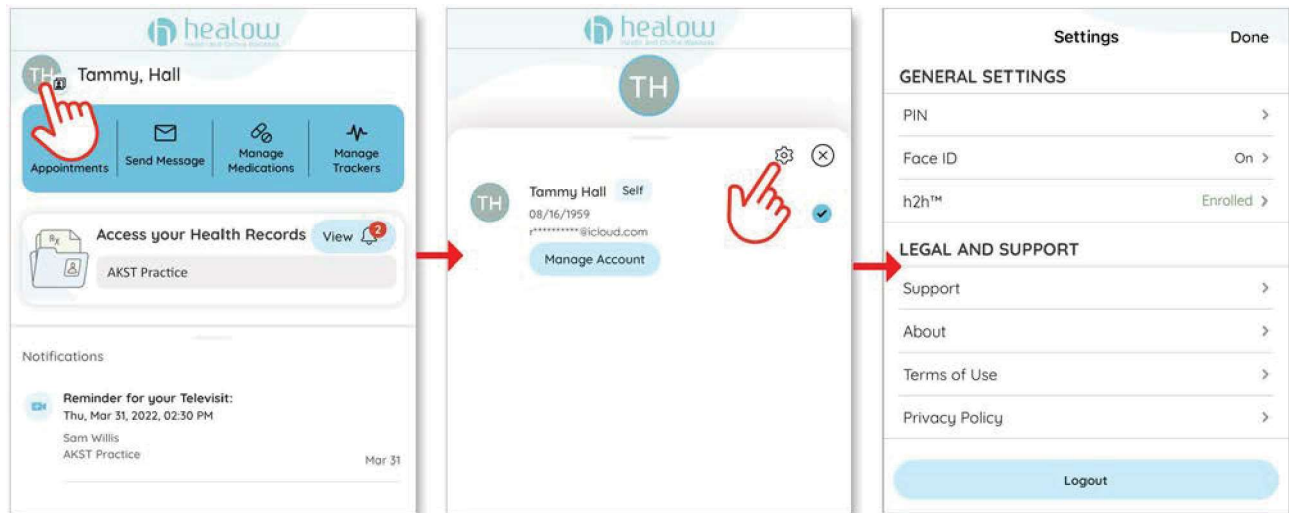
What should I do when I receive an invalid username and or password error message?

Tap *Reset Credentials* and then follow the instructions in the [How do I retrieve my username?](#) and [How do I reset my password?](#) sections in this document.

Manage Accounts & Settings

How do I access my settings?

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



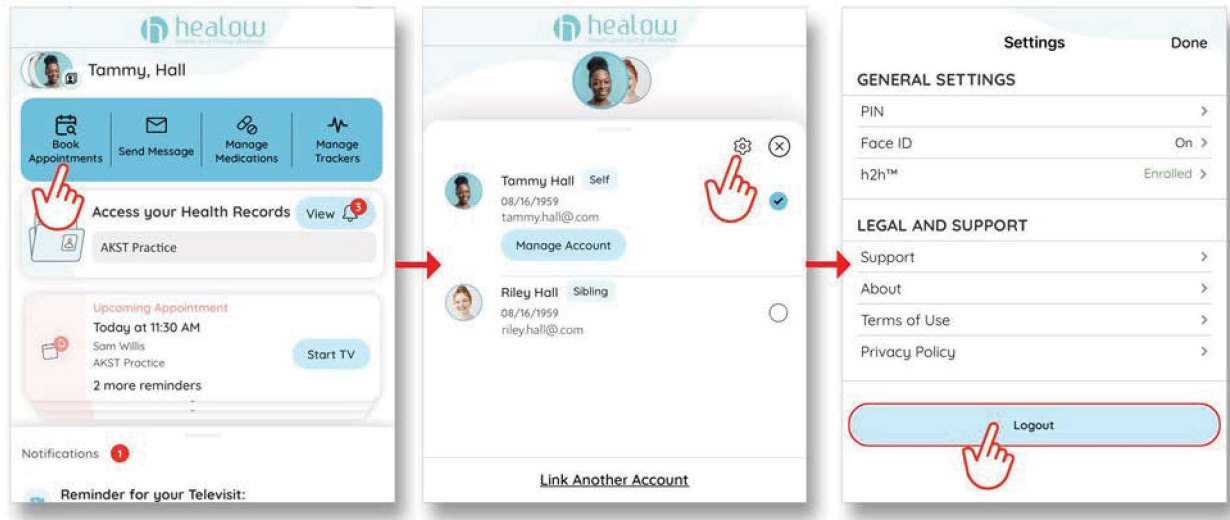
How do I log out of the healow app?

To securely exit the healow app, patient's can simply close the app on their mobile device or they can log out of their account altogether. After closing the app, any of the authentication options (touch ID, face ID, PIN, and username/password) 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:

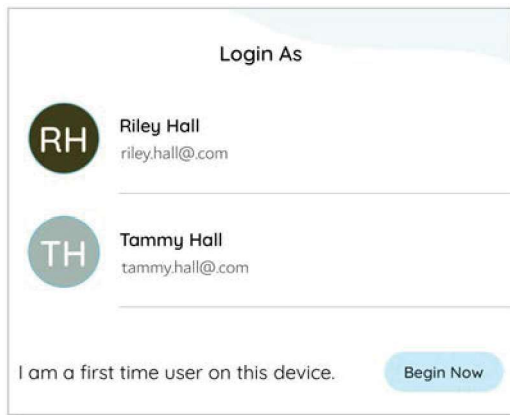
1. Tap the profile image (or icon) on the home screen.
2. Tap the settings (gear) icon on the profile screen.

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.

The Login As screen opens. Tap an existing profile to log back in or tap the *Begin Now* button to add a new healow profile:

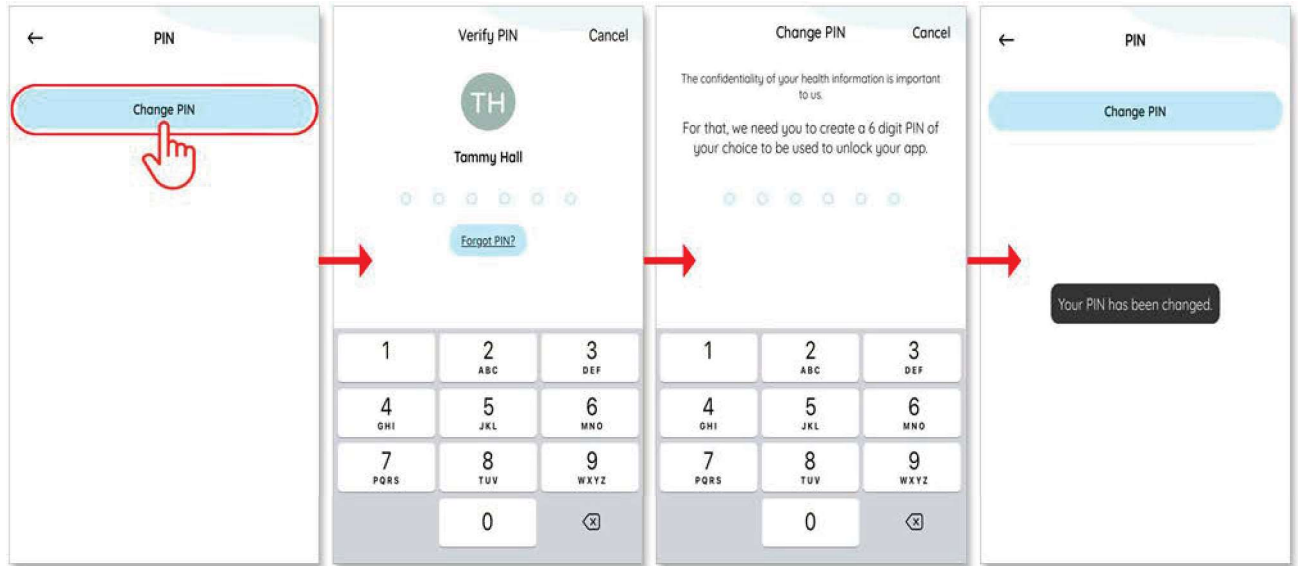


How do I change my PIN?

To change your PIN:

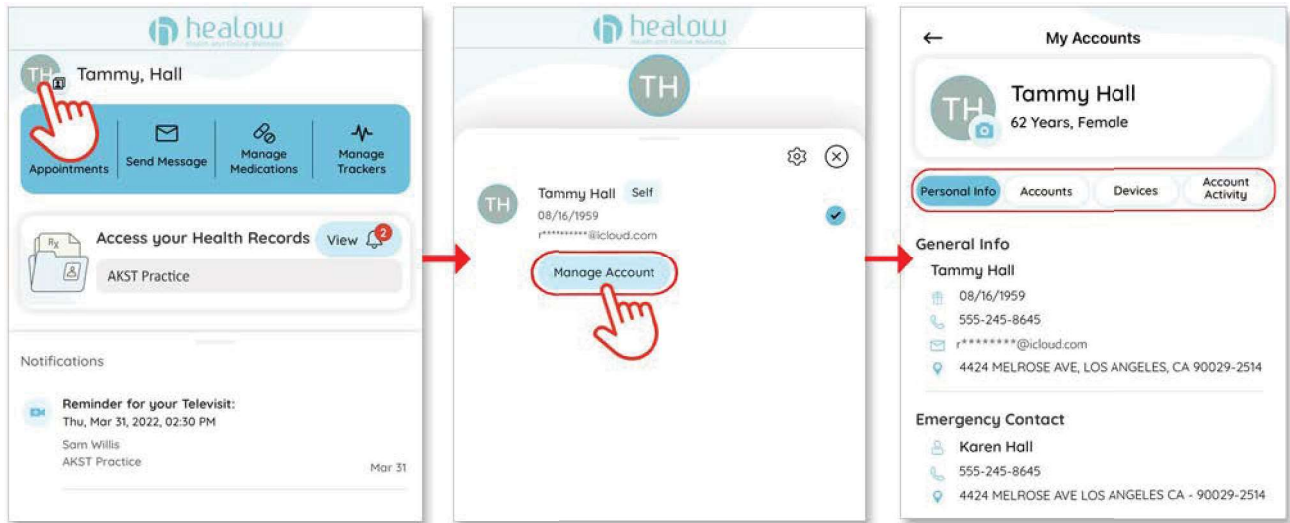
1. Navigate to the *Settings* screen.
To access the Settings screen, refer to the instructions in the [How do I access my settings?](#) section in this document.
2. Tap *PIN* on the Settings screen.
3. Tap the *Change PIN* button on the PIN screen.
4. Verify your current PIN on the Verify PIN screen.

5. Enter and confirm a new PIN on the Change PIN screen.



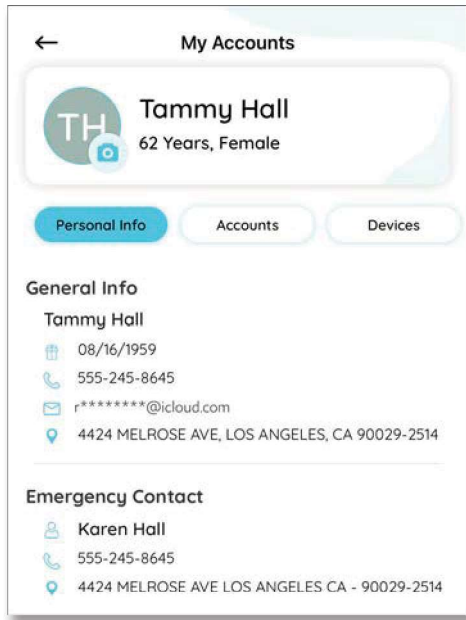
What options are available under My Accounts?

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

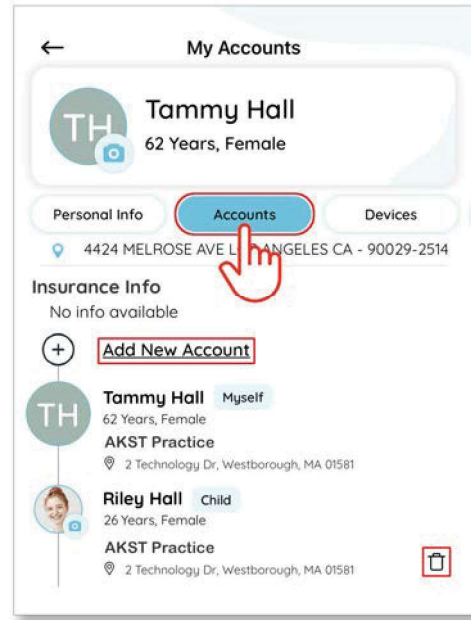


The options available in My Accounts include:

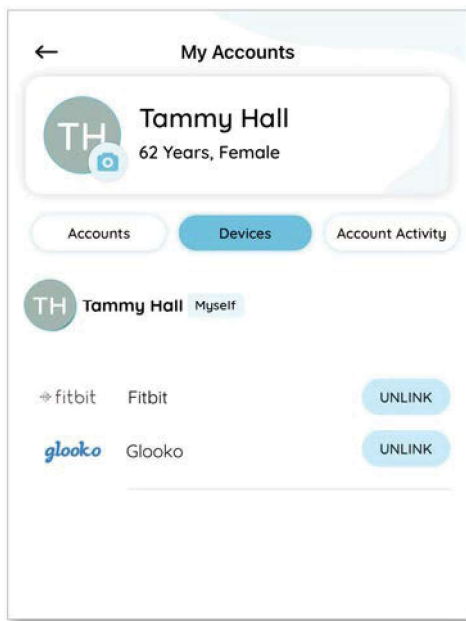
- Personal Info**
 Displays demographic details for you and your emergency contact:



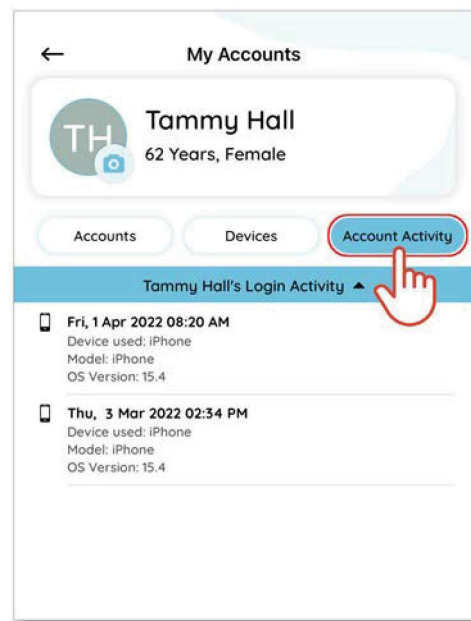
- Accounts**
 Displays insurance information and lists all healow accounts linked to your profile. Tap *Add New Account* to link a new account or tap the trash can icon to unlink an account:



- Devices**
 Displays a list of the manufacturers for the linked devices (trackers):



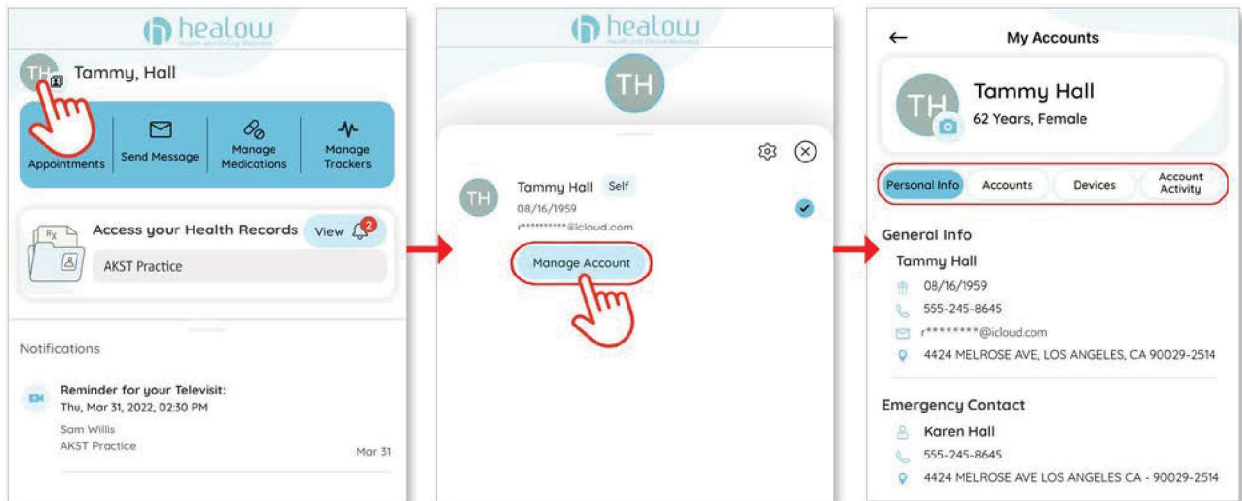
- Account Activity**
 Displays a log of account login activity:



How do I add or change a profile photo?

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

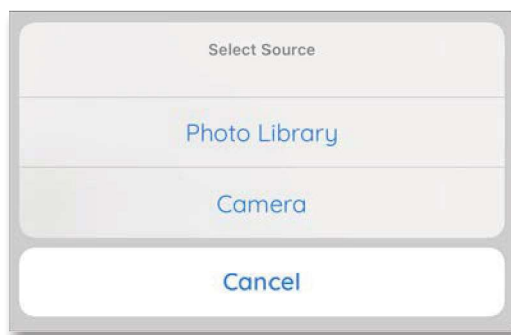
1. Navigate to *My Accounts* by tapping your profile image (or icon) on the home screen and then tapping the *Manage Accounts* button on the Profile screen:



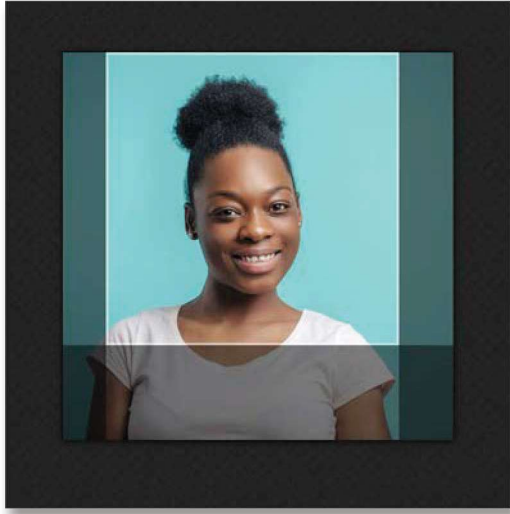
2. On the *My Accounts* screen, tap the camera icon next to your name:



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:

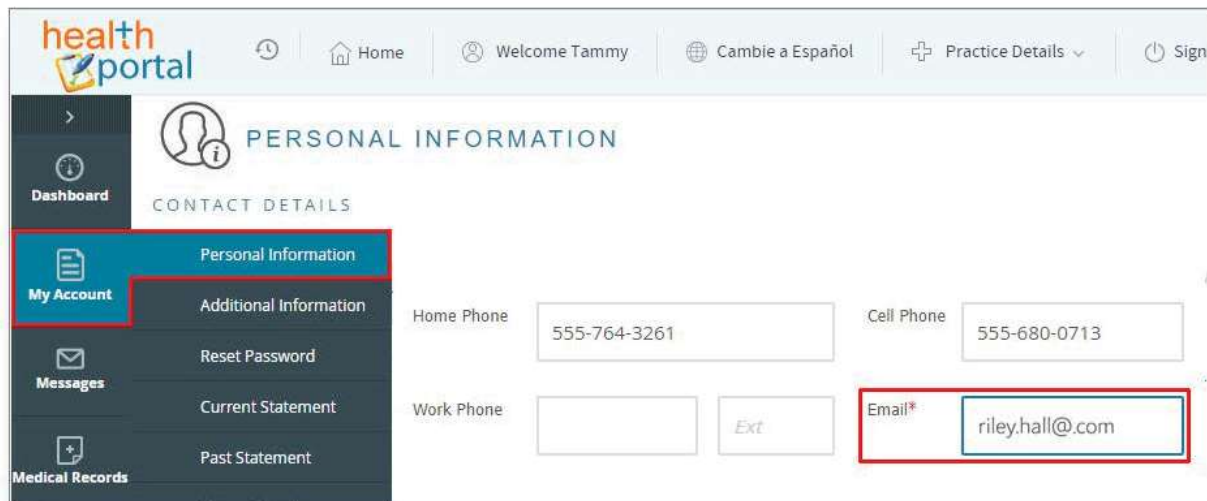


5. The photo displays throughout the healow app. Repeat this process to update the photo:



How do I change my e-mail address on the healow app?

You cannot update your email address from the healow app. Update your email address in the *Contact Details* section of your Patient Portal (*Patient Portal > My Account > Personal Information > Contact Details > Email*):



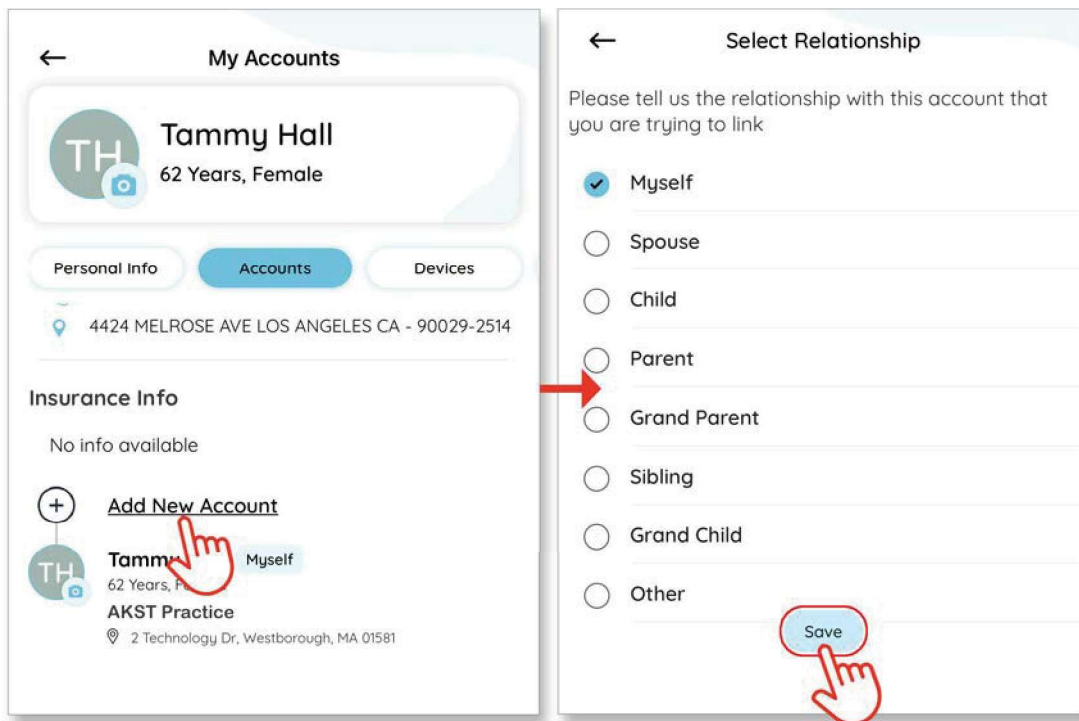
How do I update my name and demographic information on the healow app?

You cannot update your name and demographic information on the healow app. Contact your practice to update this information. After the practice has updated your information, you must uninstall and reinstall the healow app.

How do I link another healow account to mine?

To link another healow account to your healow 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 your relationship to the person whose account is being added, then tap the *Save* button:



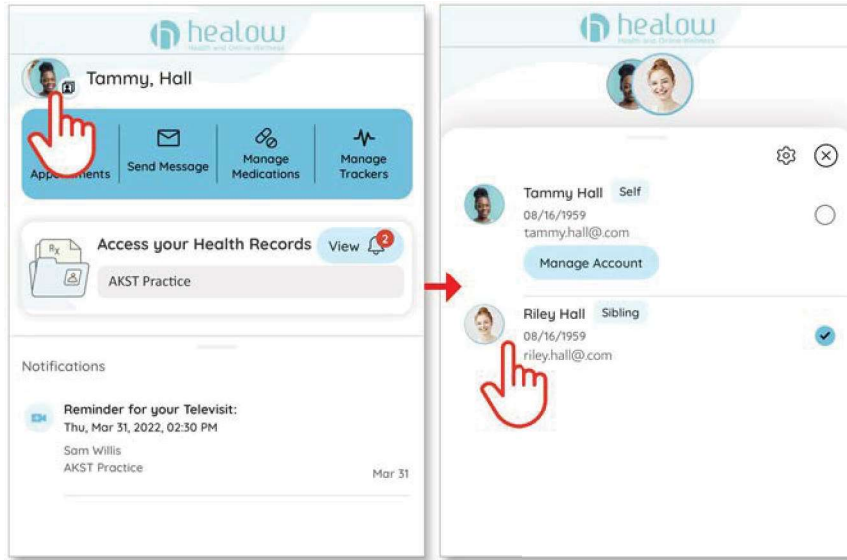
4. To finish adding the new account, follow the instructions described in the [How do I log in to the healow app for the first time?](#) section in this document.

How do I access a linked healow account?

After an additional healow account has been linked, the new profile photo (or icon) displays behind the active one.

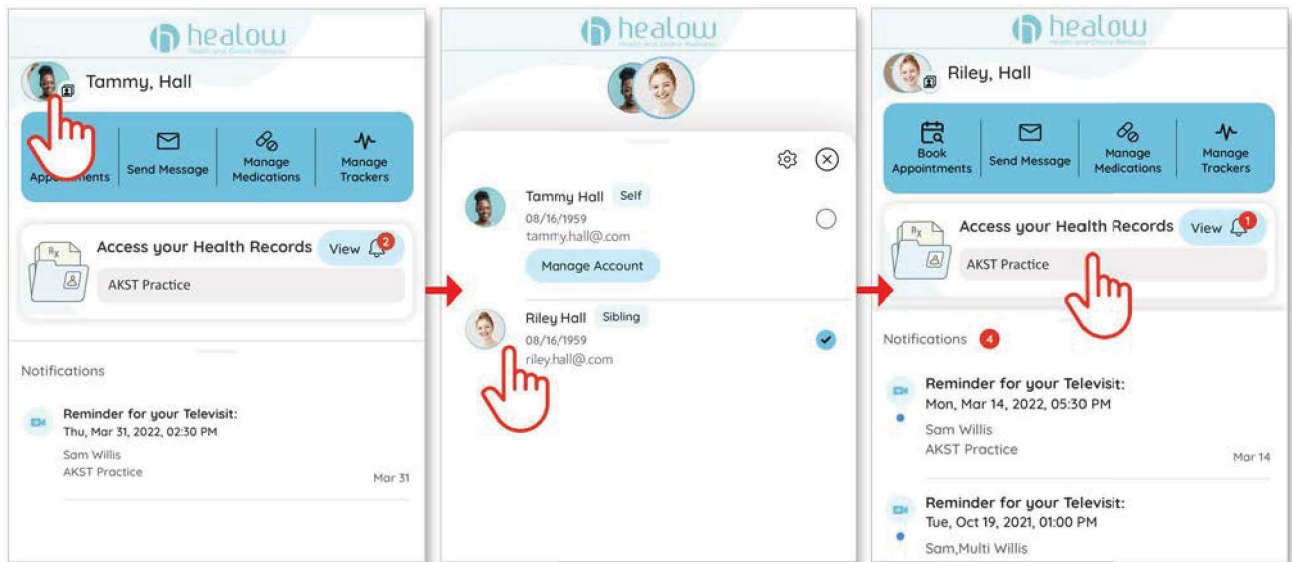
To switch to another linked account:

1. Tap the profile photo (or icon) on the home screen.
2. Tap the linked profile:



Does the healow app show updated information for all my linked accounts?

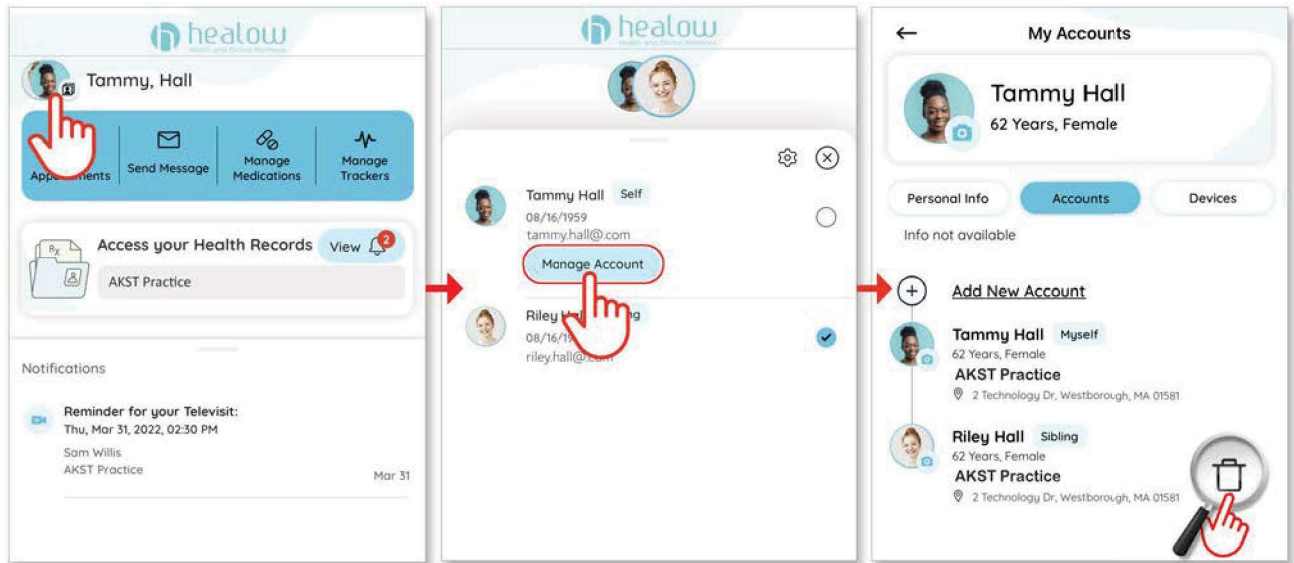
Yes. When you log into the healow app, your account's updated information displays. To display the updated information for any of your linked accounts, tap the profile photo (or icon), select a linked account, then tap the *Access your Health Records* tile:



How do I remove a linked account?

To remove a linked account:

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:



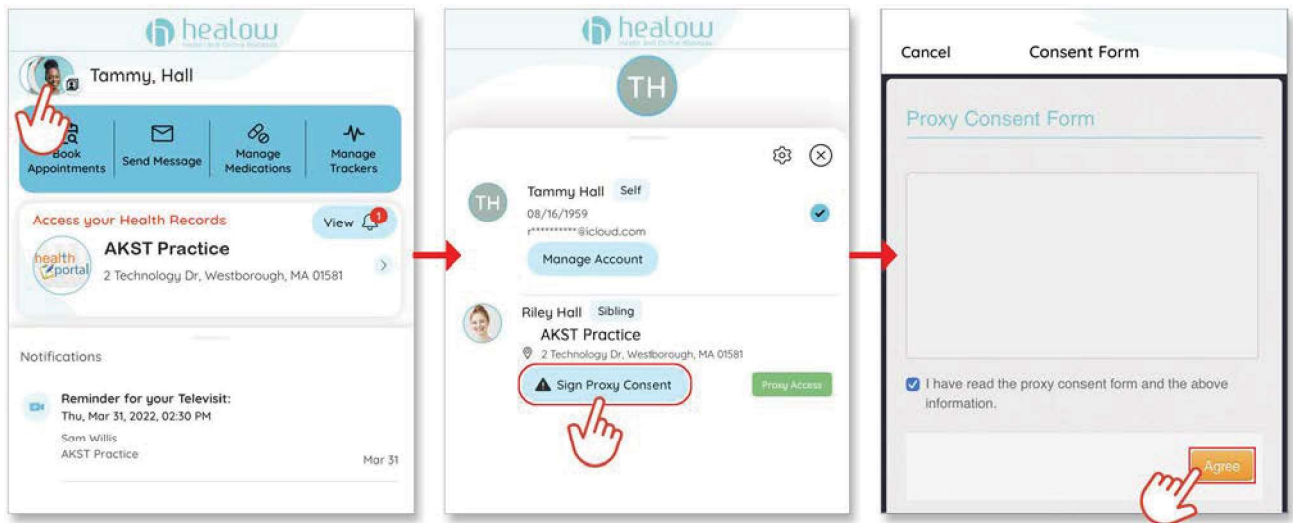
How do I sign a Proxy Consent form on the healow app?

A proxy consent form can be signed in the *Manage Account* section.

To sign a proxy consent form:

1. Tap the profile photos (or icons) on the home screen.
2. Tap the *Sign Proxy Consent* button.
3. Read the proxy consent form and then check the *I have read the proxy consent form and the above information* box.

4. Tap the *Agree* button:



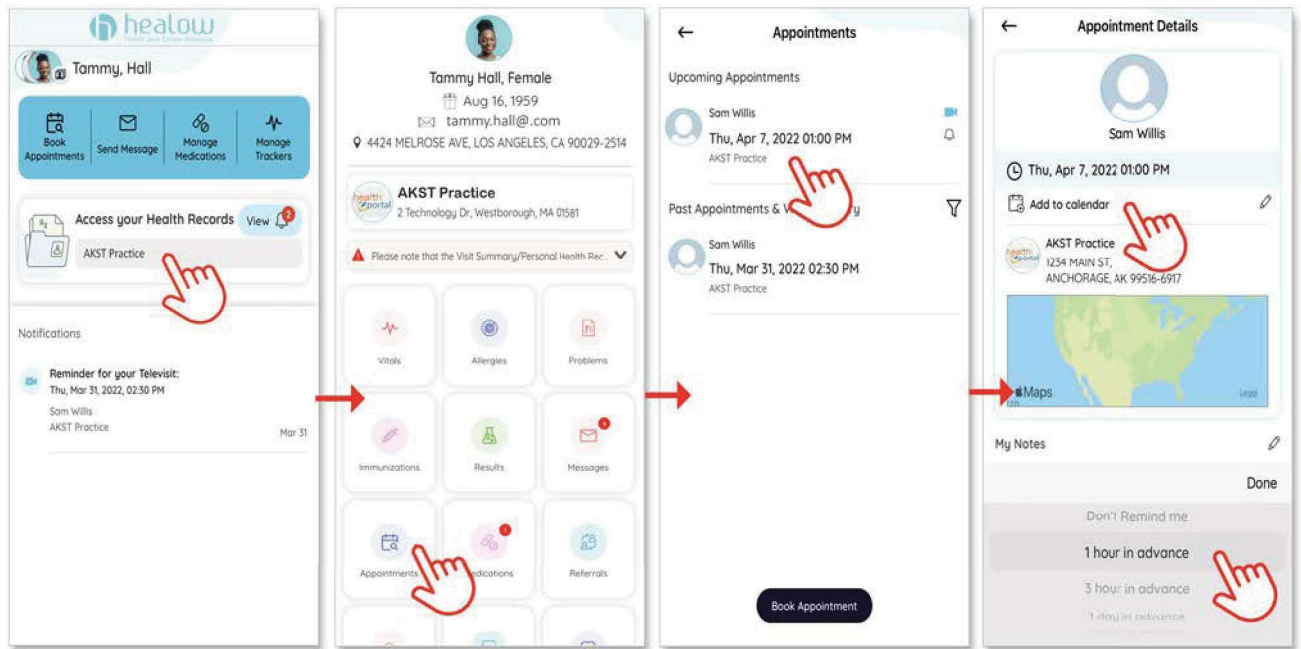
Medical Records

How do I add healow appointments to the calendar on my device?

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

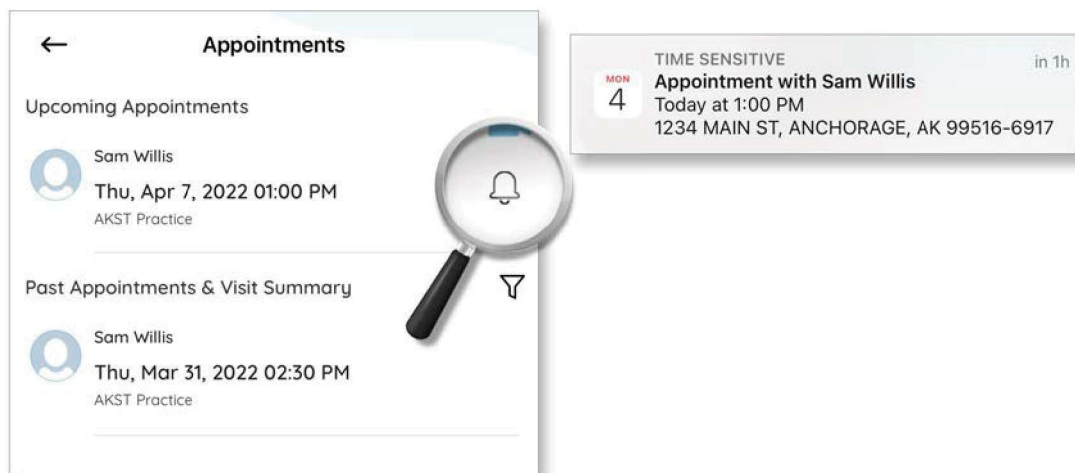
1. Tap the *Access your Health Records* tile on the home screen.
2. Tap the *Appointments* tile on the Health Records screen.
3. Tap an upcoming appointment on the Appointments screen.
4. Tap *Add to calendar* on the Appointment Details screen.

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



How do I set an appointment reminder on the healow app?

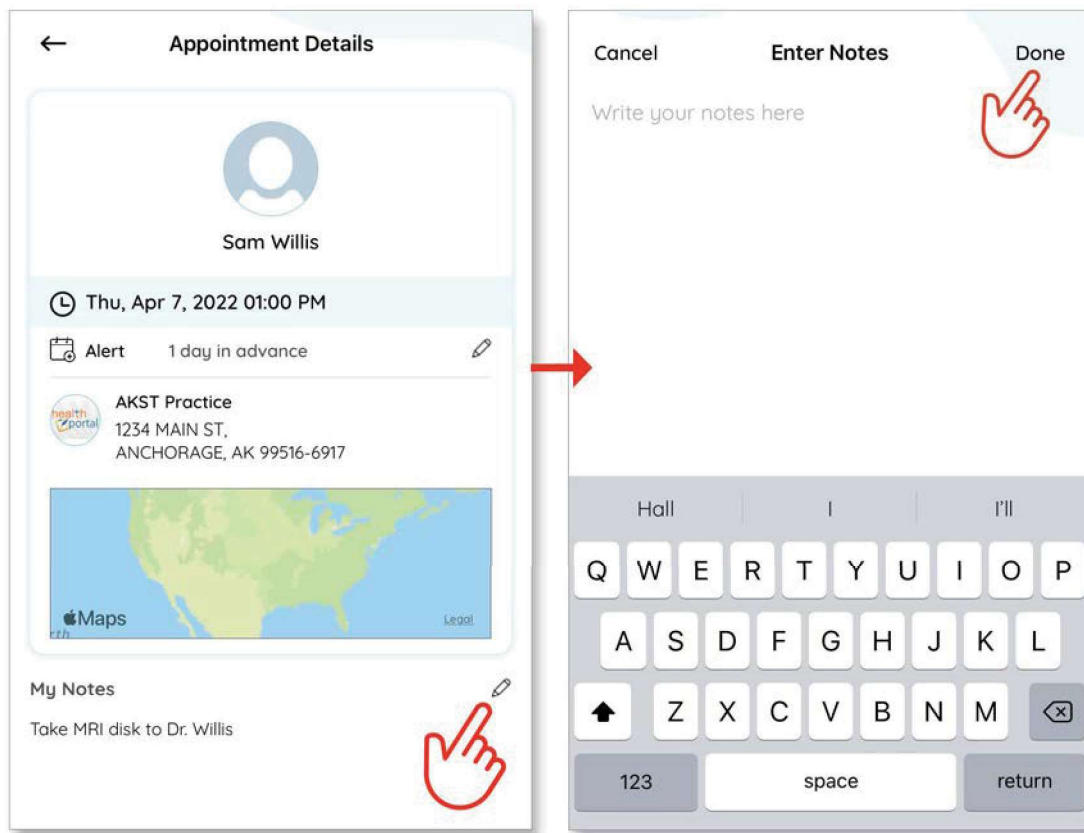
Appointment reminders are set when an appointment is added to the calendar on your mobile device. A bell icon next to the appointment (on the Appointments screen) indicates that a reminder has been set. The reminder will pop up a notification on your device based on the time selected when saving the appointment to your calendar:



How do I add notes to a scheduled appointment?

To add notes to an appointment:

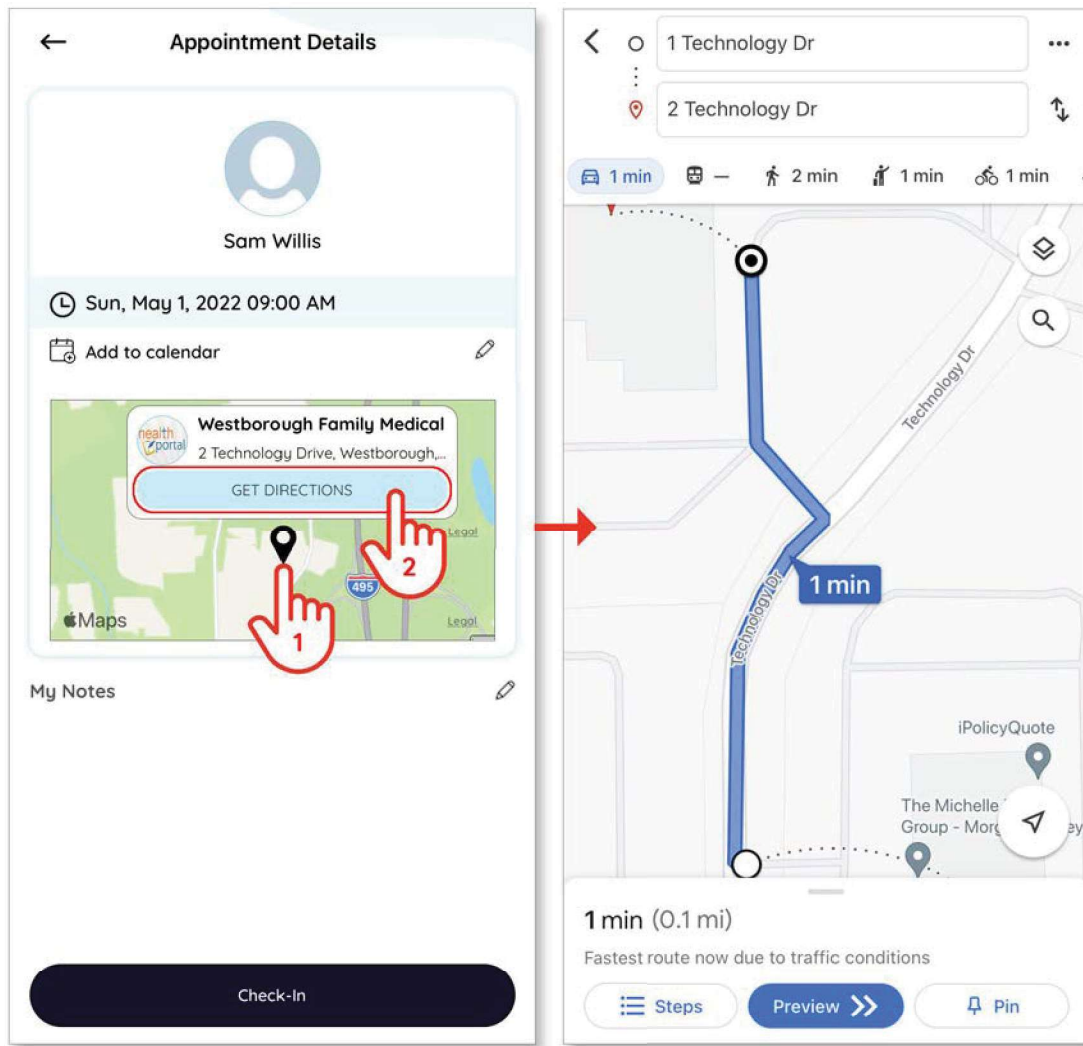
1. Tap the pencil icon on the Appointment Details screen.
To navigate to the Appointment Details screen, follow the instructions described in the [How do I add healow appointments to the calendar on my device?](#) section in this document.
2. Enter notes in the *My Notes* section of the Enter Notes screen.
3. Tap *Done*:



Can I view my appointment location on a map and get directions?

Yes. On the Appointment Details screen, tap the pushpin icon on the map and then tap *Get Directions* for directions to the practice.

To navigate to the Appointment Details screen, follow the instructions described in the [How do I add healow appointments to the calendar on my device?](#) section in this document:

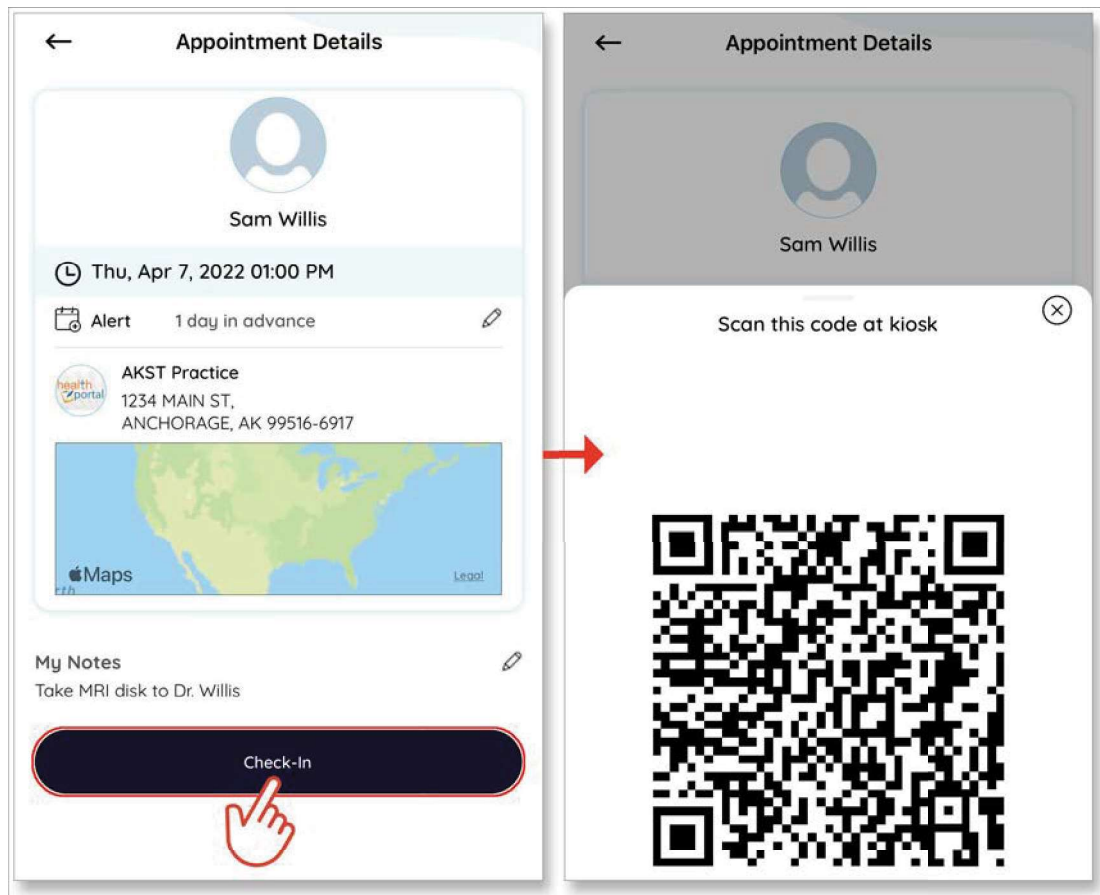


How do I access my doctor's QR code to check into my appointment?

The QR code is used to check in for your appointment at the practice's kiosk. The QR code can be accessed from the Appointment Details screen. Tap the *Check-in* button to display the QR code.

Note: If your provider has enabled eCheck-in, you will be redirected to the *eCheck-In* screen. You will be able to check in for your appointment after verifying your identity.

To navigate to the Appointment Details screen, follow the instructions described in the [How do I add healow appointments to the calendar on my device?](#) section in this document:

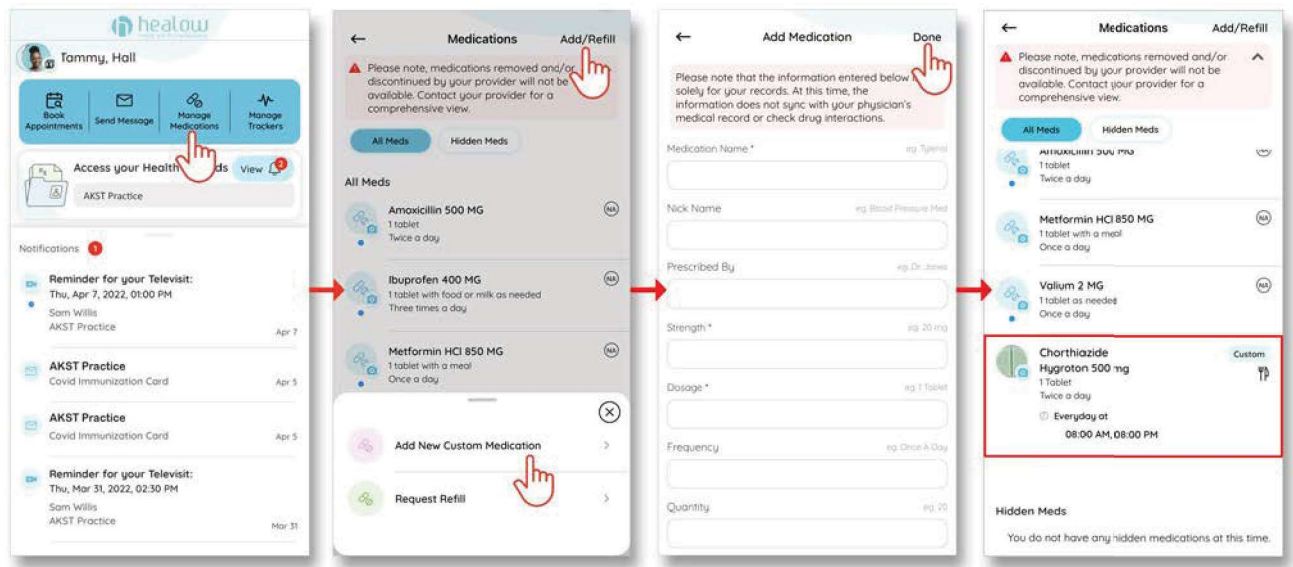


How do I add a custom medication?

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*.

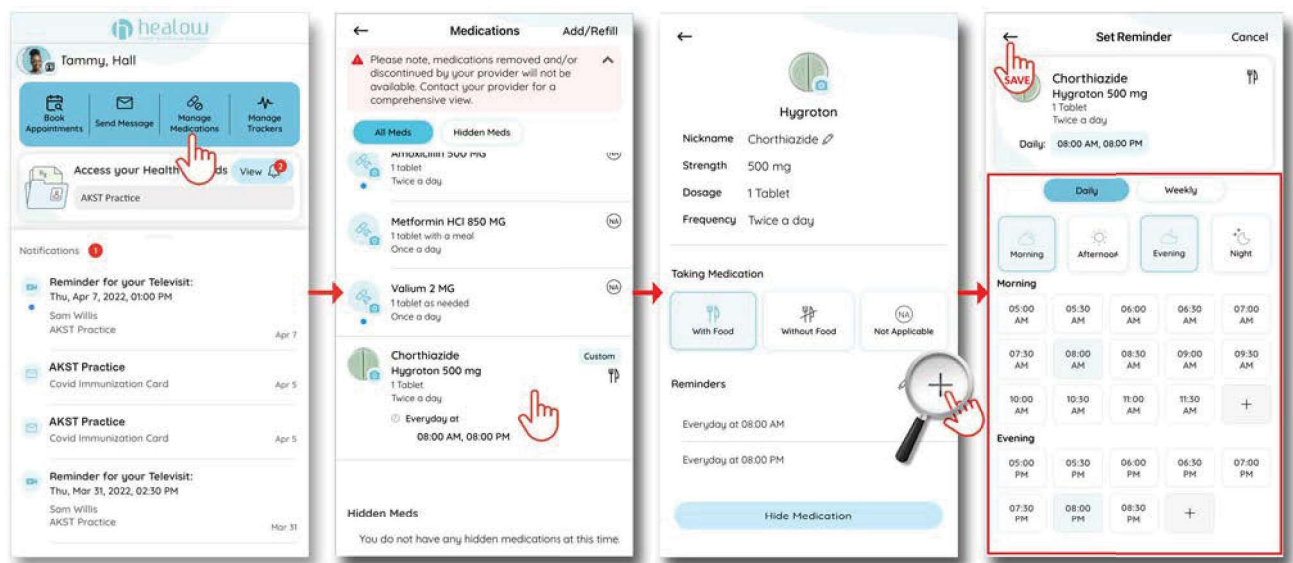
- Complete the fields on the Add Medication screen and then tap *Done*.
The newly added medication is listed with a *Custom* label:



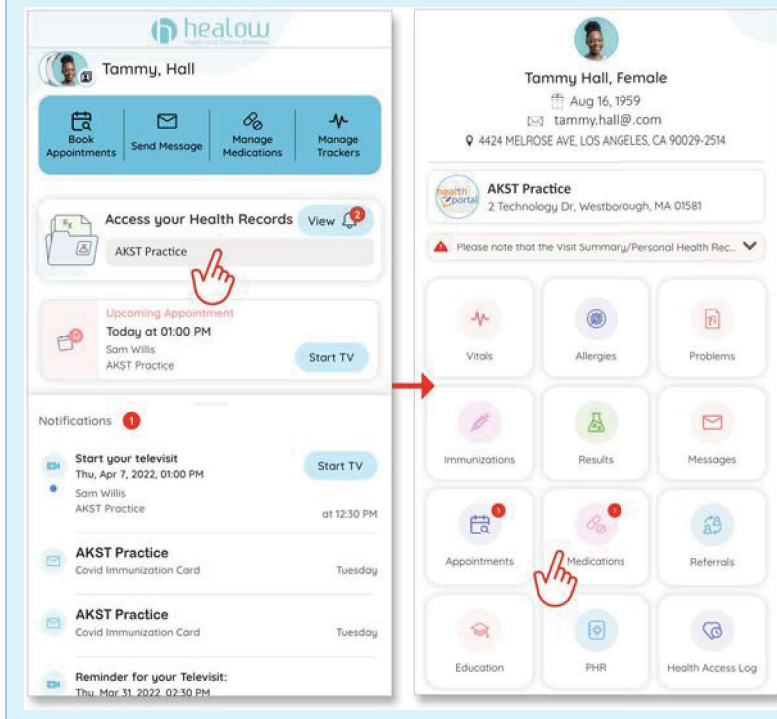
How do I set up a medication reminder?

To add a medication reminder:

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



Note: The Medications screen can also be accessed by tapping the *Access your Health Records* tile on the home screen and then tapping the *Medications* tile on the health records screen:



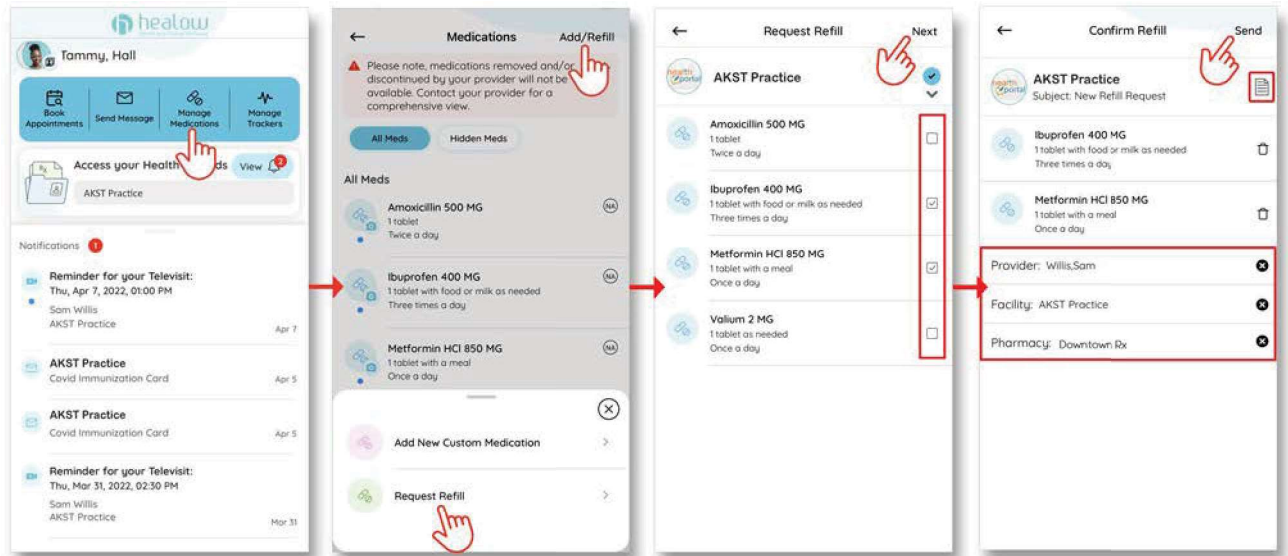
How do I request a prescription refill?

If your doctor's office allows medication refills from the Patient Portal, you can also request refills from the healow app.

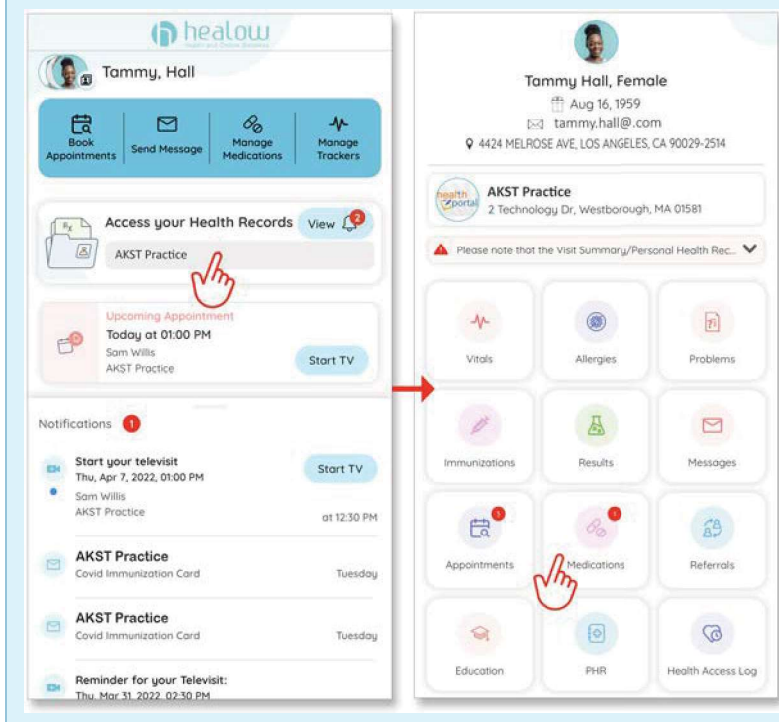
To request a prescription refill:

1. Tap *Manage Medications* on the home screen.
2. Tap *Add/Refill* on the Medications screen.
3. Tap *Request Refill*.
4. Check the box next to the medications needing to be refilled and then tap *Next*.
5. (Optional) Tap the notes icon and then enter a message for your provider.

6. Select your provider, facility, pharmacy and then tap *Send*:



Note: The Medications screen can also be accessed by tapping the *Access your Health Records* tile on the home screen and then tapping the *Medications* tile on the health records screen:



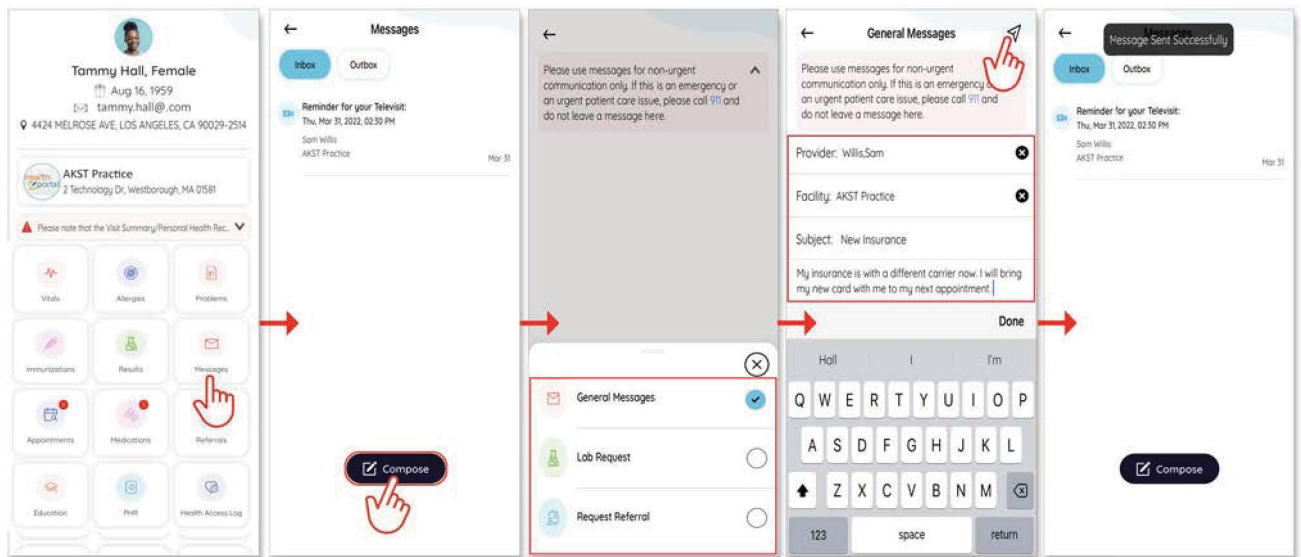
How do I request a refill for my Custom medications?

You cannot request refills for custom, over the counter, and manually entered medications. Medications that are not listed in your medical records are not eligible for refill requests.

How do I create a message?

Tap send a message to your provider:

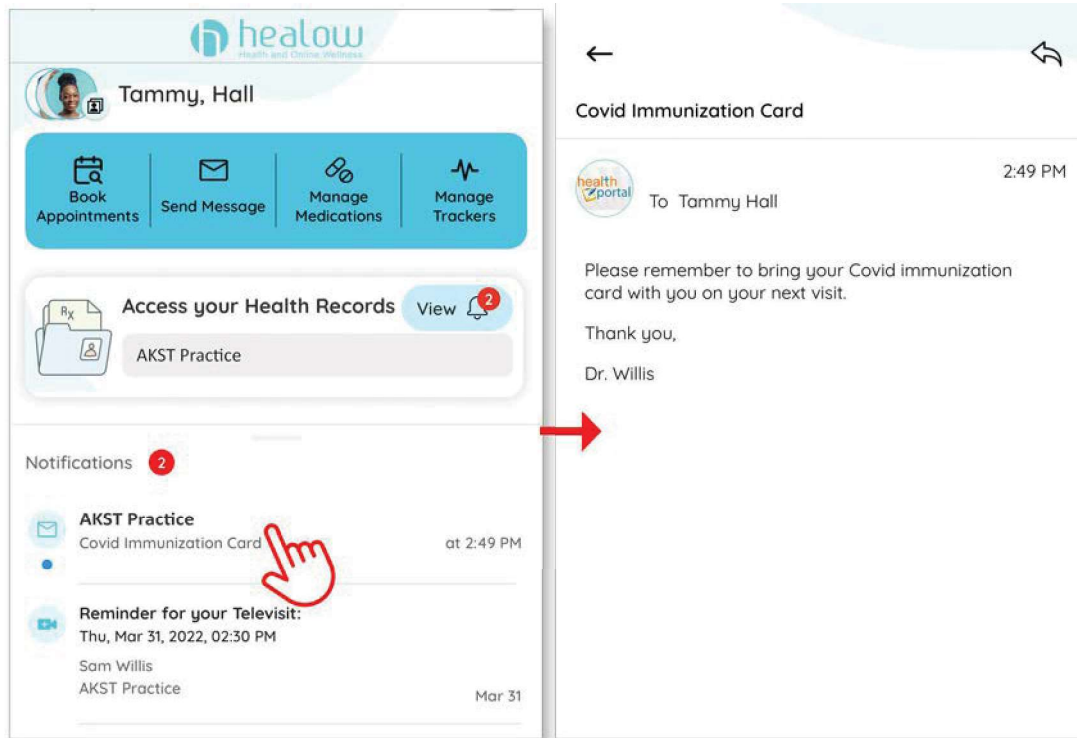
1. Tap the *Messages* tile on the Health Records screen.
2. Tap the *Compose* button on the Messages screen.
3. Select a message type.
4. Select a provider and facility, enter a subject and message, then tap the send (paper airplane) icon:



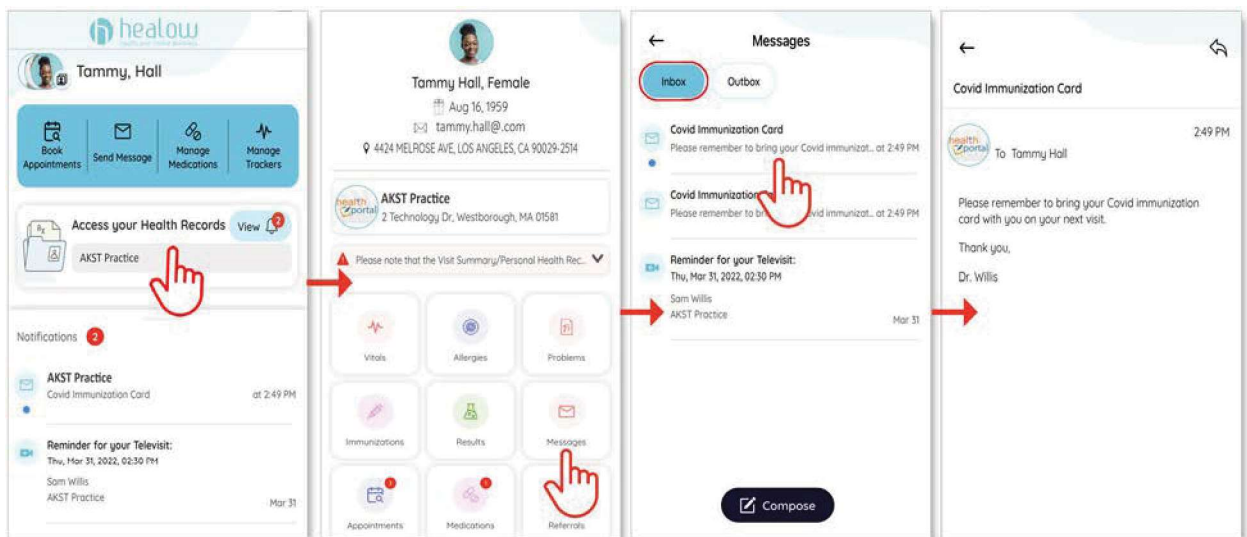
How do I view new messages?

New messages can be accessed from the *Notifications* panel on the home screen and from the *Messages* tile on the Health Records screen.

- To access messages from the *Notifications* panel on the home screen, tap a message preview to open the full message. Reply to the message by tapping the reply icon at the top of the screen:



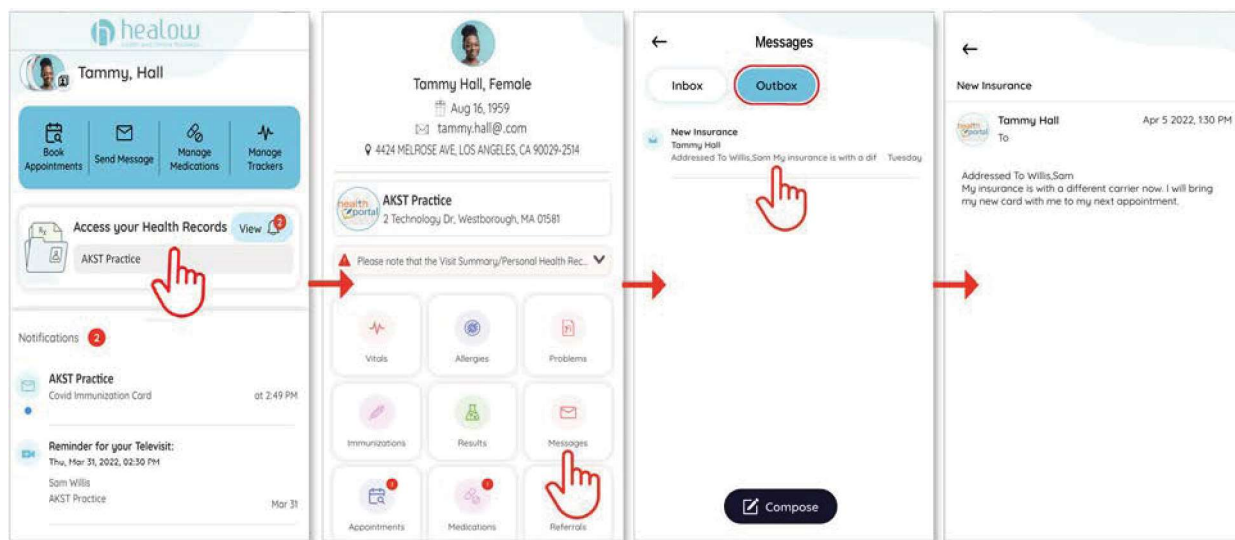
- To access messages from the *Messages* tile on the Health Records screen:
 - Tap the *Access your Health Records* tile on the home screen.
 - Tap the *Messages* tile on the Health Records screen (unread messages are marked with a blue dot).
 - Tap a message preview to open the full message. Reply to the message by tapping the reply icon at the top of the screen:



How do I view my sent messages?

To display your sent messages:

1. Tap the *Access your Health Records* tile on the home screen.
2. Tap the *Messages* tile on the Health Records screen.
3. Tap the *Outbox* button on the Messages screen.
4. Tap a message preview to open the full message:



How do I delete a message?

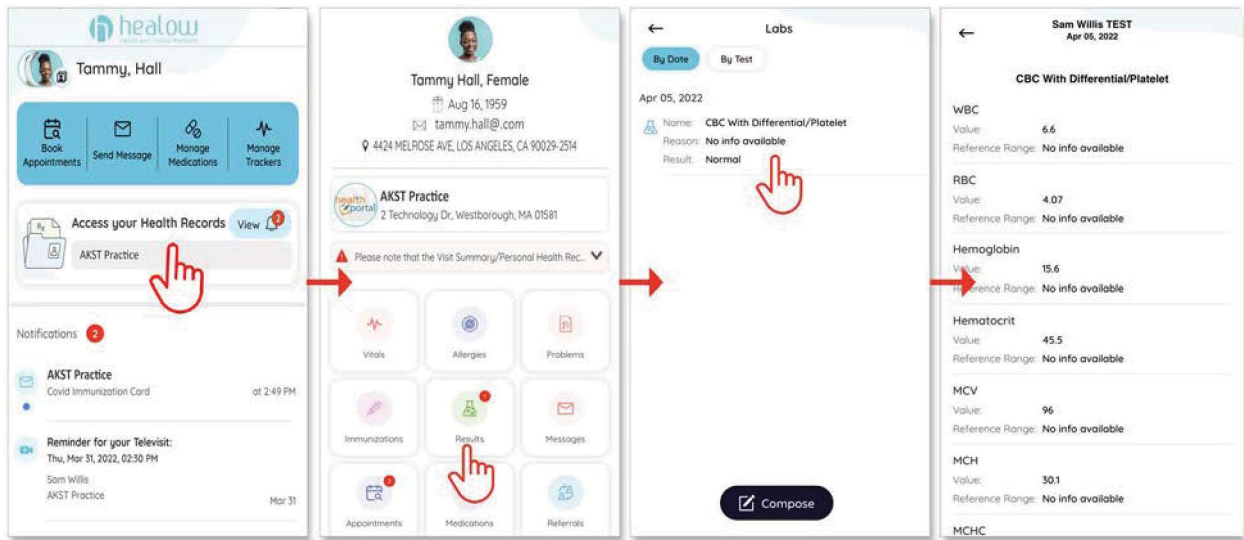
Currently, messages cannot be deleted from the app. Delete unwanted messages from the Patient Portal.

How do I view my lab results?

To display your lab results:

1. Tap the *Access your Health Records* tile on the home screen.
2. Tap the *Results* tile on the Health Records screen.

3. Tap a lab to display the result details and notes from your provider. Sort lab results by date or test name:



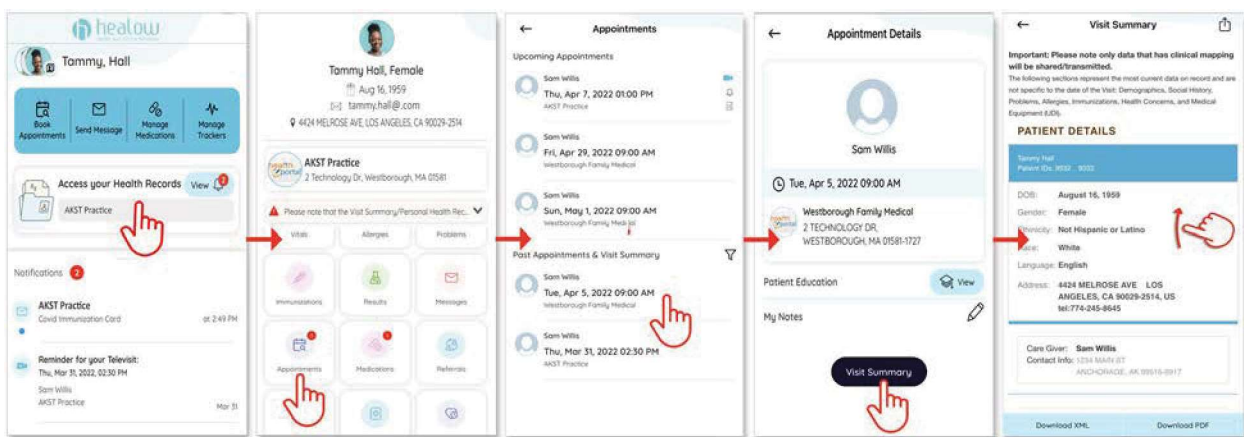
How do I access my visit summary?

Visit summaries are available after the provider has completed the Progress Notes for that visit.

To display the visit summary:

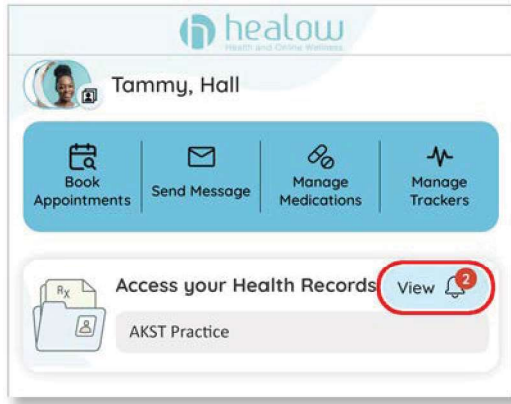
1. Tap the *Access your Health Records* tile on the home screen.
2. Tap the *Appointments* tile on the Health Records screen.
3. Tap an appointment in the *Past Appointments & Visit Summary* section on the Appointments screen.
4. Tap the *Visit Summary* button on the Appointment Details screen.
5. Swipe (scroll) through the visit summary details.

Tap *Download XML* or *Download PDF* to export the visit summary:



How will I know if there are updated records for my review?

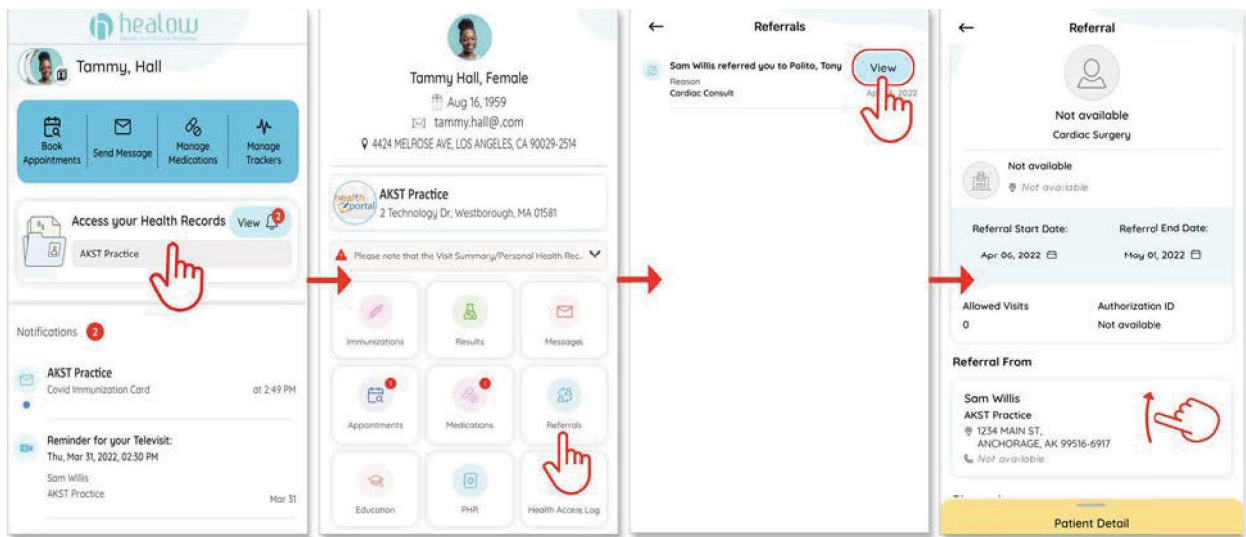
Updated records are marked by a red dot over the *View* button on the home screen. The red dot displays a number indicating how many records are awaiting review. Tap the *View* button to display the records. The count does not decrement for upcoming appointments until after the appointment date has passed:



Where can I find my referrals?

To display your referrals:

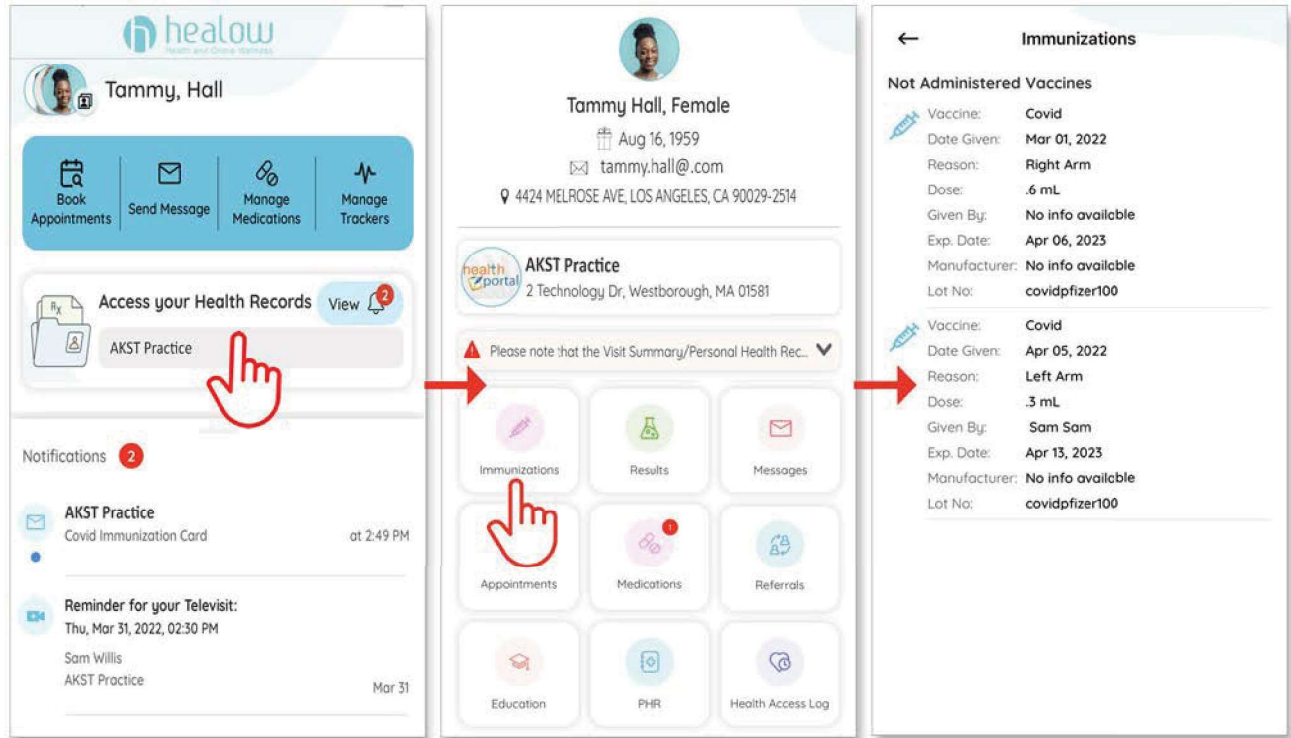
1. Tap the *Access your Health Records* tile on the home screen.
2. Tap the *Referrals* tile on the Health Records screen.
3. Tap the *View* button on a referral to display the details.
4. Swipe (scroll) through the referral details.
5. (Optional) Tap *Patient Details* to display patient demographics and insurance information:



Where can I find my Immunizations?

To display your immunizations:

1. Tap the *Access your Health Records* tile on the home screen.
2. Tap the *Immunizations* tile on the Health Records screen:

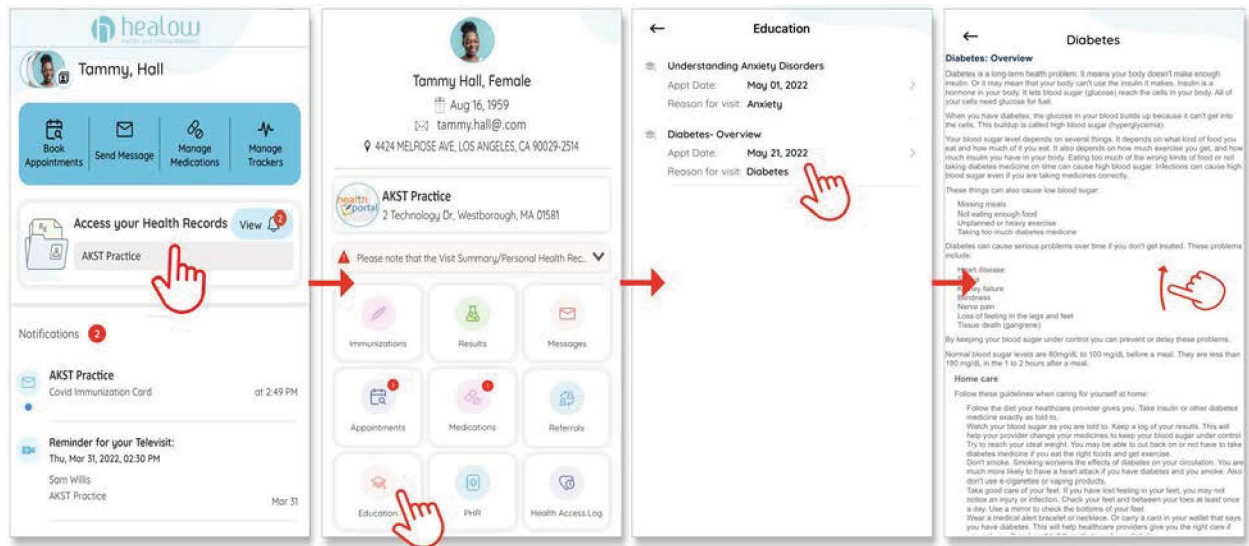


Where can I find education materials from my provider?

To display any educational materials that your provider has sent you:

1. Tap the *Access your Health Records* tile on the home screen.
2. Tap the *Education* tile on the Health Records screen.
3. Tap a topic to display the educational materials.

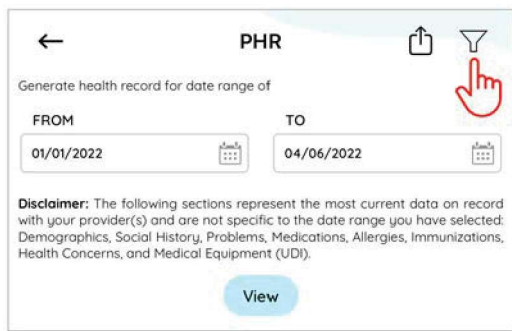
4. Swipe (scroll) through to read the information:



Where can I access my PHR (Personal Health Record)?

To generate and distribute your Personal Health Record (PHR):

1. Tap the *Access your Health Records* tile on the home screen.
2. Tap the *PHR* tile on the Health Records screen.
3. Enter a date range of visits to include in the PHR and then tap the *View* button.
4. Swipe (scroll) through the PHR details.
5. (Optional) Tap the filter icon to update the PHR date range:



6. (Optional) Tap the upload icon to share your PHR.
 - ◆ **Direct address** - Use this option to send the PHR using the provider's direct (URL) address.

- ◆ **Email address** - Use this option to send the PHR via email. Note that this option is an unencrypted mode of transmission:



Trackers

What Trackers are available on the app?

Steps, Distance, Calories Burned, BMI, Sleep, Heart Rate, Blood Pressure, Floors Climbed, Blood Sugar, Activity, Temperature, and SPO2 are the trackers currently available on the healow app.

Link trackers using any of the healow partners listed below:

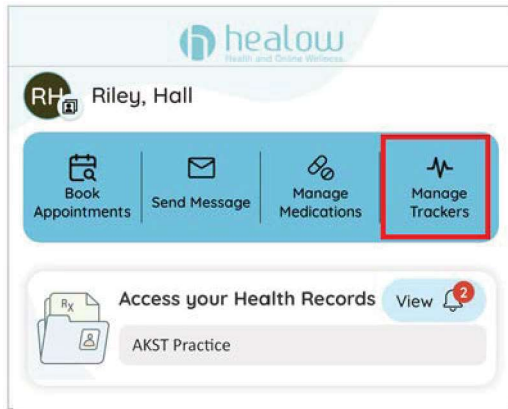
- Fitbit®
- Glooko®
- GoogleFit™
- iHealth®
- Omron®
- Qardio™
- WelchAllyn®
- Withings®

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

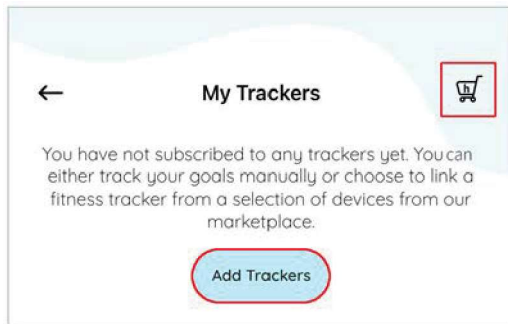
How do I link a device to my tracker?

To link a device to a healow Tracker:

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



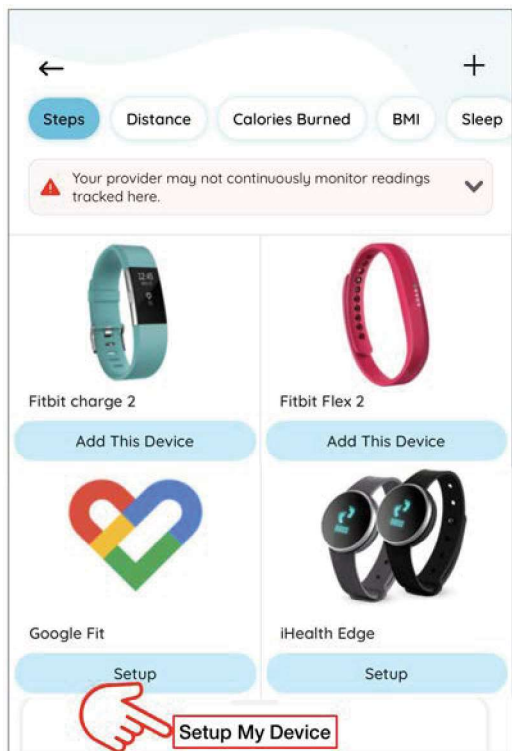
2. If no trackers have been added, tap the *Add Trackers* button or the shopping cart icon:



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

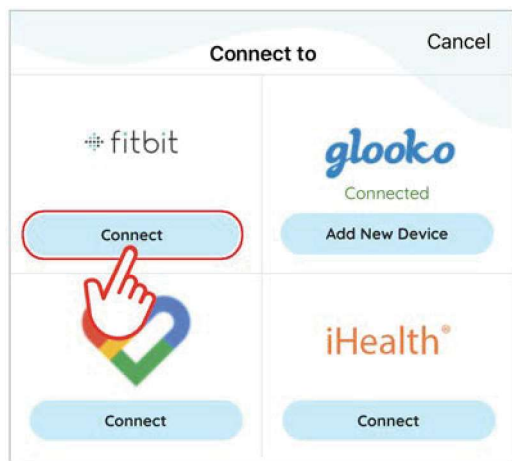


A screen opens displaying the supported devices:



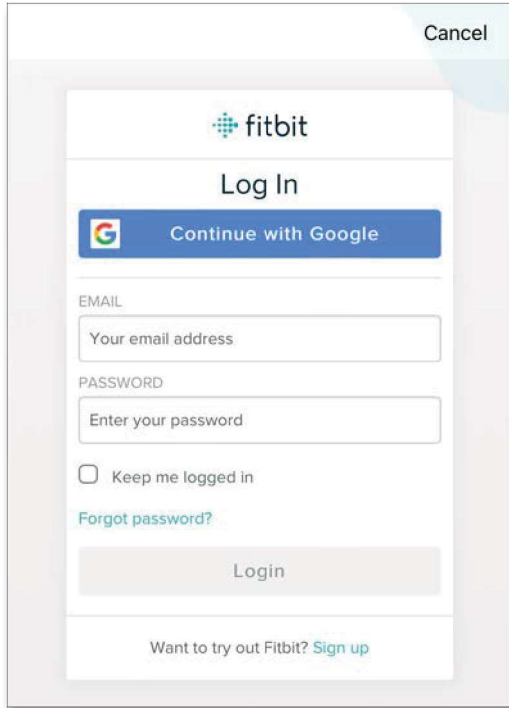
3. Tap *Setup My Device* at the bottom of the screen.

The Connect to screen opens:



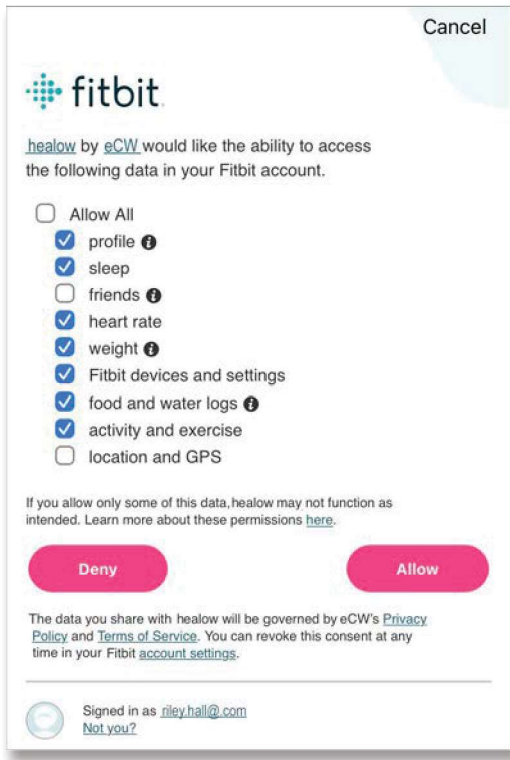
4. Tap the *Connect* button under the manufactures name (or logo).

The login screen for the device’s manufacturer opens:



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

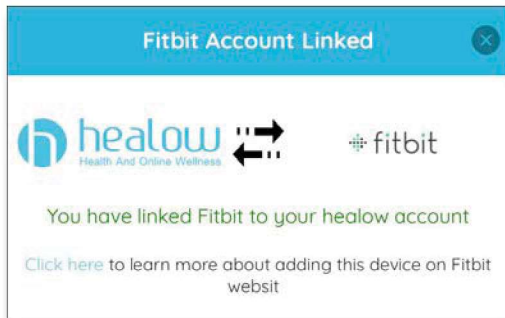
An Authorization screen opens:



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.

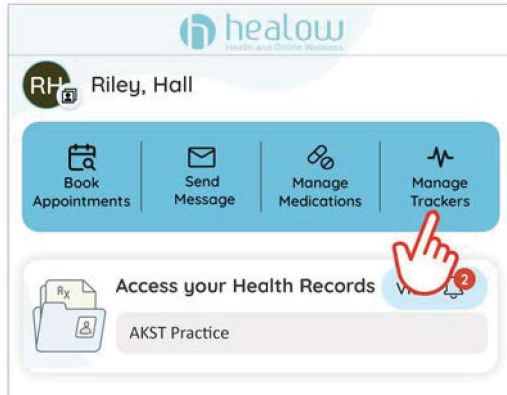
The patient's device manufacturer account has been linked to their healow account, and healow can receive data from all registered devices:



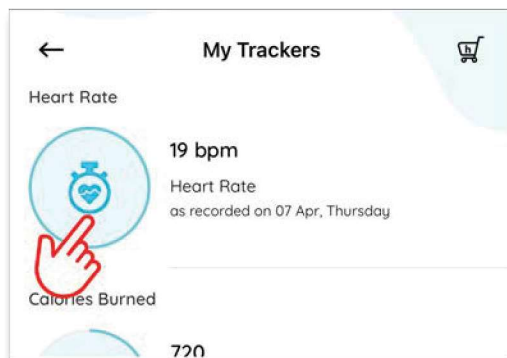
How do I update or delete a tracker entry?

To update or delete a tracker entry:

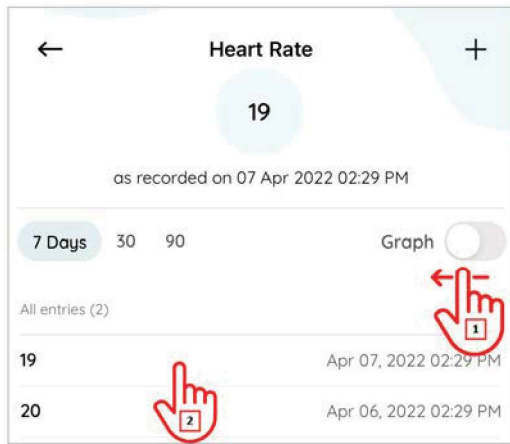
1. On the home screen, tap the *Manage Trackers* tile on the Navigation bar:



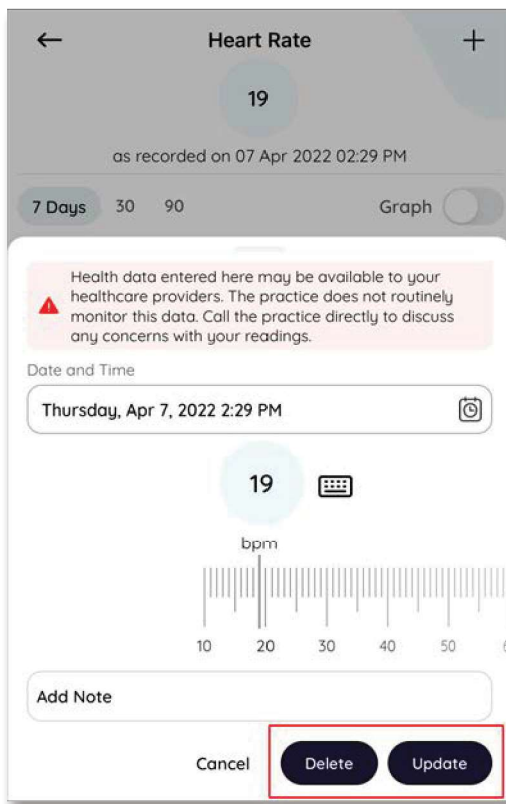
2. Tap a tracker entry on the My Trackers screen:



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



- 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:



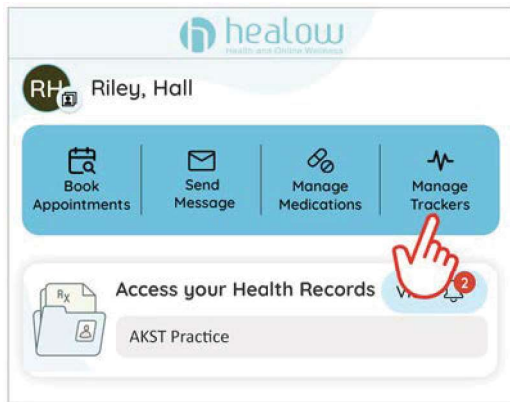
Note: Only manually entered tracker data can be updated or deleted; data imported from a linked device cannot.

How do I manually enter tracker information?

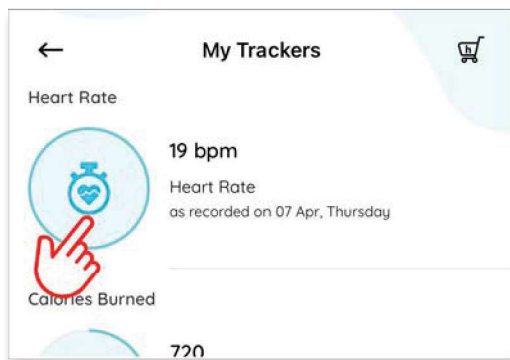
Tracker information is automatically imported from your linked device. Additional entries or data from non-linked devices can be added manually from the healow app.

To manually enter tracker information:

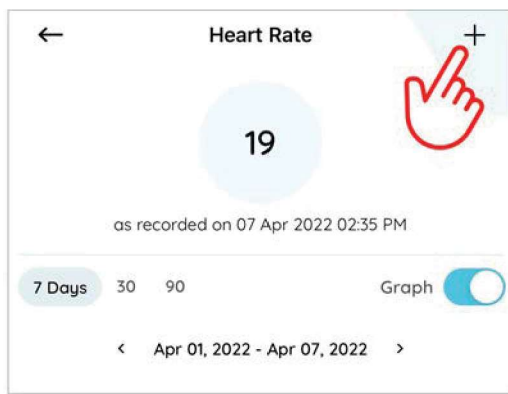
1. On the home screen, tap the *Manage Trackers* tile on the Navigation bar:



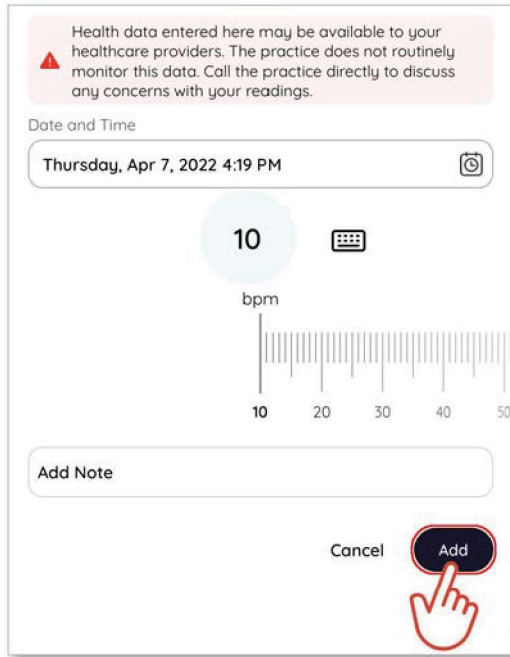
2. Tap a tracker entry on the My Trackers screen:



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:



Will my provider see my tracking details?

Yes. After your data is recorded on the healow app, your tracking details are available to your provider within 24 hours.

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