healow App Users Guide

July 2018

Contents

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ABOUT THIS GUIDE

This document provides information about the healow™ app. The healow app is a free app available on Google Play™ or the Apple App Store® that enables you to connect with your healthcare provider and access a summary of your healthcare record.

Product Documentation

Some healow products and services integrate with the eClinicalWorks Electronic Medical Record (EMR) and Practice Management (PM) software features. eClinicalWorks-related healow documentation is available at:

- my.eclinicalworks.com Customer Portal https://my.eclinicalworks.com
  - click the *Documents and Videos* widget on the Knowledge tab to display the documents available in PDF format

Webinars

For more information, take advantage of the free unlimited eClinicalWorks Webinars—interactive seminars conducted online. These courses are presented by product trainers who are experts with eClinicalWorks and all of its capabilities. To sign up for an eClinicalWorks Webinar, go to:

my.eclinicalworks.com Customer Portal https://my.eclinicalworks.com.

To view and register for Webinars, click the Knowledge tab and then click the Webinars widget.

Getting Support

For healow support-related issues, please contact your assigned healow Account Manager.

Conventions

This section lists typographical conventions and describes the icons used to call out additional information and to indicate item keys, new features, and enhancements to the application.

- Typographical conventions:

Bold	Identifies options, keywords, and items in a description.
Italic	Indicates variables, new terms and concepts, foreign words, or emphasis.
`Monospace`	Identifies examples of specific data values, and messages from the system, or information that you should actually type.

healow APP SETUP

The healow™ App is a free app available on Google Play™ or the Apple App Store® that enables you to track your health. The app enables you to connect with your healthcare provider and access a summary of your healthcare record.

Download healow App to Android Devices and iOS

Download healow directly to an Android® device or iOS® device.

Note: For 5.4.0 of the healow app, the Android platform requires version 2.3.3 or higher, and the iOS platform requires version 7.0 or higher (healow app supports iOS 11). Open a support case on the my.eclicnicalworks.com Customer Portal, to request more information on healow app requirements for the Android® and iOS® devices.

For more information, refer to the sections:

- Downloading healow to an iOS Device
- Downloading healow to an Android Device

Downloading healow to an iOS Device

To download healow from the Apple App Store directly to an iOS device:

1. From the iOS device, tap the *App Store* icon:

   The App Store opens.
2. Tap the magnifying glass and type *healow* in the Search field.

   The App Store returns the results.
3. Select healow and tap the install icon:

When the installation is complete, the healow icon displays on the iOS device Home window:

Downloading healow to an Android Device

To download healow from the Google Play Store directly to an Android device:

1. From the Android device, tap the *Google Play*™ *Store* icon:

   The Play Store opens.
2. Tap the magnifying glass and type *healow* in the Search field.

   The Play Store returns the results.
3. Select healow and Tap *Install:*

   The App Permission window displays.
4. Tap the *Accept* button:

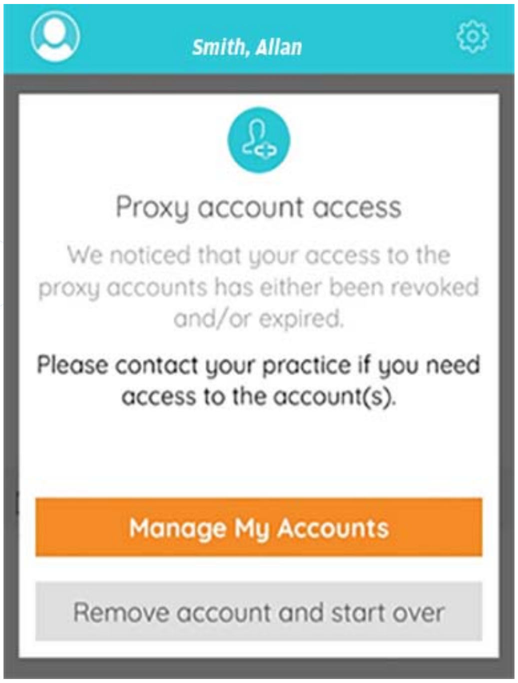
   

   - The application installs on the Android device.
   - When the installation is complete, the healow icon displays on the Android device Home screen:

Proxy Portal

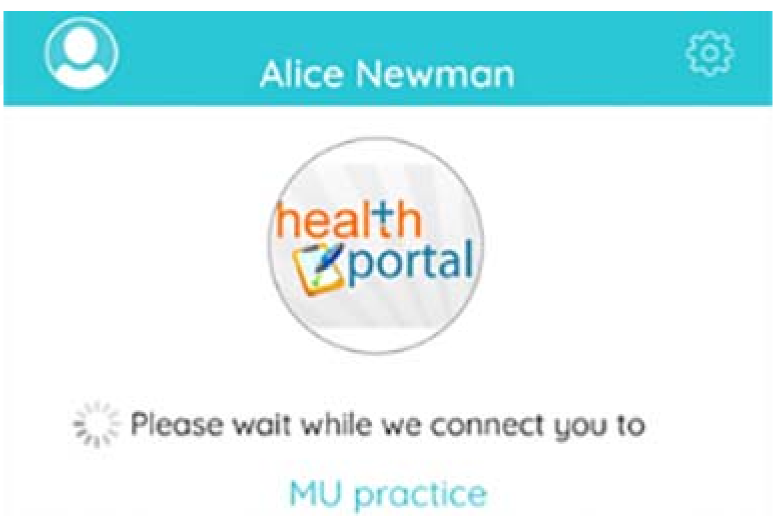
The healow app supports proxy login, proxy restricted/completed access, and revoked access.

Revoked access can happen to a user due to automatic expiration, a staff member manually revoking it, or the patient revoking the access on the portal:



Practice Logo and Practice Name

The practice logo and name can be displayed on the healow app in the login window:



For more information on how to display a practice logo and name, refer to the Settings section of the *Patient Portal Users Guide*.

User Login and Logout

Enter the practice code provided by the doctor's office to enable healow. Enter a username and password, and then enter a unique PIN code for access to healow.

There are two types of logins:

- Initial Login - The user's first time logging in to the healow app, where the user's practice and provider need to be found. For more information on the initial login, refer to Searching by Practice Code and Phone Number and Initial Patient Login.
- Established Login - The user has already established the login information and practice details. For more information on the established login, refer to Established Patient Login.

Note: Patients must be Web-enabled to have a healow account. For more information on Web-enabling a patient, refer to the *Patient Portal Users Guide*.

Searching by Practice Code and Phone Number

For first time users, the doctor's office that the patient visits needs to be established before the patient can use their credentials to log in. A user can search for a practice by provider name, practice name, practice code, or phone number.

To search for a practice:

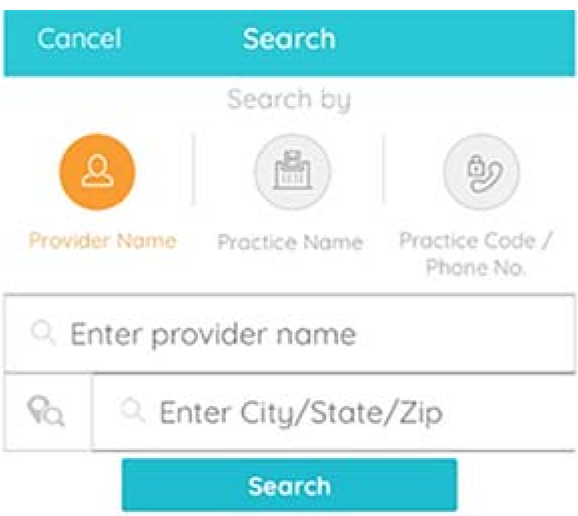
1. Tap *GET STARTED*:

2. To search for a provider, tap *FIND MY DOCTOR*.

   OR

3. Enter the Practice Code/Phone Number:

4. Tap to indicate which search option to use:



- *Provider Name* - Tap the search field and enter the provider name
- *Practice Name* - Tap the search field and enter the practice name
- *Practice Code / Phone No.* - Tap the search field and enter the practice code or the practice phone number

5. Enter the city, state, or ZIP Code to narrow the search.
6. Tap *Search.*

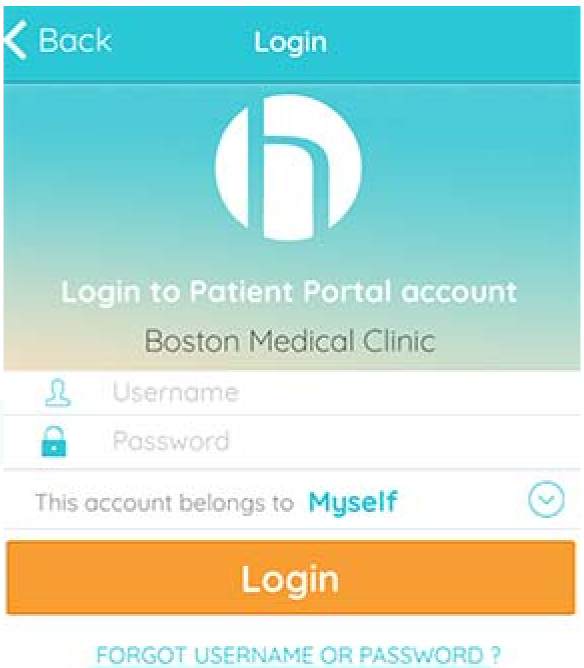
To enter the practice code or phone number:

1. Tap *GET STARTED*.
2. Use the *Enter Practice Code* field to enter the practice code or practice phone number provided to the patient:

3. Tap *LOGIN*.

Initial Patient Login

Use Patient Portal credentials for initial login:

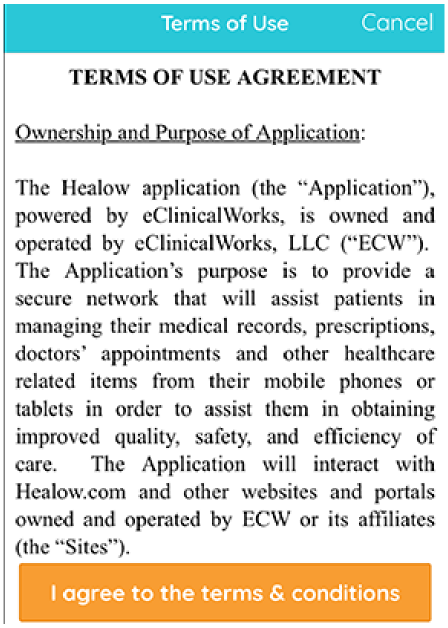


To log in to the healow app:

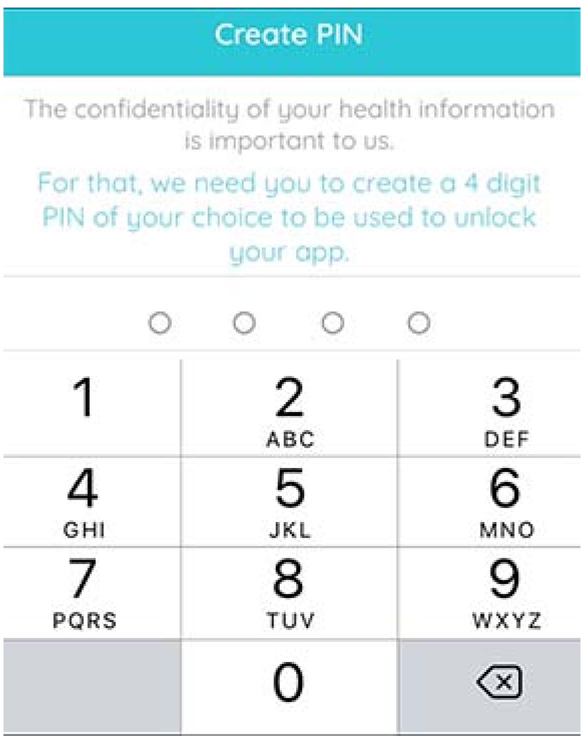
1. For first time login, use the *Username* and *Password* fields to enter Patient Portal credentials.
2. Tap *Login.*

   The Terms of Use window opens.

3. Tap the *I agree to the terms & conditions* button:



4. The Create PIN window opens; use the keypad to create a unique 4-digit PIN:



5. *(Optional)* The patient can set up the Touch ID feature for future login if the phone has the Touch ID feature. For more information on Touch ID, refer to Using Touch ID to Log In.

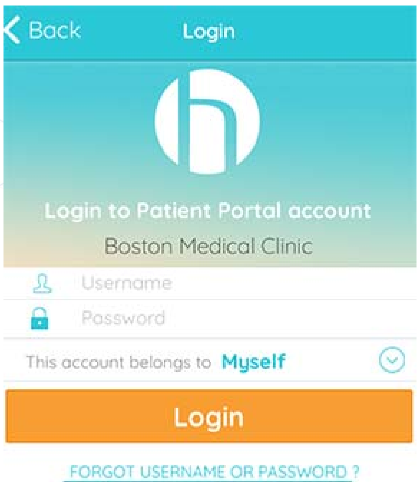
   Login is now complete.

Established Patient Login

After the initial login, the patient logs in using either their username and password credentials, PIN, or Touch ID.

Using Credentials to Login

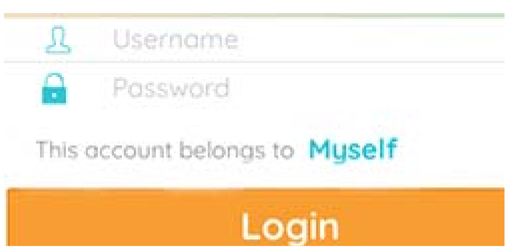
Use the healow app or Patient Portal credentials to log in to healow:



To log in using credentials:

1. On the healow Login window, enter the username in the *Username* field.
2. Enter the password into the *Password* field.

> **Note:** If another linked user is logging into the app on behalf of the original user, tap the *This account belongs to* drop-down arrow to select the relationship of the person logging into the account. For the initial login, the original user must register as *Myself.*

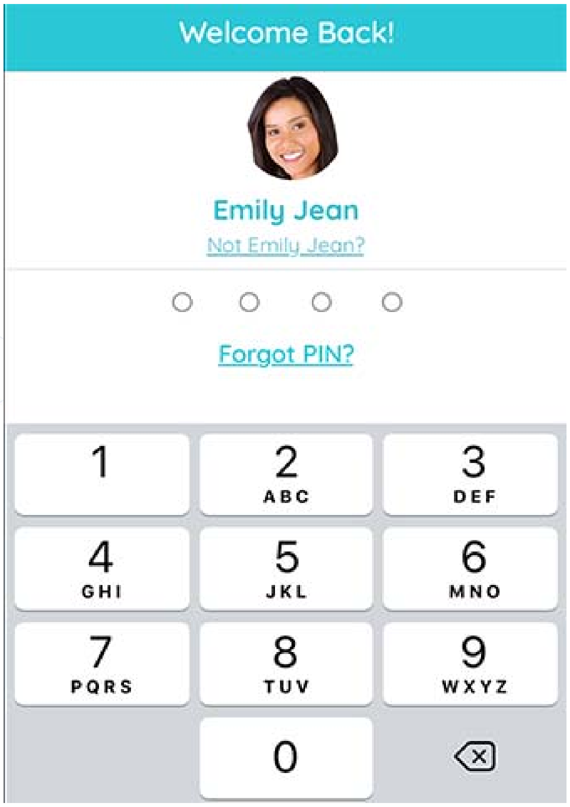


3. Tap *Login*.

> **Note:** To learn more about the Select Relationship window, refer to Linking an Account.

Using PIN to Log In

Use a PIN created during the initial login to sign into a healow account:



To log in using a PIN:

1. Tap the *healow app* icon.

   The *Welcome Back* window opens.

2. Use the Keypad to enter a PIN.

   The user is now logged in to the healow account.

   Note: For more information on changing or updating the PIN number, refer to PIN Settings.

Forgot PIN

Tap *Forgot PIN* to sign in using the username and password credentials.

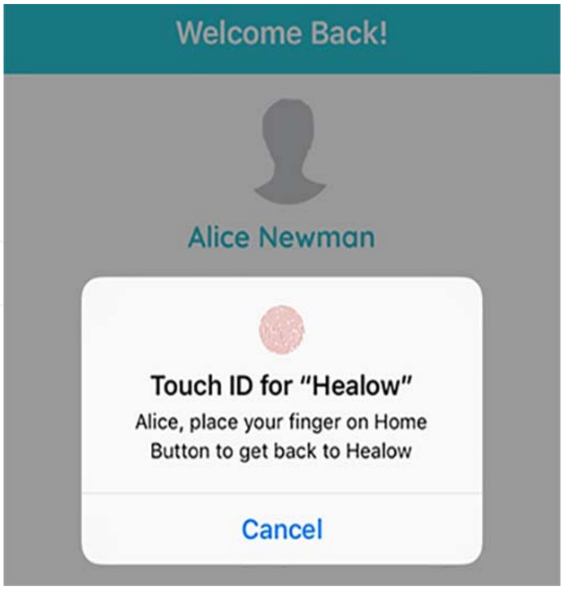
Switching Signed-In User

On the PIN settings window, use the *Not patients name* field to return to the healow Login window and select the current user's name.

Using Touch ID to Log In

Enable Touch ID to access the healow account using a fingerprint.

The Touch ID feature will pop up during initial login. This feature can be enabled under Settings by tapping the gear icon:



For more information on enabling Touch ID, refer to healow User Settings and Support.

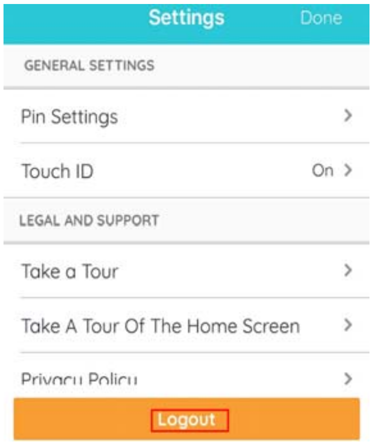
To log in using Touch ID:

1. Tap the *healow app icon.*

   The *Welcome Back* window opens.
2. When prompted, place the finger on the *Home* button to initiate the Touch ID and sign in.

Logging Out

To log out of the healow app, tap the gear icon found on the wheel window and tap *Logout:*



First Login Tour

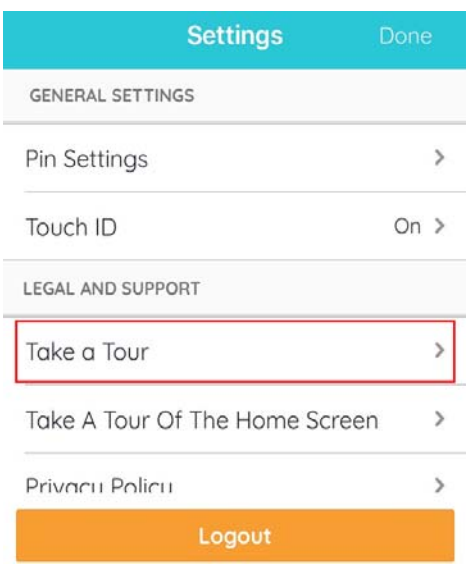
When a user signs in for the first time, a tour of the healow Wheel is given. Swipe right to view the tour. Click *Done* to exit the tour.

To view the tour at a later time:

1. Tap the gear icon at the top of the window:

The Settings window opens.

2. Select the *Take a Tour* option:



healow App Settings and Support

The healow™ app setup is managed in the Patient Portal settings found in the EMR. For more information on Patient Portal settings, refer to the *Patient Portal Users Guide*.

healow User Settings and Support

The user settings and support found on the healow app are limited to PIN settings, Touch ID, taking a tour of the app and Wheel window, the user's accounts, support, information about the app, terms of use, privacy policy, linked devices, and account activity.

Use the following table for more information on the healow settings provided to the user:

Feature	Description
PIN Settings	PIN Setting enable the user to change the login PIN. For more information on changing the PIN, refer to PIN Settings.
Touch ID	Enables the Touch ID feature when logging into the healow app. For more information about Touch ID, refer to the Using Touch ID to Log In section.
Take a Tour	Take a tour of the healow app by swiping through the windows.
Take a Tour of Home Screen	Take a Tour of The Home Screen enables the user to view the first login tour of the healow Wheel. For more information about the tour of the Wheel window, refer to the First Login Tour section.
My Accounts	Displays the logged-in user's account information, and accounts linked to the logged-in user's account. For more information on how to add an account to the App, refer to the My Accounts section.
Support	The Support tab provides the user access to help, and to report a problem to the healow support team: ▪ **Help** - This tool provides facts and basic information on the healow app. The user can search for questions or find a general category that lists frequently asked questions. ▪ **Report Problem** - Report an issue or problem using the Report a Problem feature. For more information on reporting a problem, refer to Report a Problem section.
About	Displays the version of the application.
Terms of Use	Displays the terms of use.

Feature	Description
Privacy Policy	Displays the privacy policy.
Linked Devices	Displays linked Devices.
Account Activity	Displays account activity.
Logout	Tap *Logout* to exit the application or log in to a different account.

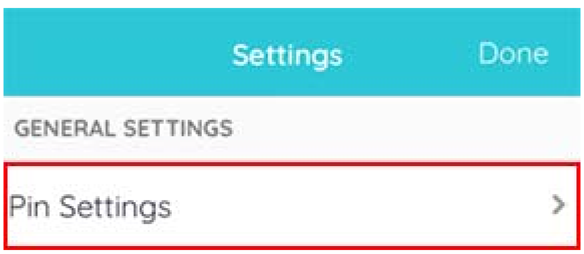
PIN Settings

Path: *Wheel window > Gear Icon*

The PIN Settings enables the user to change the PIN number on the account.

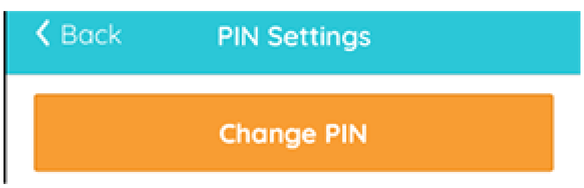
To change PIN number:

1. From the Gear icon, tap *Pin Settings:*

   The Change PIN window opens.

2. Tap *Change PIN*:

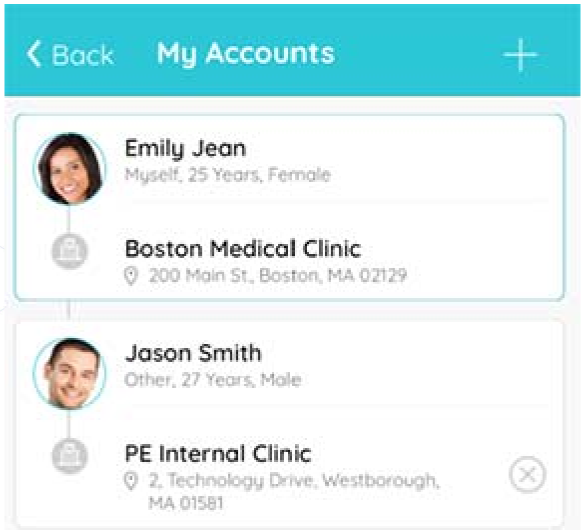
3. Enter the old PIN number.
4. Create a new PIN number, and then confirm the new PIN number.

   The PIN has been changed.

My Accounts

Path: *Wheel window* > *Gear Icon* > *My Accounts*

Displays the user's account information, and accounts linked to the account. Tap *My Accounts* to view or link a new account:



To remove an associated account, tap the *X* button next to the account.

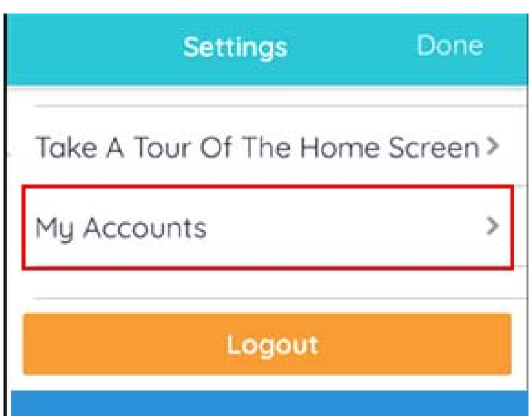
Linking an Account

Path: *Wheel window* > *Gear Icon* > *My Accounts*

Linking an account provides the user access to their child, spouse, parent's, *etc.* account with the same login credentials.

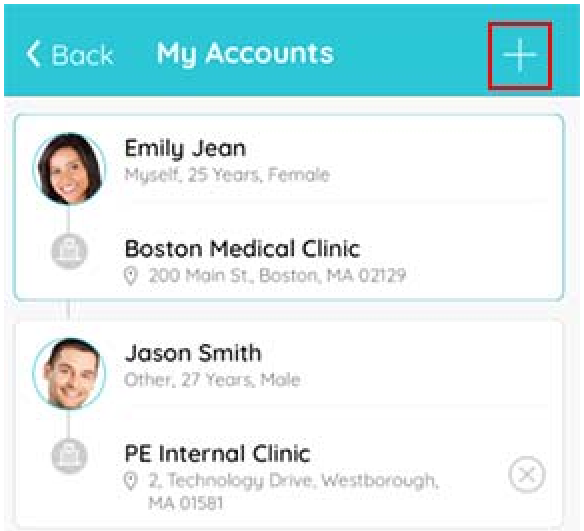
To link an account:

1. From the Settings window, tap *My Accounts:*



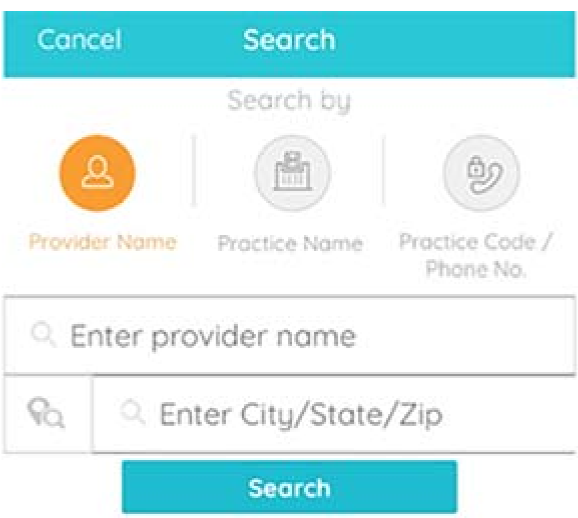
The My Accounts window opens, displaying your account and all linked accounts.

2. Click the Plus (+) Sign:

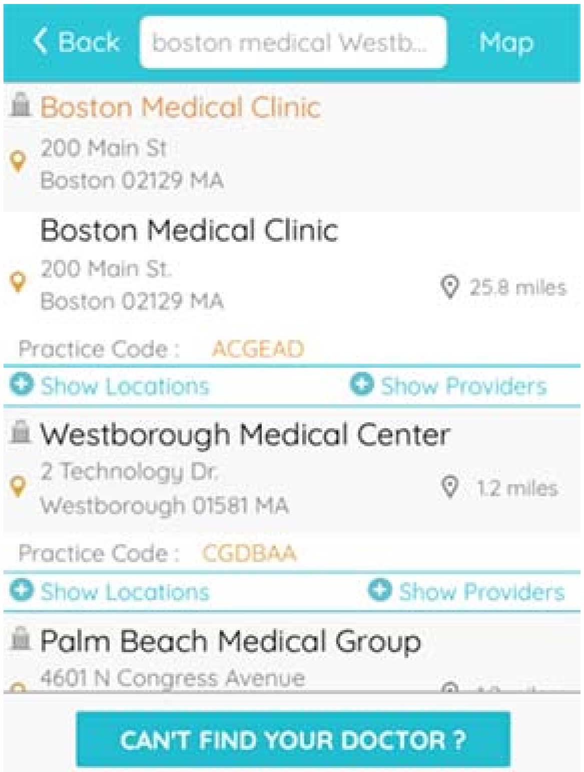


The Search window opens.

3. Tap the icon for the preferred search category:
   - Provider Name
   - Practice Name
   - Practice Code/Phone Number:
4. Enter the city, state, or ZIP Code in which the practice is located.
5. Tap *Search*:



A list of practices displays:



The following table describes the features available when the patient is searching for a practice code:

Feature	Description
Map	Use *Map* to see a map view of the practices' locations.
Show Locations	Use *Show Locations* to view a list of all the facilities associated with the practice.
Show Providers	Use *Show Providers* to view a list of all providers at the selected practice.
Can't Find Your Doctor button	Use the *Can't Find Your Provider* button to search by provider's phone number. If the user does not know their provider's phone number, click *No* and complete the *Tell us a little bit about your Doctor* form. The support team then contacts the patient within 48 hours with more information. For more information, refer to the Trouble Finding a Provider when Linking an Account section.

6. Tap to select the practice for the new linked account.
7. Enter the new account's credentials.

   The new linked account is added.

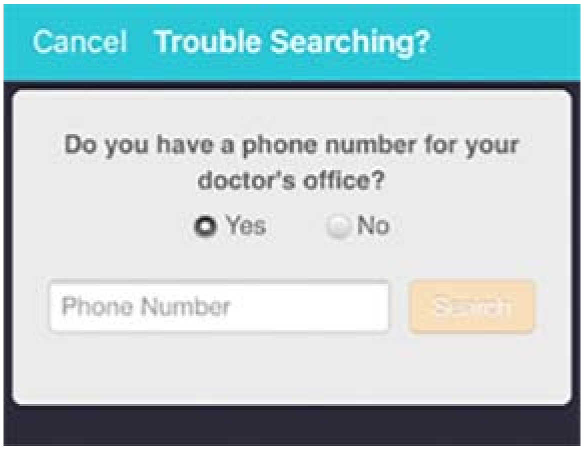
Trouble Finding a Provider when Linking an Account

Path: *Wheel window* > *Gear Icon* > *My Accounts* > *Linking an Account* > *Can't Find Your Doctor Button*

Find a provider by entering more details. The support team then contacts the patient within 48 hours with more information.

To find a provider without a phone number:

1. Upon searching for a provider while linking an account, click the *Can't Find Your Doctor* button.
2. Select the *No* radio button to indicate that the phone number is unknown:

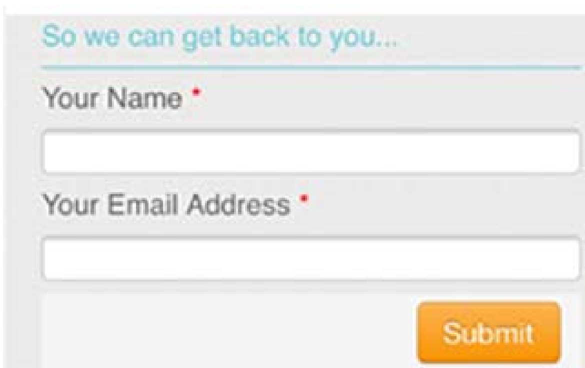


The *Tell us a little bit about your Doctor* questionnaire window opens:

3. The following table describes the Doctor questionnaire window:

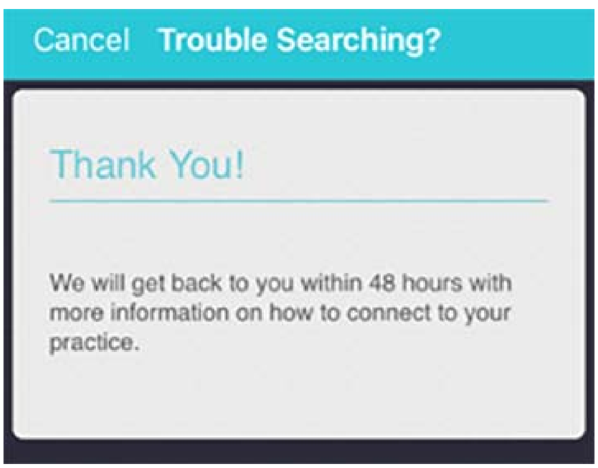
Feature	Description
Doctors Name	Enter the provider's first and last name into the appropriate name fields.
Practice Name	Enter the practice name into the *Practice Name* field.
Address	Enter the practice location into the appropriate address fields. Use the *Choose a state* drop-down to select a state.
Practice Phone	Enter the practice phone number into the *Practice Phone* field.

4. Enter the user's name and e-mail address:



5. Click *Submit*.

   A Thank You message displays:



Support

Path: *Wheel window* > *Gear Icon*

The Support section provides the user access to help and to report a problem to the healow support team.

Report a Problem

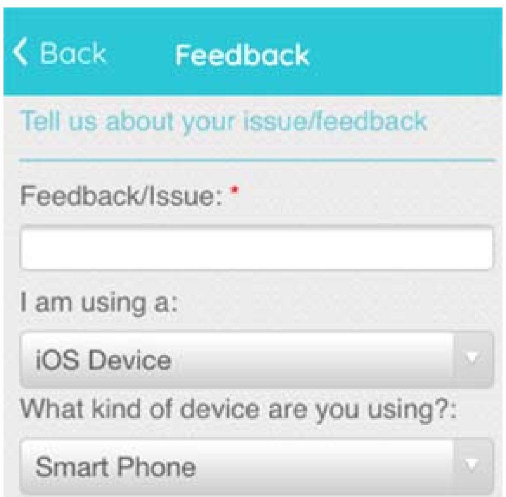
Path: *Wheel window* > *Gear Icon* > *Support*

Report an issue or problem using the Report a Problem feature.

To report a problem:

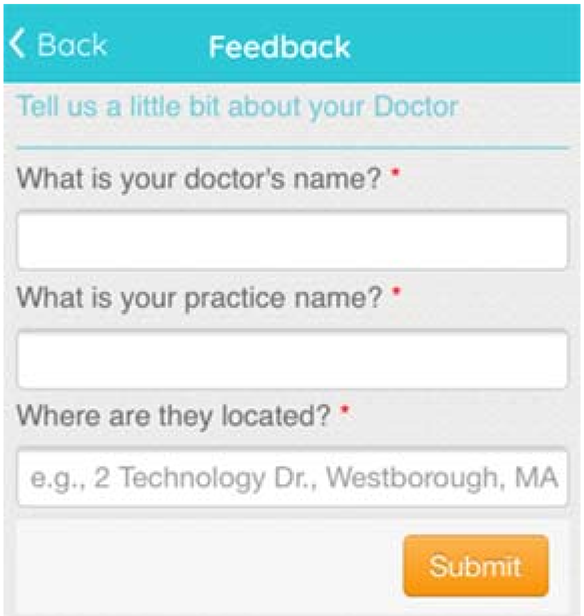
1. On the Support window, tap *Report Problem*.

   The Feedback window opens:

2. Use the *Feedback/Issue* field to enter the problem that is being reported.
3. Tap the *I am using a:* drop-down list to select the type of device with the problem being reported.
4. Tap the *What kind of device are you using?* drop-down list to select the device with the problem being reported.

5. Swipe up to complete the information about the provider:



6. Enter the provider's name, practice name, and where the practice is located into the appropriate fields.
7. Tap *Submit*.

THE WHEEL WINDOW

The Home window of the healow® application is called the Wheel. Use the Wheel window to navigate through the application and to view and send messages.

Messages received on the Patient Portal display on the Wheel window. View and compose messages from the Wheel window.

To add a photo at the center of the Wheel window, tap the *camera* icon and add a photo.

> **Note:** Instructions for the Wheel window display during a user's first login. The instructions explain the functionality of the Wheel window. To view the instructions again, refer to the First Login Tour section.

Multiple Accounts

Multiple accounts can be linked to a user's accounts.

There are two ways to link accounts:

- **Wheel Window** - Tap the user icon at the top left, and tap *Link Accounts.*
- **My Accounts** - Under settings, tap *My Accounts* to link accounts.

  For more information on linking accounts, refer to Linking an Account.

healow Wheel Window

The healow Wheel enables the user to navigate through the healow® app to search and request appointments, view a medications list, view their records, and enable trackers.

The Appointment tile turns red, indicating that the patient has an appointment scheduled for today:

Appointments

Path: *Wheel window* > *Appointments* > *Appointments tab*

View upcoming appointments and appointment alerts from the My Appointments window.

To view appointments:

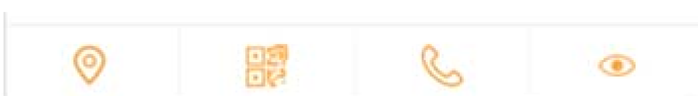
On the Wheel window, tab the *Appointments* icon to display upcoming appointments:

Note: TeleVisits can be conducted in landscape mode from the healow app.

Appointment Toolbar

Path: *Wheel window* > *Appointments* > *Upcoming Appointments*

The appointment toolbar displays at the bottom of each appointment, enabling the user to look up the location of the practice, access the QR code to check in to the appointment, call the practice, set up appointment reminders, and view the details of the appointment:



Appointment Alerts

Path: *Wheel window* > *Appointments* > *Appointment Alerts*

Appointment Alerts enable users to subscribe to view their provider's published availabilities. For a patient to subscribe, their provider must have a healow profile.

Medications

Path: *Wheel window* > *Medications*

The Medication window displays the user's current medications, a medication calendar tool, and hidden medications with the tabs on the Medication window. Tap the medication being taken to view the medication details and instructions.

My Meds Tabs

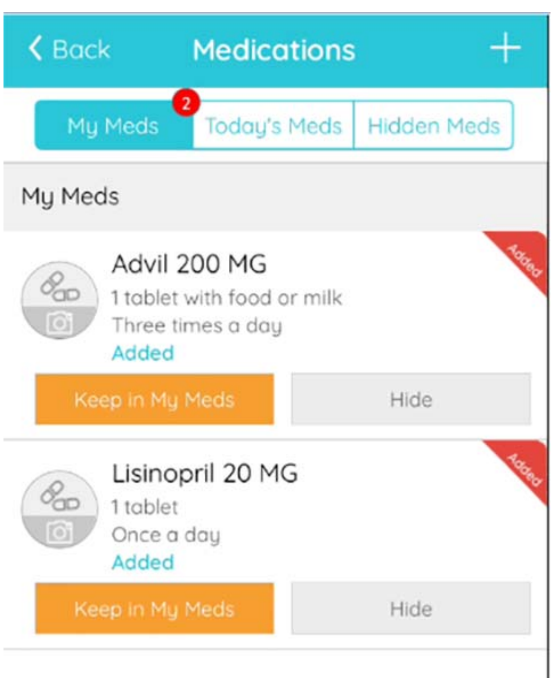
Path: *Wheel window* > *Medications* > *My Meds*

Enable users to view all of their current medications.

To view user's medications:

1. On the Wheel window, tap the *Medications* icon:

The Medications window opens, with the My Meds tab as default displaying the current medications:



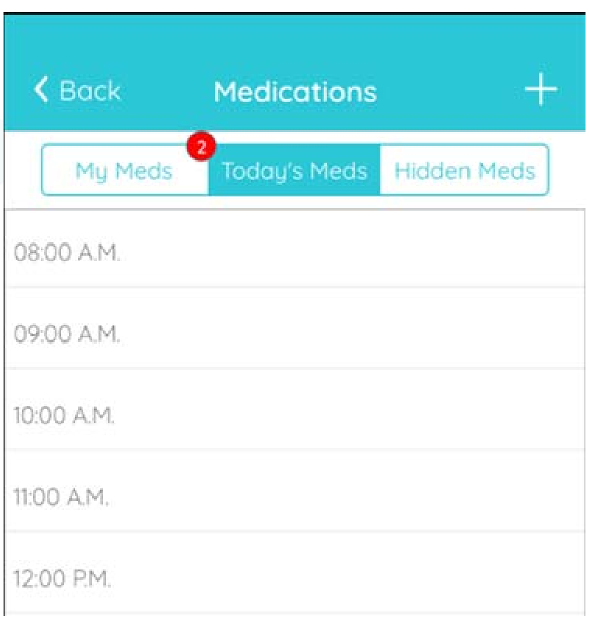
The following table describes the Medications window:

Feature	Description
Plus (+) Sign	Tap the *Plus (+) Sign* to request a refill on a medication or add a medication to the user's list. For more information on refilling and adding a medication, refer to Adding a Medication and Request Refill sections.
Number Indicator	The number indicator displayed on the My Meds tab, indicates how many medications were added by the provider.
My Meds	Displays the user's current medications.
Today's Med	Displays a timeline of when and which medications need to be taken on the current day.
Hide	The Hide button moves the medication to the Hidden Meds tab. The Hidden Meds are medications that the user does not want listed in their My Meds tab, to indicate they are no longer taking the medication. For more information on hiding medications, refer to Hidden Medications Tab section.

Current Date Meds Tab

Path: *Wheel window* > *Medications* > *Today's Meds tab*

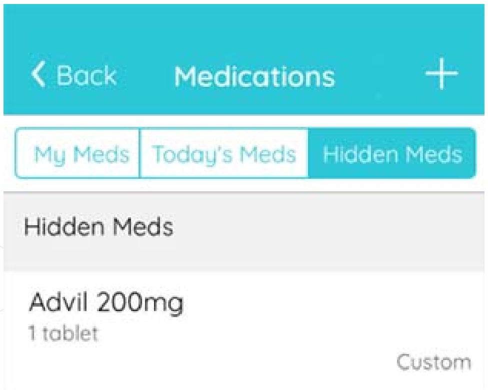
Enables the user to view a timeline of the medications and their corresponding times to be taken on the current day:



Hidden Medications Tab

Path: *Wheel window* > *Medications* > *Hidden Meds tab*

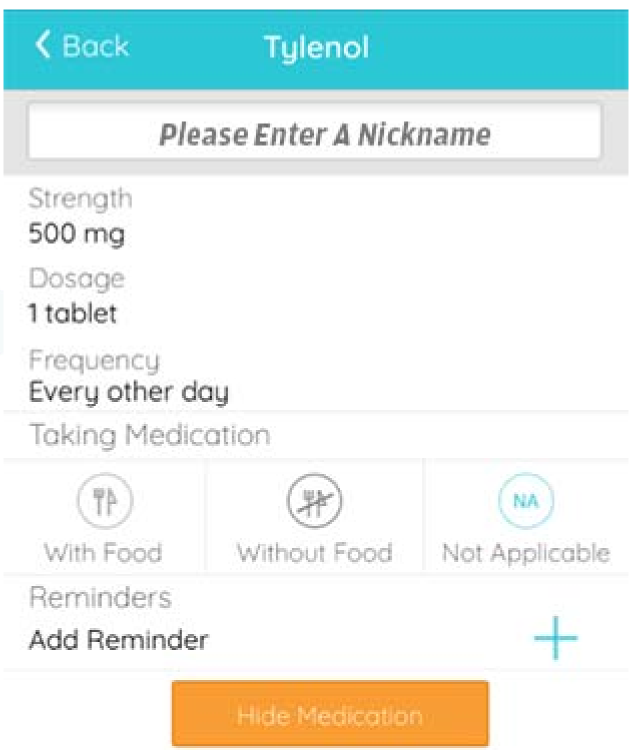
Hidden Meds are medications that the user does not want listed in their My Meds tab, indicating that they are no longer taking the medications:



Viewing Medications

Path: *Wheel window* > *Medications*

Tap the medication to view the details and instructions:



The following table describes the medication details window:

Feature	Description
Strength	Displays the medication Strength.
Dosage	Displays the medication Dosage.
Frequency	Displays the medication Frequency.
Taking Medication	Displays how the medication should be taken; for example, with or without food.
Add Reminder	The user can add a reminder to take the medication, as well as adding reminder preferences (daily/weekly, time). The medication then displays the date and time that the reminder was set on the *Today's Meds* tab.
Hide Medication	The *Hide Medications* button hides the medication from the My Meds tab when the patient is no long taking the medication, but still wants the medications to display in their medication history. For more information, refer to Hidden Medications Tab section.

Adding a Medication

Path: *Wheel window > Medications*

The user can add medications they are taking on the app. However, the information entered on the Adding a Medication window is solely for the patient's records. The information does not sync with a physician's medical record, nor does it check drug interactions.

Tap the *Plus (+) Sign* on the Medications window, then tap *Add New Medication:*

Use the following table to add a medication:

Feature	Description
Medication Name	Enter the medication name.
Nickname	*(Optional)* Enter the medication's nickname, if applicable.
Prescribed By	*(Optional)* Enter the name of the person who prescribed the medication.
Strength	Enter the strength of the medication.
Dosage	Enter the dosage of the medication.
Frequency	Enter the frequency of the medication.
Quantity	Enter the quantity of the medication.

Request Refill

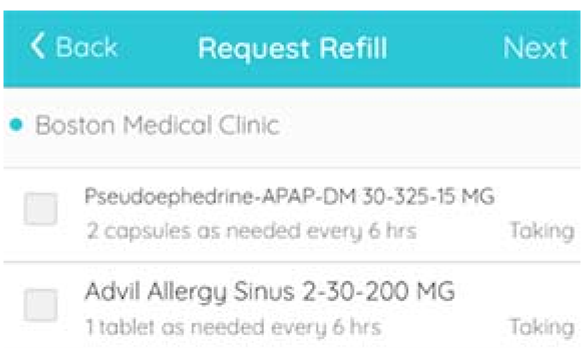
Path: *Wheel window* > *Medications*

A refill request can be completed by the user directly from the healow app.

To add a refill request:

1. Tap the *Plus (+) Sign* on the Medications window, then tap *Request Refill.*

   A list of the user's current medications displays:

2. Tap the medications that are in need of a refill, then tap *Next.*

The name of the practice at which the prescription was prescribed displays at the top of the window, with the medications listed below:

3. *(Optional)* If the pharmacy is not already added, tap the *Plus (+) Sign* to search and select a pharmacy.
4. Tap *Send.*

Lab Results Window

Path: *Wheel window* > *My Records* > *Results*

The Lab Results window has been redesigned for a more user-friendly experience.

To access the Lab Results window:

On the My Records window, tap the *Results* tile:

The Results window opens, displaying the lab results information:

Immunization History

Path: *Wheel window* > *My Records* > *Immunizations*

Users have the ability to access Immunization history from the healow app.

To access immunization history:

On the My Records window, tap the *Immunization* tile to display the immunization history:

Insurance Number Masking

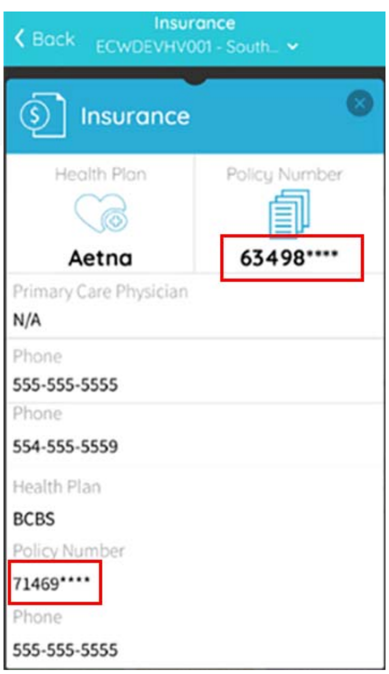
Path: *Wheel window* > *My Records* > *Insurance*

The healow app now displays the primary or multiple insurance numbers masking the last four digits of the insurance numbers.

To view the insurance numbers:

On the My Records window, tap the *Insurance* tile:

The Insurance window opens, displaying the insurance numbers with the last four digits masked:



Check-In

Path: *Wheel window* > *Check-In*

Users can check in when they arrive at the provider's office.

To check in using the healow app:

Tap *CHECK-IN* on the healow Wheel window to display the QR code to scan:

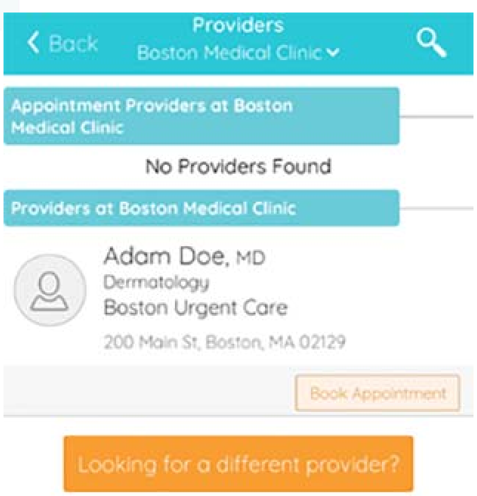
Finding Appointments

Path: *Wheel window* > *Find Appointment*

Patients are able to search and request appointments from the Find Appointment button on the healow Wheel window.

To find an appointment:

Tap *Find Appointment* to display a list of providers the patient has seen at the practice, with an option to look for a different provider:



Note: If the providers at the practice do not have a healow profile, patients will be taken to the *Looking for a different provider* window to search for a provider in the area by location, specialty, or name.

Use the following table to search for a provider on the Provider window:

Feature	Description
Search icon 	Tap the *Search* icon to search for a provider by name at the selected practice.
Looking for a different provider button	Tap *Looking for a different provider* to search for a provider in the area by location, specialty, or name.

5. Find the provider and tap *Book Appointment:*

The provider and location information displays.

6. Tap *Show Availabilities* or *Send Appt Request:*

- **Show Availabilities -** displays available time slots for the provider.

  OR

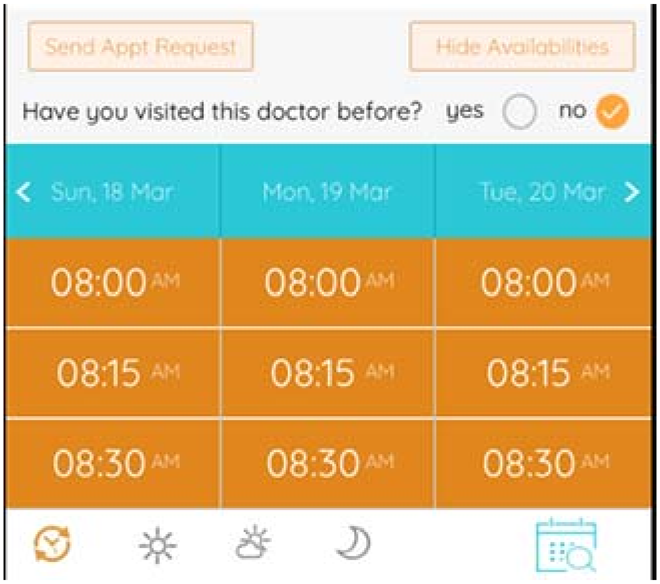
- **Send Appt Request -** Does not allow the user to choose an available time slot, but the user can choose their appointment preferences. For example, When do you want this appointment? What time of day? *etc.*

Finding an Appointment by Availabilities

Users have the ability to search and select for appointments by a provider's appointment availability.

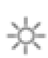
To find an appointment by provider availability:

1. Select a provider, then tap *Show Availabilities*:



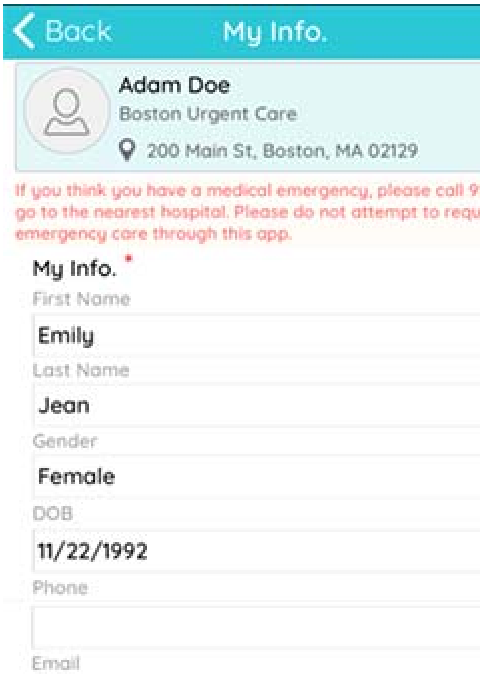
2. Select a radio button to indicate whether the user has been seen by the provider in the past.
3. Select an appointment time.

   The following table describes the filters on the appointment time slots:

Feature	Description
	The clock icon refreshes the available days and time slots. This refresh displays current available appointment times.
	The sun icon filters the time slots by available morning appointments.
	The sun and cloud icon filters the appointments by available afternoon appointments.
	The moon icon filters the appointments by available evening appointments.
	The calendar icon enables the user to search for a different date to schedule an appointment.

4. Tap an available time slot.

5. The user enters their demographics on the My Info window:



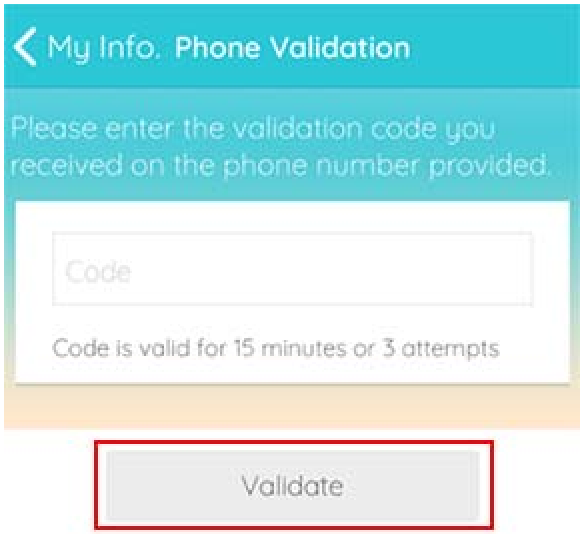
The following table describes the features available on the My Info window:

Feature	Description
First Name	Enter the first name.
Last Name	Enter the last name.
Gender	Select a gender.
DOB	Enter the date of birth.
Phone	Enter the primary phone number.
Email	Enter the user's e-mail address.
Booking someone an appointment	Check this box to indicate the appointment is for another patient. This enables the user to enter the patient's details.
Info. for Provider	Enter any additional information for the provider.
Visit Information	Select a reason for the visit.
Payment Details	Check this box to indicate the appointment payment method. If paying by insurance is selected, the insurance information needs to be added.
Verifying Appointment	Select how the user would like to receive confirmation for the selected appointment.

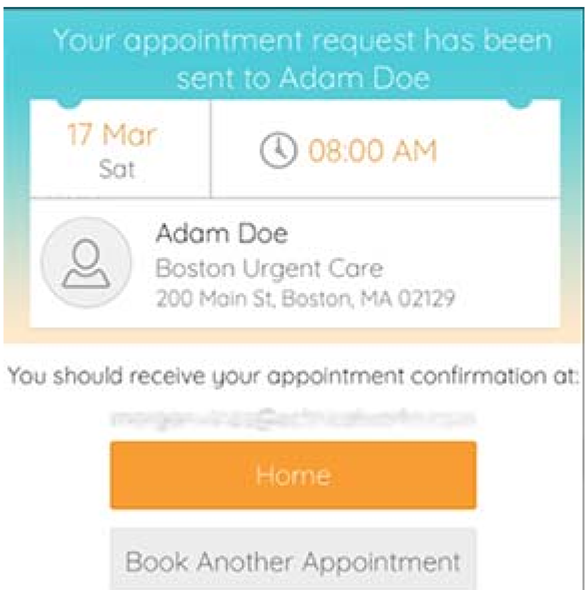
Note: The user's general information is taken from the patient demographics.

6. A verification code is sent by voice or text; enter the verification code in the box provided.

7. Tap *Validate*:



8. A confirmation message displays; tap *Book Now* to book the appointment:



The appointment goes directly onto the Resource Schedule as either a booked appointment or a reservation block that will be confirmed by front desk staff.

Note: The provider may have the Show Availabilities option, the Send Appt Request option, or both. Open a support case on the my.eclinicalworks.com Customer Portal to request information on healow Open Access.

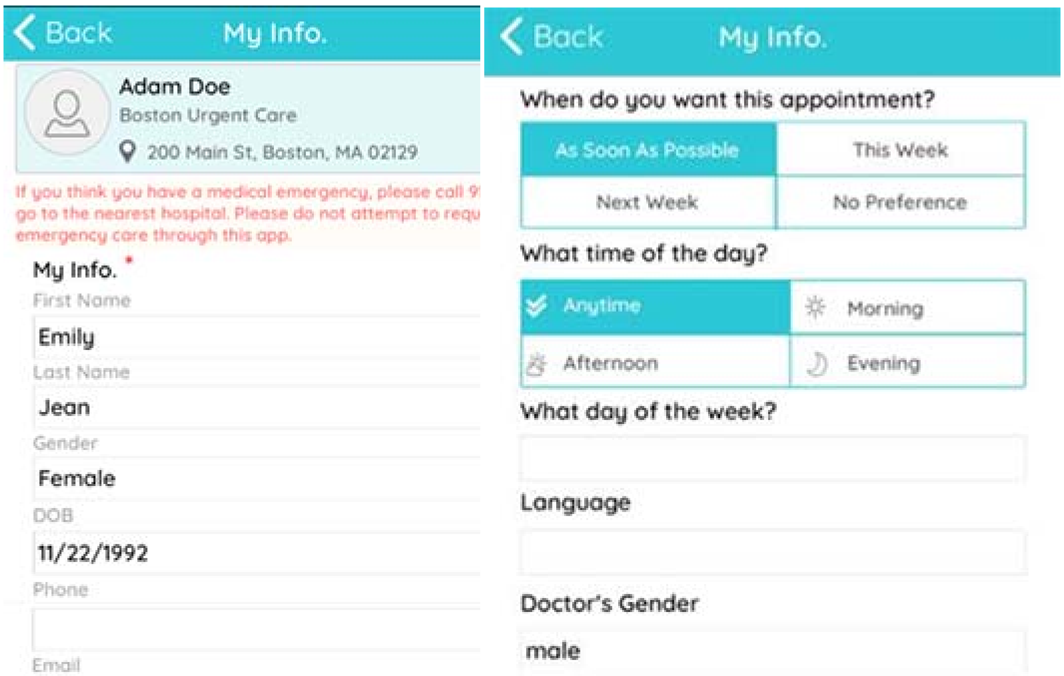
For more information on confirming an appointment, refer to Accepting Appointment Requests within the EMR section.

Find an Appointment by Request

Users have the ability to search for an appointment and send the practice the appointment request.

To find an appointment by request:

1. Select a provider, then tap *Send Appt Request.*
2. Enter the demographics on the My Info window:



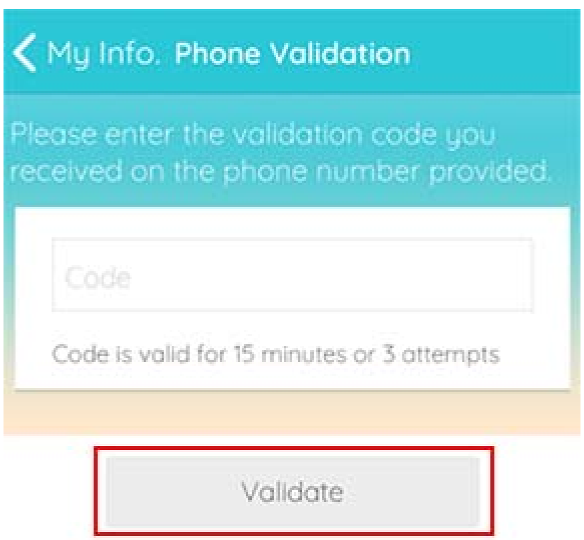
The following table describes the features available on the My Info window:

Feature	Description
First Name	Enter the first name.
Last Name	Enter the last name.
Gender	Select a gender.
DOB	Enter the date of birth.
Phone	Enter the primary phone number.
Email	Enter the user's e-mail address.
Booking someone an appointment	Check this box to indicate the appointment is for another patient. This action enables the user to enter the patient's details.
Visit Information	Select a reason for the visit.
Info. for Provider	Enter any additional information for the provider.

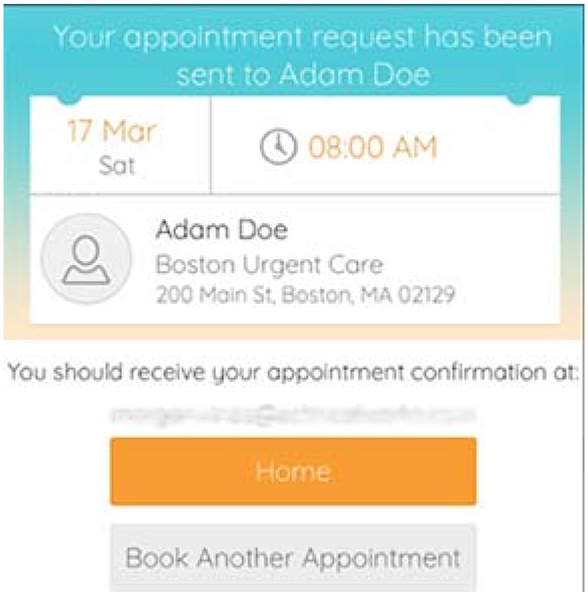
Feature	Description
Payment Details	Check this box to indicate the appointment payment method. If paying by insurance is selected, the insurance information needs to be added.
When do you want this appointment	Select when to schedule the appointment.
Time of Day	Select the time of day for the appointment.
Day of Week	Select the day of the week for the appointment.
Language	Select the preferred language of the provider being seen.
Doctor's Gender	Select the preferred gender of the provider being seen.
Verifying Appointment	Select the method by which to receive verification for the selected appointment.

Note: The user's general information is retrieved from the patient demographics information.

3. A verification code is sent by voice or text; enter the verification code in the box provided.
4. Tap *Validate*:



5. A confirmation message displays; tap *Book Now* to book the appointment:



The appointment goes into the Appointment Center in the EMR to be confirmed by a Staff member.

> **Note:** The provider may have the Show Availabilities option, the Send Appt Request option, or both. Open a support case on the my.eclinicalworks.com Customer Portal to request information on healow Open Access.

For more information on confirming an appointment, refer to Accepting Appointment Requests within the EMR section.

Accepting Appointment Requests within the EMR

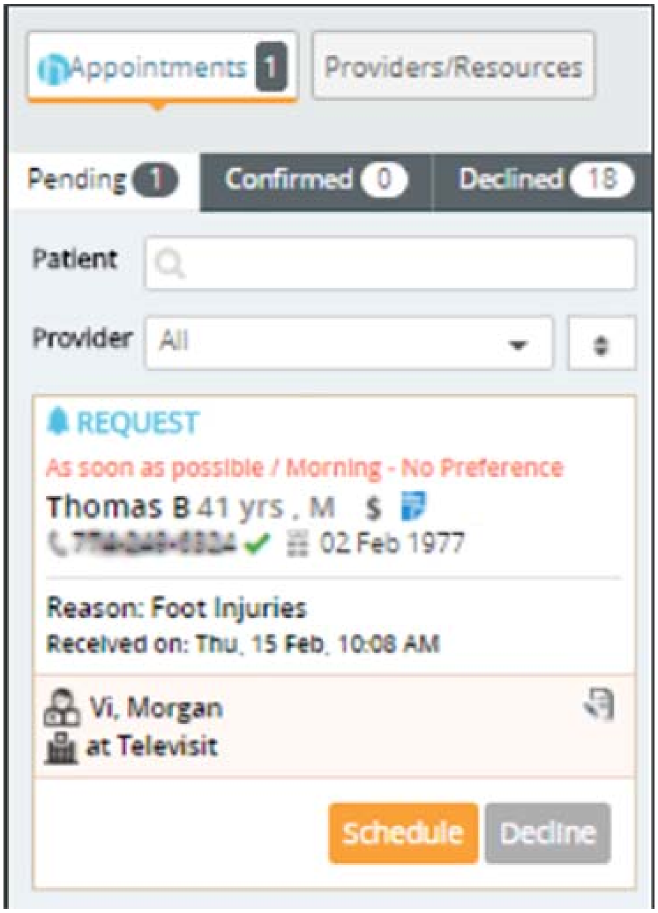
Appointments that are booked by clicking *Show Availabilities* are booked from the Direct Booking Model. These appointments are sent directly to the Resource Schedule within the eClinicalWorks application.

The appointment will display on the Resource Schedule as a booked appointment on the provider's schedule or a reservation block on the provider's schedule, which must be confirmed or declined by the staff.

Appointments booked by clicking *Send Appt Requests* are booked from the Send Request window. The appointments are sent to the Appointment Center on the Resource Schedule within the eClinicalWorks application.

To approve an appointment request:

1. On the Appointment Center window, tap the *Pending* tab to find the appointment request:



Use the following table to schedule or decline an appointment request:

Feature	Description
Pending tab	The staff can manage the scheduled or declined appointments: ■ **Schedule** - Click the *Schedule* button to approve the appointment request ■ **Decline** - Click the *Decline* button to decline the appointment request The patient will automatically receive an e-mail notification of approval or denial of the appointment request. **Note:** Patients receive the e-mail notification in the e-mail address used when requesting the appointment.
Confirmed tab	Staff can view a list of scheduled appointment requests.
Declined tab	Staff can view a list of declined appointment requests.
Dollar Sign icon	Highlight the Dollar ($) Sign icon to view the patient's payment details.

Feature	Description
Blue Chart icon	Highlight the Blue Chart icon to view additional information for the provider, added by the patient.
Pen and Paper icon	Click the Pen and Paper icon to add notes to the patient appointment.

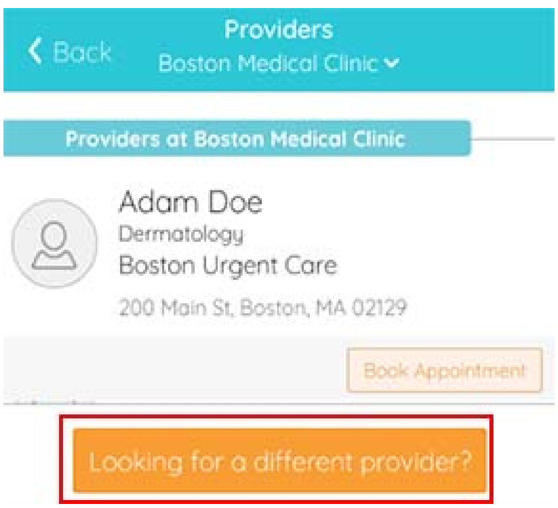
Searching for Providers

Path: *Wheel window* > *Find Appointment* > *Looking for a different provider button*

If a provider does not show in the Provider list, tap the *Looking for a different provider?* button to search for a provider.

To find a different provider:

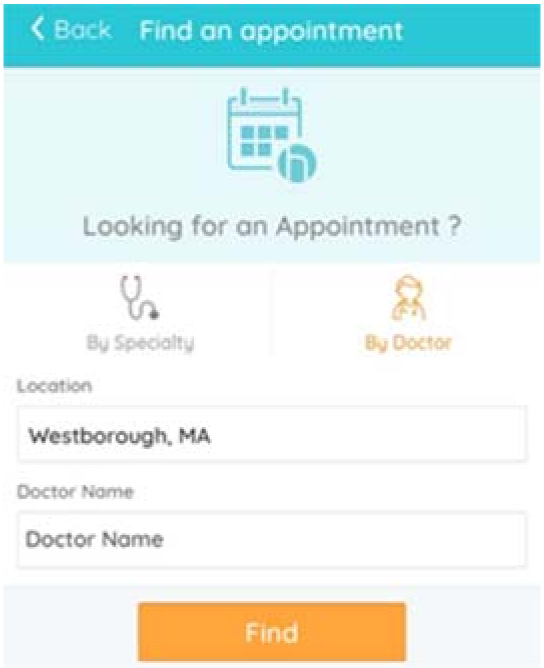
1. On the Providers list, tap *Looking for a different provider?:*



2. Search for a provider by the specialty.

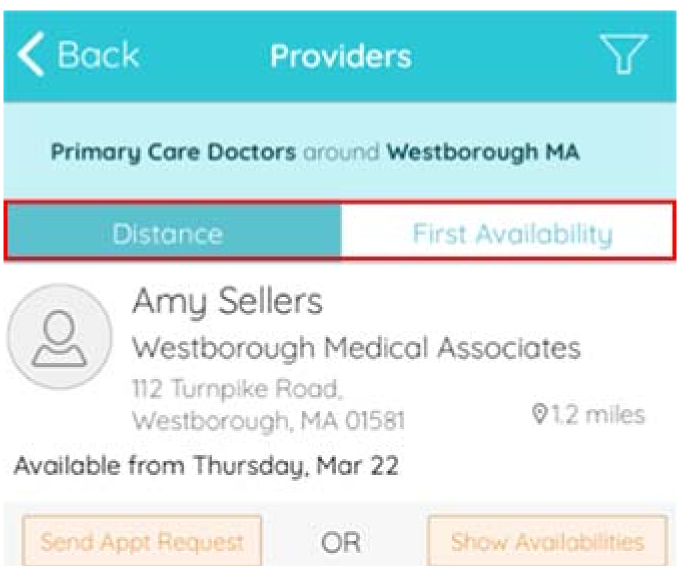
   OR

Search for a provider by the provider's name:



3. Enter the Location or Doctor's name.
4. Tap *Find.*

   A list of providers displays.
5. *(Optional)* Filter the Provider list by tapping the *Distance* tab or the *First Availability* tab:



6. Proceed to book the appointment.

   For more information on booking an appointment, refer to the Finding Appointments section.

Outgoing Referrals

Path: *Wheel window* > *My Records* > *Referrals*

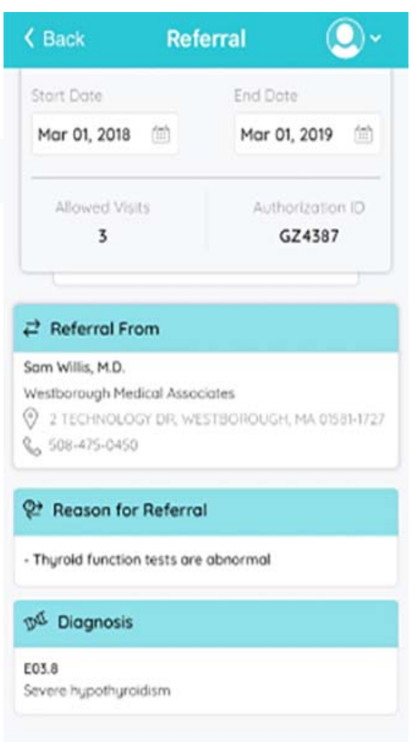
Patients have the ability to view outgoing referrals from the healow app.

To view referrals:

On the My Records window, tap the *Referrals* tile:

The Referral window opens.

A basic or detailed Referral view displays based on the Patient Portal Settings:

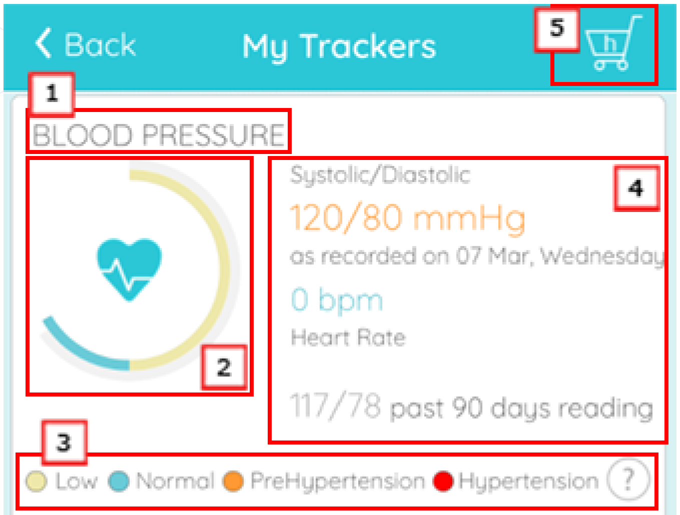


Trackers

Path: *Wheel window* > *Trackers*

Tap *Trackers* to view items being tracked manually or by a linked tracking device, such as fitbit®, Glooko®, iHealth®, Jawbone UP™ wristband, Moves®, Omron®, Qardio™, TELCARE™, Google Fit™, HealthKit™, and Nokia®. These devices enable users to track steps, distance, calories, BMI, sleep, heart rate, blood pressure, floors taken, blood glucose, activity, and temperature depending on the tracker.

Tracker descriptions and purchases can be made from the healow app:

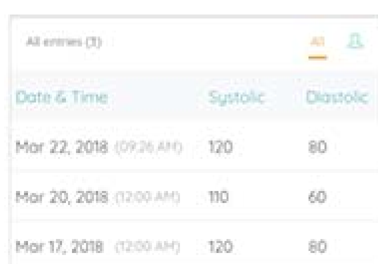


The following table describes the features available on the My Tracker window:

#	Description
1.	The tile heading displays what is being tracked.
2.	The graph displays the statistics of what is being tracked, depending on the tracking entries.
3.	The following legend displays the colors that are on the graph, depending on statistics of the tracking entry. The Question Mark icon displays guidelines of the below average, average, pre-risk, and risk ranges, depending on what is being tracked.
4.	The data section displays the last uploaded entry and the date it was recorded.
5.	Click the Shopping Cart icon to add a new tracker.

Users can view their tracker history by tapping the tracker tile:

The following table describes the features available on the Tracker History window:

Feature	Description
Past Days Tabs	The Past Days Tabs displays entries from the last 7, 30, or 90 days.
List view button 	The List View button displays the tracker entires in a list view:  Tap the entry to view, update, or delete the information.

Feature	Description
Entry Tabs 	The Entry tabs display entries made by the user and linked devices.

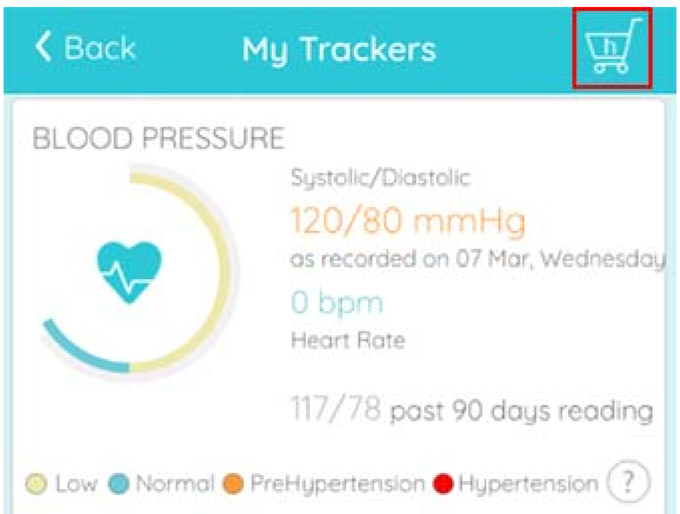
Linking a Tracker

Path: *Wheel window* > *Trackers*

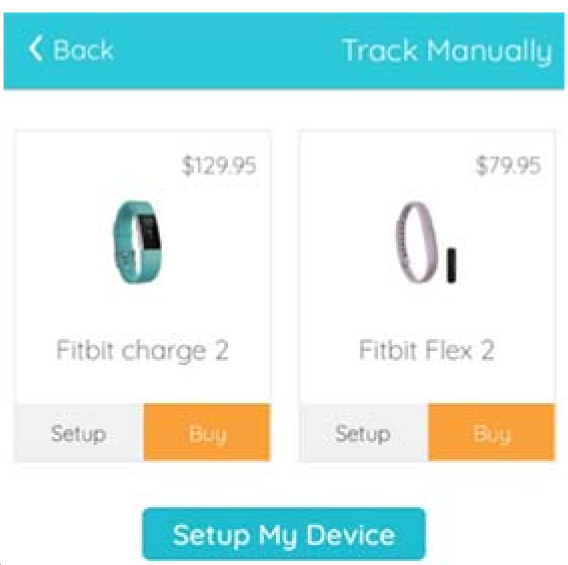
Link a tracker to the healow app.

To link a tracker:

1. On the My Trackers window, tap the *Shopping Cart* icon:



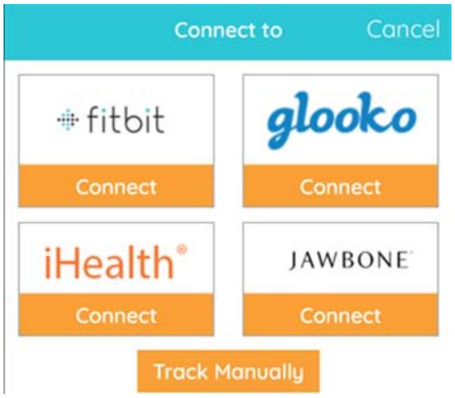
2. Search the tracker toolbar using the arrows and select the item that needs to be tracked (*e.g.,* Steps, BMI, heart rate, or blood glucose):



3. Search the device list for the device being linked.
4. Once you have found your device, tap *Setup.*

   OR

   Tap the *Setup My Device* button and select the device logo:

5. Enter the username and password to log in to the devices app.

   The setup is complete.

Note: The healow app supports TELCARE™ and Glooko® trackers.

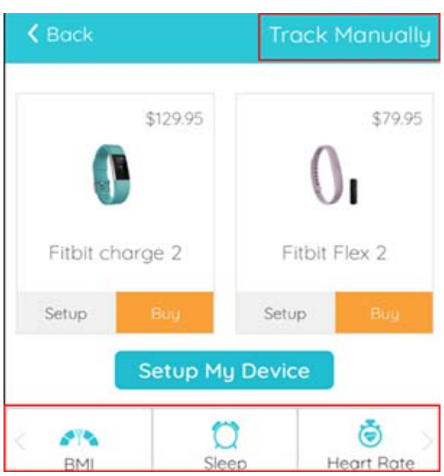
Tracking Manually

Path: *Wheel window* > *Trackers*

A tracker can be created to input data manually instead of using a device.

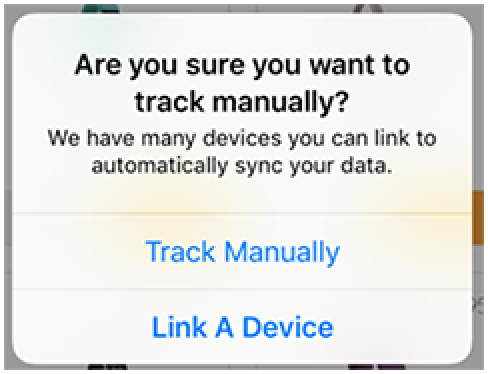
To track manually:

1. On the My Trackers window, tap the *Shopping Cart* icon.
2. Search the tracker toolbar and select the item that needs to be tracked (*e.g.,* Steps, BMI, heart rate, or blood glucose).
3. Tap *Track Manually:*

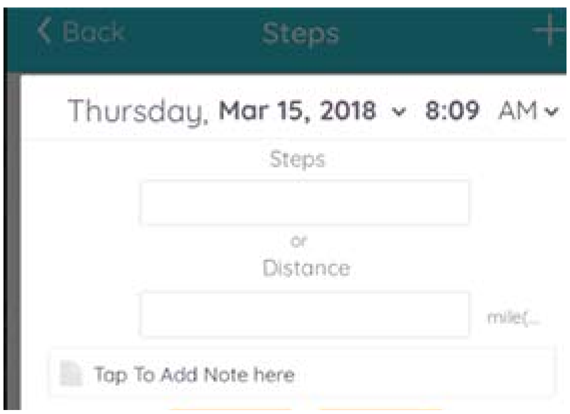
Note: Users must choose an item to be tracked using the toolbar before selecting *Track Manually* in order to track the correct item.

A pop-up window opens, asking the user if they are sure they want to track manually:



4. Tap *Track Manually* to continue.

   A window opens with the current date and time. Use the drop-down arrows if the date and time needs to be altered:



5. Tap to enter the field that is being tracked.
6. Tap *Add.*

Temperature Tracking

Path: *Wheel window* > *TRACKERS icon*

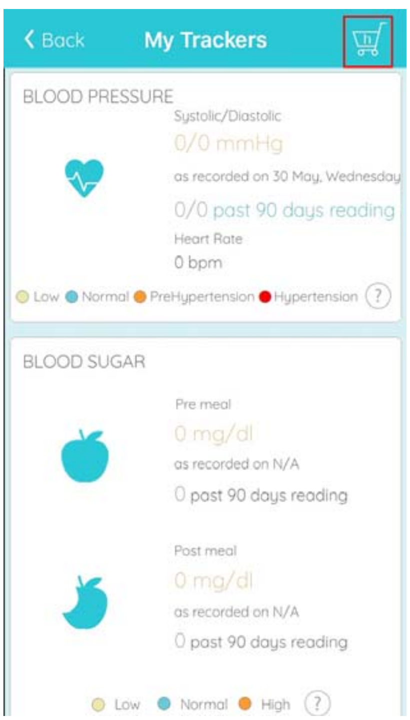
The healow app supports temperature through healow Trackers.

To track temperature:

On the Wheel window, tap the *TRACKERS* icon:

The My Trackers window opens.

eClinicalWorks® has partnered with Nokia® to use the Nokia Thermo device. To purchase the Nokia temperature device, click the *Cart* icon:



Note: Withings has been rebranded as Nokia.

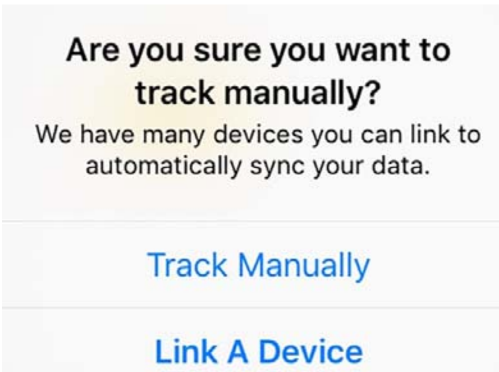
Users can also track temperature manually.

To track temperature manually:

1. On the My Trackers window, tap the *Shopping Cart* icon.

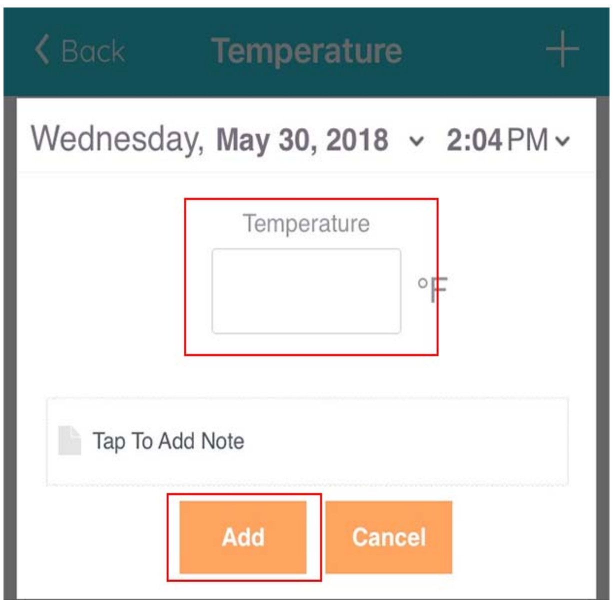
   A window opens.
2. Tap the *Track Manually option*.

   A message displays asking if the temperature should be tracked manually.
3. Tap *Track Manually*:

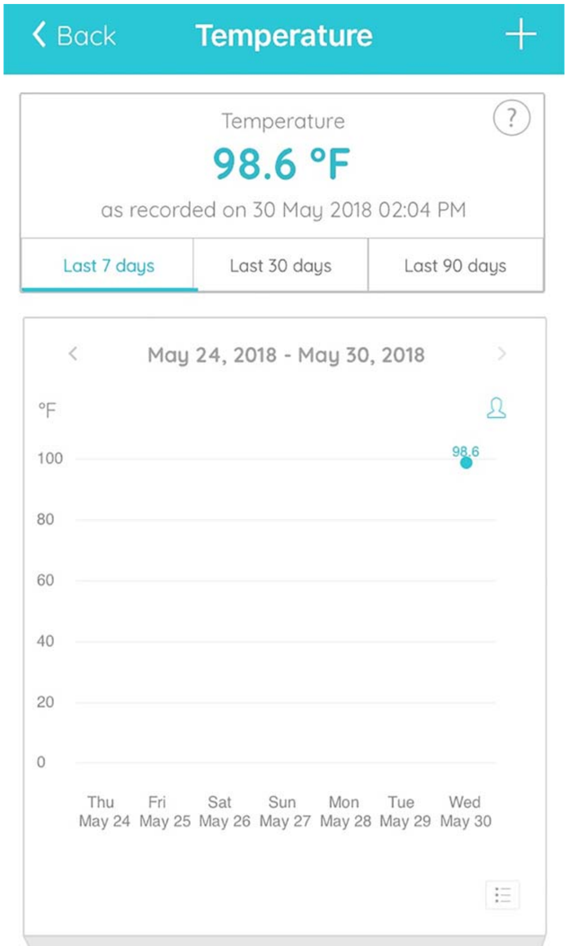


4. *(Optional)* Tap *Link A Device* if a device has not been linked.

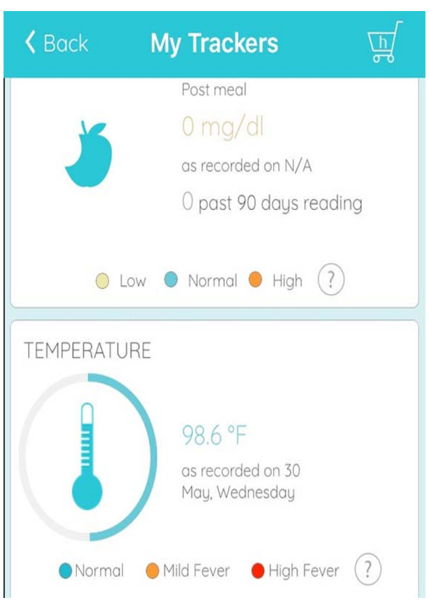
   The Temperature window opens.
5. Enter the temperature and tap *Add*.
6. *(Optional)* Tap the *Add Note* field to add any relevant notes.



The Temperature window opens, displaying the recorded temperature:



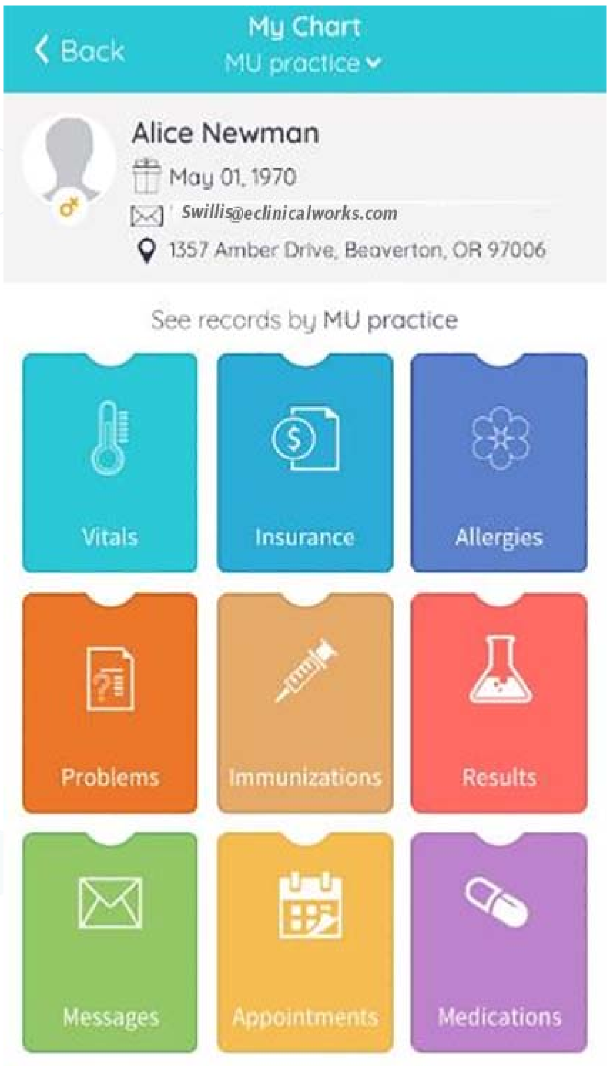
Once the manual temperature tracker has been used for the first time, it displays on the My Trackers list, where it can be accessed:



My Records

Path: *Wheel window* > *My Records* > *Immunizations*

The My Chart window provides user name, DOB, e-mail, and location. The My Chart window enables the patient to access vitals, insurance information, allergies, problem list, immunizations, lab results, messages, appointment information, medications, referrals, and patient education:



Note: Patient Education materials can be accessed from the healow app once the provider has published them to the Patient Portal.

The following table describes the features of the My Chart folders:

Feature	Description
Vitals	Tap *Vitals* or swipe to display a read-only view of the user's vitals.

Feature	Description
Insurance	Tap *Insurance* or swipe to display a read-only view of the user's insurance information.
Allergies	Tap *Allergies* or swipe to display a read-only view of the user's allergies.
Problems	Tap *Problems* or swipe to display a read-only view of the user's problem list.
Immunizations	Tap *Immunizations* or swipe to display a read-only view of the user's immunization history.
Results	Tap *Results* to display the user's lab results by date or by test name.
Messages	Tap *Messages* to display and reply to a message. For more information on messages, refer to the Messages section.
Appointments	Tap *Appointments* to display a list of upcoming appointments and past appointments. The list of upcoming appointments enables the user to set up reminders on their phone, and set up navigation to the practice. Past appointments provides the patient with a visit summary if applicable.
Medications	Tap *Medications* to display the user's medications and refill the medications.
	Note: The information entered on the Adding a Medication window is solely for the patient's records. The information does not sync with a physician's medical record, nor does it check drug interactions.
Referrals	Tap *Referrals* to display a read-only view of the user's referrals.
Education	Tap *Education* to display a read-only view of the user's education materials that have been published to the Patient Portal by the provider.

Note: These features are viewable to the patient only when the provider has made these features available for review. For more information on making these features viewable to the patients, refer to *Patient Portal Users Guide*.

Messages

Path: *Wheel window* > *Inbox*

Path: *Wheel window* > *My Records* > *Messages folder*

Messages received on the Patient Portal display on the Wheel window. View, compose, and reply to messages within the healow app.

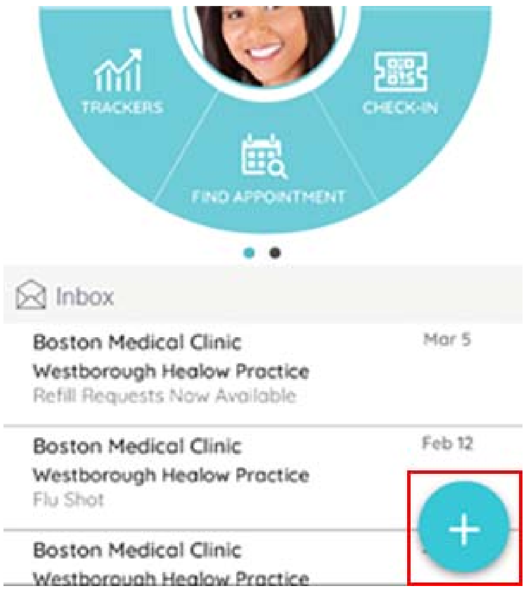
Note: healow app supports reply routing, similarly to Patient Portal.

Composing a Message From the Wheel Window

Path: *Wheel window* > *Inbox*

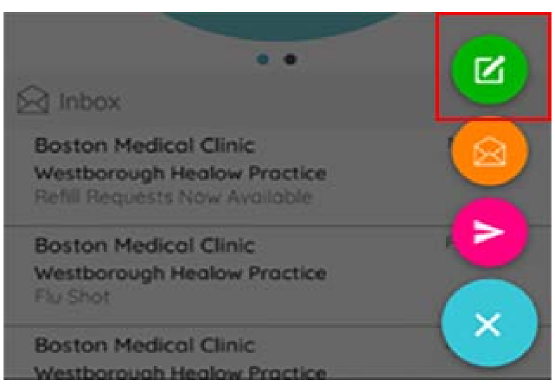
To compose a message:

1. Tap the *Plus (+) Sign* icon on the Wheel window:



   Icons will display.

2. Tap the Pen and Paper icon to compose a message:



   Use the table below for the Inbox icons:

Feature	Description
Envelope icon	The envelope icon displays the Inbox.
Arrow icon	The arrow icon displays the Outbox.
X icon	Click the *(X)* icon to cancel.

Composing a Message in My Records

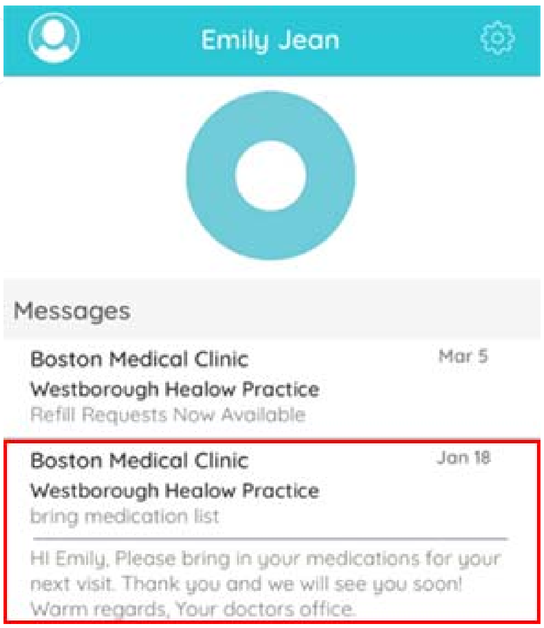
Path: *Wheel window* > *My Records* > *Messages folder*

Tap the Pen and Paper icon to compose a message.

Viewing Messages on the Wheel Window

Path: *Wheel window* > *Inbox*

Tap the received message on the Wheel window or in the My Records window. The message displays below:



Replying to Messages

Path: *Wheel window* > *My Records* > *Messages folder*

Tap the My Records tile, then tap the *Messages* folder. Select a message and tap the *Reply Arrow* to reply to the message:

Note: Replying to a message is a function only in the My Records tile; It is not available on the Wheel window.

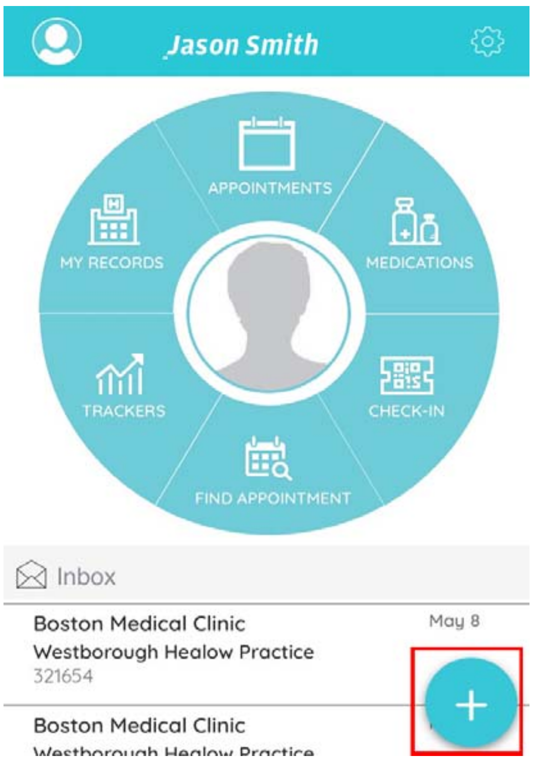
Viewing Sent Messages

Path: *Wheel window* > *Plus (+) sign*

Users have the ability to view messages send from the healow app.

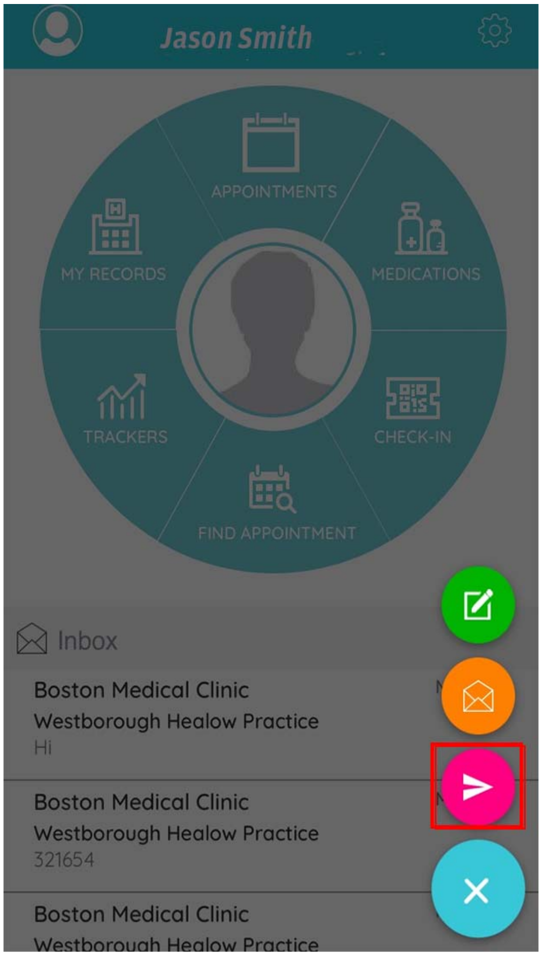
To view messages sent:

1. On the Wheel window, tap the Plus (+) sign:

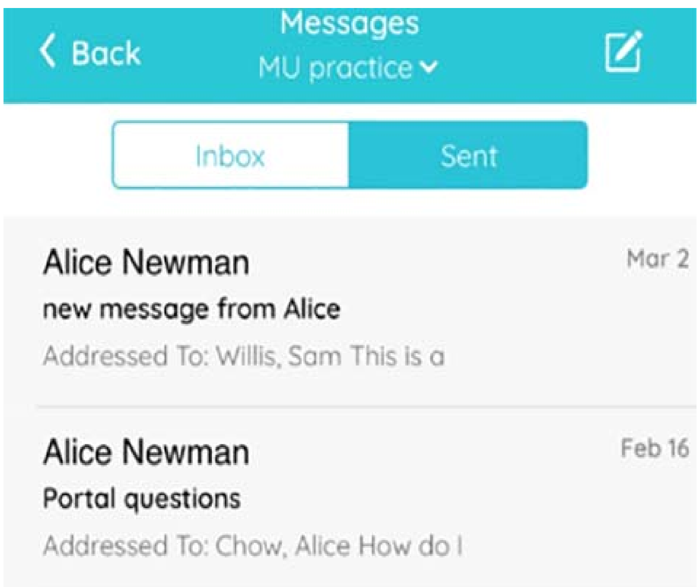


The window display in gray with a list of icons.

2. Click the *Sent* icon to view the messages:



The Sent messages window opens, displaying all messages that have been sent:



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