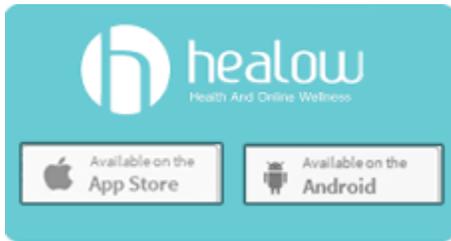
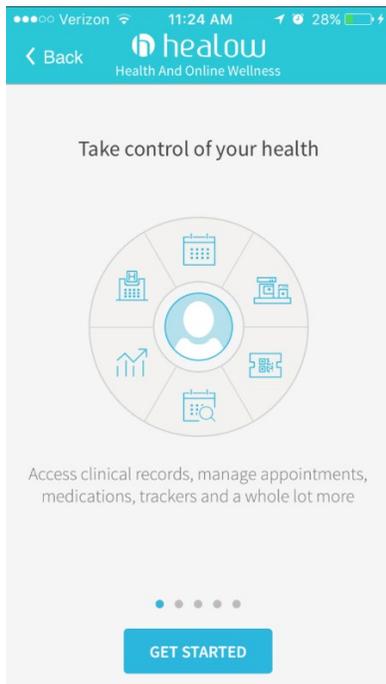


Healow App Instructions

1. Download the Healow App from the App Store:



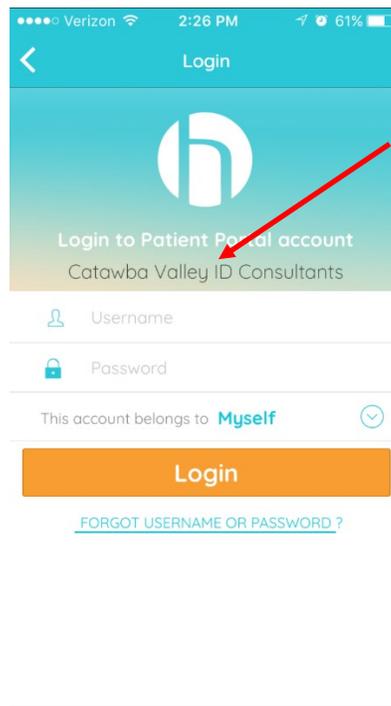
2. Click Get Started:



3. Search Provider or enter the practice code:



4. Practice name will display on login. Enter the username and password that was sent to your personal email account:



Healow App Instructions

5. On initial login portal users will need to agree to the patient portal consent form:

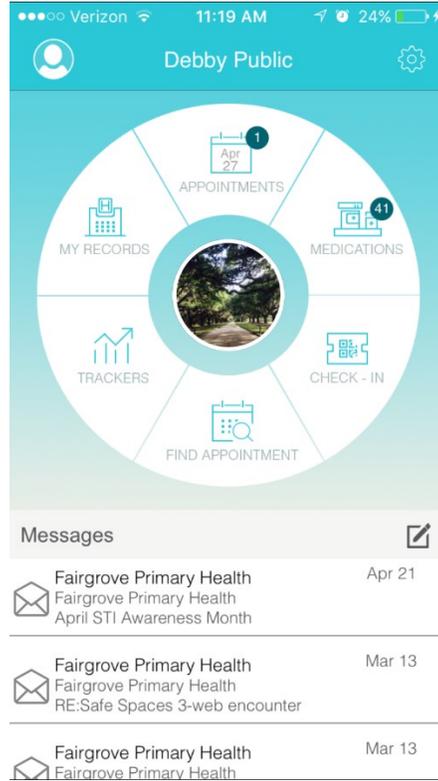
FAIRGROVE PRIMARY HEALTH IS OFFERING SECURE WEB ACCESS TO YOUR MEDICAL RECORDS.

By using this patient portal you will be able to do such things as receive notifications from your doctors, nurses, and staff members, view your personal health record, view lab and x-ray results that have been published to the portal by your provider, and view appointment details all while maintaining your privacy and confidentiality.

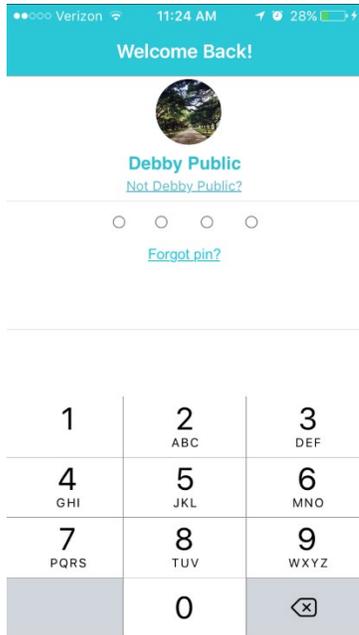
1. In order to use the patient portal you must attest that you have read and understood the contents of this consent form.
2. The patient portal will be offered to you free of charge. We reserve the right to change this at any time but will notify you if this is the case.
3. We reserve the right to suspend or terminate the patient portal at any time for any reason. We will notify you if this will occur.
4. You can terminate participation at any time by notifying our office.
5. The patient portal should NOT be used to request emergency visits or for emergency medical advice. For medical emergency issues, please call 911 to be taken to the emergency room.
6. It is your responsibility to protect your PASSWORD and USER ID from unauthorized individuals.
7. If your access is compromised, please notify the office immediately.
8. To use the service you must present a valid email address and keep us updated with any changes.
9. Emails sent to you will be a generic message with a link to our patient portal: <https://health.edincalworks.com/fph>. From there you can access the patient portal for more specific information.
10. Please check your junk email to ensure that our mail is not going to junk, if it is going to junk email, you should configure your email client to accept messages from us.
11. You agree to not hold Fairgrove Primary Health physicians, mid-levels or staff responsible for any network infractions beyond our control.
12. If you have any issues with the Patient Portal, please refer to the Patient Portal instructions that were given to you by your provider's office upon signing up for the patient portal.

I acknowledge that I have read and fully understand this document. I agree that I understand the risks associated with online communication and consent to the conditions outlined above. I acknowledge

7. Once consent has been approved and pin created. Users will be logged into the portal app.



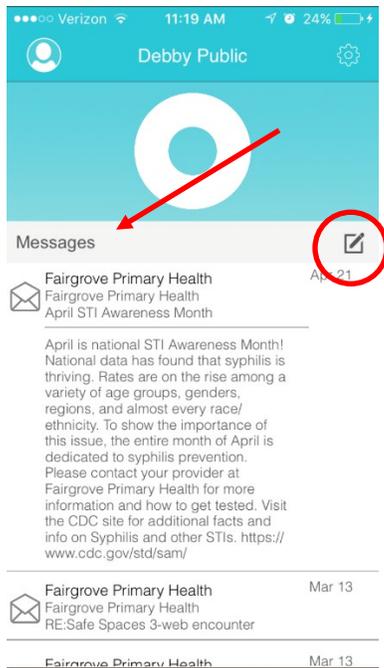
6. Users will be required to create a 4-digit pin that will be used to login:



The patient portal has different options around the wheel to choose from including viewing medications, lab results, appointments, creating health trackers, requesting appointments and sending/receiving messages from the practice.

Healow App Instructions

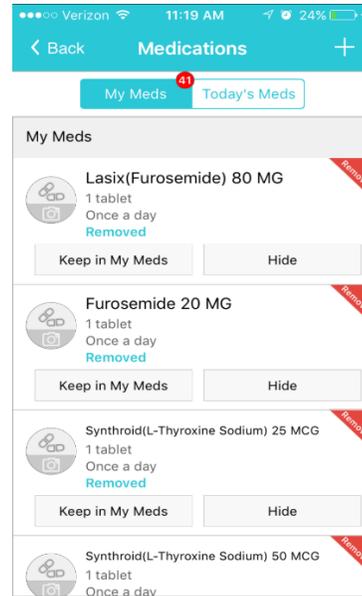
8. Messages from the practice will populate at the bottom, these may be from your provider, the clinical staff or automated reminder messages.



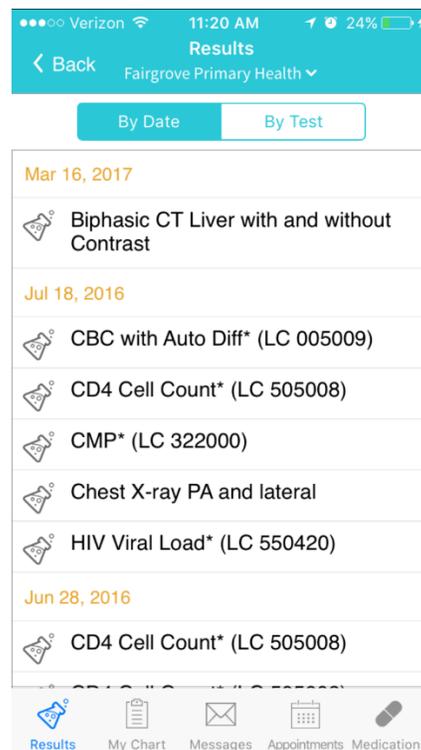
Users can create messages by click on the notepad and pen icon that is circled above. These messages will be forwarded to the practice.

***Do not use the message feature for emergencies. For an emergency please call 911 or the office.**

9. Medications can be found when clicked on the medications tab showing a list of all medication we have on file.



10. My Records tab will populate your lab results by date or test.



Healow App Instructions

11. The My Trackers tab can help track different health items including blood sugar, blood pressure and sleep activity.

*users can sync there Fitbit or activity tracker or manually enter data.

