



## Patient Portal- Instructions Overview

Your Healthcare Provider will now be able to send you results and other health information via our secure Patient Portal. When your Provider has sent something to the portal for you to review, you will be notified via email to the email address that you gave our front office staff. **Patients age 13-17 will not have access to the Patient Portal/ be Web Enabled effective 10/1/2022**

Go to the Portal at : <https://health.healow.com/cvmg> or go to [catawbavalleyhealth.org](http://catawbavalleyhealth.org) and click the patient portal icon/box then choose CVMG Patient Portal Login or a Mobile App is also available for our portal on your smart phone. Search for the app called "Healow". When prompted for your Practice Code, you can enter **EGIEAA** or search for us by entering Catawba Valley Medical Group

**Login** Click on 'View your health record'. Enter the username and password that were given to you at your Provider's office. Click in the first box and enter your Username. Click in the second box and enter your password. NOTE: username and password are case sensitive, so enter exactly as given to you from your Provider's office.

**Click Lab/Diagnostic Reports** (Under Medical Records Heading) to view any lab/x-ray/other radiology results that your Healthcare Provider has sent to the portal for your review

**Click Visit Summary** (Under Medical Records Heading) to view a list of all visit summaries

**Click Personal Health Record** (Under Medical Records Heading) Click on the calendar icon to choose a date range to view Patient demographics, allergies, problem lists, medication lists and lab results. (this section may take a few moments to load)

**Click My Account** to reset password

**Click Inbox** (Under Messages Heading) to check messages sent to you from your Healthcare Provider

**Click Refill Requests** (Under Messages Heading) to request a refill from your Healthcare Provider

**Click Ask Doctor (for non-emergent issues only)** (Under Messages Heading) to send a message to your Healthcare Provider's office

**Click on Upcoming Appointments** (under Appointments Heading) to view all future appointments

See attached pages for more detailed instructions on using the Patient Portal

# Patient Portal- PATIENT INSTRUCTIONS

## To Log-on to the Patient Portal for the first time:

- You will receive an email with instructions on logging in to the portal for the first time.
- Go to the portal website: <https://health.healow.com/cvmg> OR go to [cvmgonline.org](http://cvmgonline.org) and click patient portal tab, choose the Catawba Valley Medical Group patient portal login. This will direct you to the Catawba Valley Medical Group portal.
- Click 'View your health record'. Enter the username and password that were given to you at your Provider's office. Click in the first box and enter your Username. Click in the second box and enter your password. NOTE: username and password are case sensitive, so enter exactly as given to you from your Provider's office.
- Once you have entered your username and password, Under User Validation, you have to choose phone or email to verify that you are the patient. You will need to choose how you receive a validation code (Phone Call/Voice OR Text Message)

- You may also be prompted to change your password. Password should be 8 or more characters. (Click on Password Guidelines if you need help creating a secure password).
- You may be prompted to answer a security question. Pick one and answer, then click Submit.

- Click on the eClinicalWorks Consent Form tab and read
- Click the Practice Consent Form tab and read
- Check the box "I have read the consent form and the above information"
- Click Agree to accept both Consent Forms.

- This will then take you to your Portal Home Screen

- NOTE: After logging in the first time, you will only have to enter your username and password and you will be sent directly to your Portal homepage.

### Forgot your password?:

- Click on the “Trouble Logging In” Link on the Log-in screen. Select the issue you are having and click Next. Follow Prompts to get your username or password emailed to you. An email will be sent to you on instructions for getting a new password. If this doesn’t work for you, call your Doctor’s office to get a new password.

## Using the Patient Portal Website

### Portal Home Screen/ Dashboard (top right of patient portal screen):

- Click the Home button to go to the patient portal home screen
- Click the ‘Cambie a Español’/Switch to English button to change to Spanish and to log out of the portal
- Click Sign Out at the top right

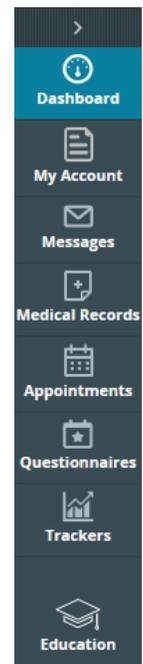


### Portal Menu (left side of patient portal screen)

- Click or hover over the icons on the left of the screen to expand each section
- Click on the individual items to be directed to that section of the patient portal- detailed in the following pages
- Clicking Dashboard will take you back to the homepage of the portal

### My Account

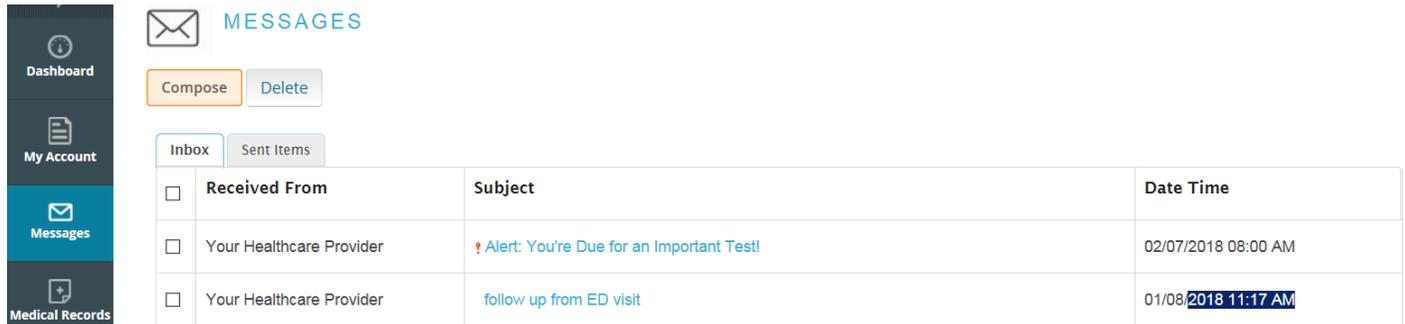
- Click or hover over the ‘My Account’ tab
- Click Reset Password to change your password
- Transmit Logs-Records that have been shared by you
- Health Access Logs-shows who viewed your portal documents
- My Devices- List of devices where you have installed the Healow App



## Messages

**Inbox:** Your Doctor can send you secure messages that show up in your inbox. When your Doctor sends you a message, you will get an email notification at the email address you provided the practice letting you know that you have a new message. The email will direct you to the Portal to Log-in to check the message.

- Click or hover over the 'Messages' tab
- Click Inbox, your Inbox appears



- Click on the subject of the message that you want to look at. Messages that have not been opened are highlighted in **bold** type. All messages will stay in your inbox until you delete them.
- If you have more than one page of messages, click the Next [>>] button at the bottom to see the next window.
- The message can be printed by clicking 'Print' at the top right-hand corner of the message.

Note: See "Ask Doctor" section below to send messages to the practice.

**Refill Requests:** You can request refill requests of medications that were listed in your medication list at your last office visit.

- Click or hover over the 'Messages' tab
- Click Refill Requests
- Click the box to the left of the medication(s) that you want refilled
- Click the Refill Request button
- Choose your Provider ("To" field), if not already selected. The facility should default, if not, choose from the dropdown.
- Choose your pharmacy
- Enter any additional notes in the message section
- Click Submit (the message goes directly to your Healthcare Provider's office)

**Ask Doctor (for non-emergent issues only):** You can send a message directly to your Healthcare Provider's office.

- Click or hover over the 'Messages' tab
- Click Ask Doctor
- Choose your Provider in the 'To' dropdown

- The Facility field will default
- Enter the subject of the message
- Enter the message you want to send to your Provider in the Message field
- Click Submit (the message goes directly to your Healthcare Provider’s office)

**Medical Records** -click or hover over ‘Medical Records’ tab to expand the category

**Personal Health Record (PHR)**

- Click or hover over the ‘Medical Records’ tab
- You may be asked to choose a date range that you would like to see your PHR for.
- Click Personal Health Record to view your Patient demographics, allergies, problem lists, medications, lab results, etc. (It may take a few moments to load) \*\* Note that the medications list is a cumulative list of all of the medications that you have been on while you have been a patient of our practice. This list includes all dosage changes and refills as separate items. You will receive a list of your current medications on your visit summary at each office visit.
- The report can be printed by clicking ‘Print’ at the top right of the screen. It can also be downloaded for you to save under the ‘Download as PDF’ option.

Note: This list of results is not cumulative. To view any lab/x-ray/other radiology results that your Healthcare Provider has sent to the portal for your review, go under the Medical Records Tab and click on Lab/Diagnostic Reports.

**Visit Summary:**

- Click or hover over ‘Medical Records’ Tab
- Click Visit Summary to view a list of all visit summaries- a list of visits populates
- You can click the ‘All’ tab or click the ‘Date Range’ tab to view a specific date range for your visits



Please note that the Visit Summary feature is not intended to provide a comprehensive view of your electronic medical record. Please contact your health care provider if you require a complete copy of your electronic health record.



	Reason	
 08/15/2022  02:30 PM	THOMAS LANEY CVFM-Graystone 3511 Graystone Place SE ,Conover,NC,28613-8201	<input type="button" value="Visit Summary"/>

- Click on the Visit Summary Button on right hand side to open the corresponding visit summary- this may take a moment to load

Print the Visit Summary by clicking the print icon at the top right **Current Medications:** Click or hover over ‘Medical Records’ Tab

Click here to see a list of your current medications as of today

- For a REFILL REQUEST- Click the box to the left of the medication that you want to refill and click Refill Request button.
- Choose Provider, in the To field and choose Facility of the Provider
- Enter any additional info in the Message field
- Complete all necessary fields and click submit to send to your Provider

### Lab / Diagnostic Reports:

- Click or hover over 'Medical Records' tab
- Click Lab / Diagnostic Reports to view results that your Provider has sent to you for review.
- Click on the lab name to see the result that you want to review

Note: When your Doctor has results for you to review, you will get an email notification at the email address you provided to the practice, letting you know that you have a new message. You will be directed to the Portal to Log-in to check the message.

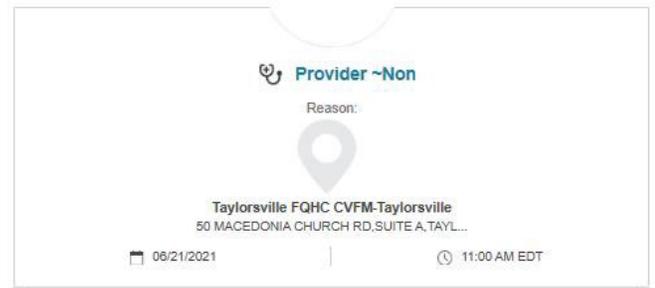
### Televisit Compatibility Check:

- Click or hover over 'Medical Records' tab
- Click here for instructions on joining a video 'televisit' with your provider

## Appointments

### Upcoming Appointments:

- Click or hover over 'Appointments' tab
- Click Upcoming Appointments to view future appointments that are scheduled. The list populates with the Appointment Date & Time, Reason for appointment, Appointment Provider, and Appointment Facility. (example on right)
- You will receive an email appointment reminder 2-3 days before your scheduled appointment.



### Historical Appointments:

- Click or hover over the 'Appointments' tab
- Click Historical Appointments to view past appointments

NOTE: This screen is just a log of appointment dates. You cannot view anything other than what's on this screen from this section of the portal.

## Questionnaires

This tab is not currently being utilized.

## Trackers

This tab is not currently being utilized.

## Education

### Patient Education:

- Click or hover over the Education tab
- This lists any patient education that has been given to you by your provider



### PATIENT EDUCATION LIST

Enc Date	Reason Of Visit	Description
02/28/2018		<a href="#">azithromyci</a>

