

## STEP BY STEP INSTRUCTIONS TO HOW TO ACCESS PATIENT PORTAL THROUGH HEALOW MOBILE APP


1. Once your account have been WEB ENABLED we will give you your User name & Password to be able to access Patient Portal and you will also receive an email from our practice with your appointment date and instructions:



## 2. BEGIN DOWNLOADING **healow** APP:

**INST FOR RESP AND SLEEP MEDICINE**  
1000 Floral Vale Blvd SUITE 125 Yardley, PA 19067 5569, 267-759-6300

Hello


You have a healow TeleVisit scheduled with Thomas Dames.

 Your healow TeleVisit Details


 **03/20/2020**  **2:15 PM**


You may be required to submit a questionnaire and provide your vitals prior to this appointment.


[Join this Telemed Appointment directly](#)

 In order to join your healow TeleVisit, you will require a webcam, and speakers or headphones.

**healow TeleVisits are Quick**


 Login to Portal

 Fill Questionnaire & Vitals


 Start Your Appointment

If you need to cancel or reschedule this appointment, please call 267-759-6300 to make alternative arrangements.



Thank you,  
**INST FOR RESP AND SLEEP MEDICINE**

 **Welcome to Institute for Respiratory and Sleep Medicine**

HealthCare Support Portal facilitates better communication with your physician's office by providing convenient 24 x 7 access from the comfort and privacy of your own home or office.

 **healow**  
Access your health records through the healow mobile app

DOWNLOAD THE FREE HEALOW APP

Find us using our unique practice code on the healow app


**FEGDAA**


**LOGIN TO YOUR ACCOUNT**  
We will send verification code to confirm access to this number. Standard text messaging rates apply.

[Using Mobile Phone](#)

OR

Enter the details below

 User Name

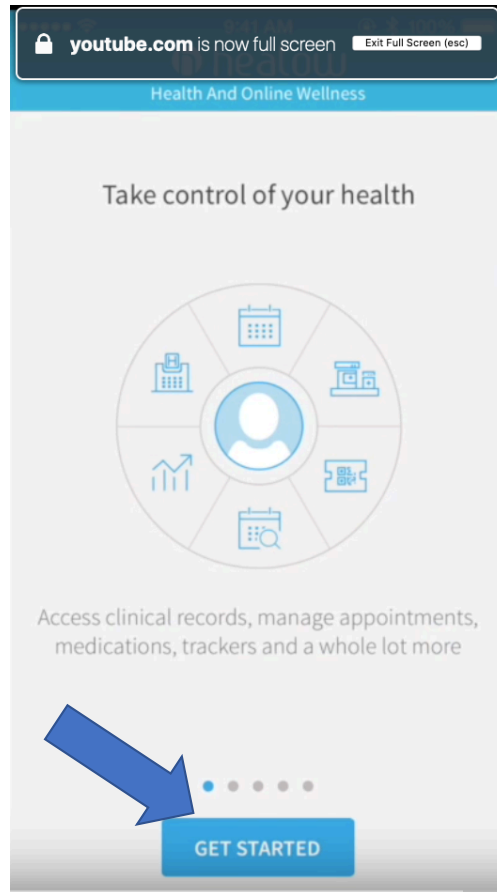
 Password

[Trouble logging in](#) [Login](#)

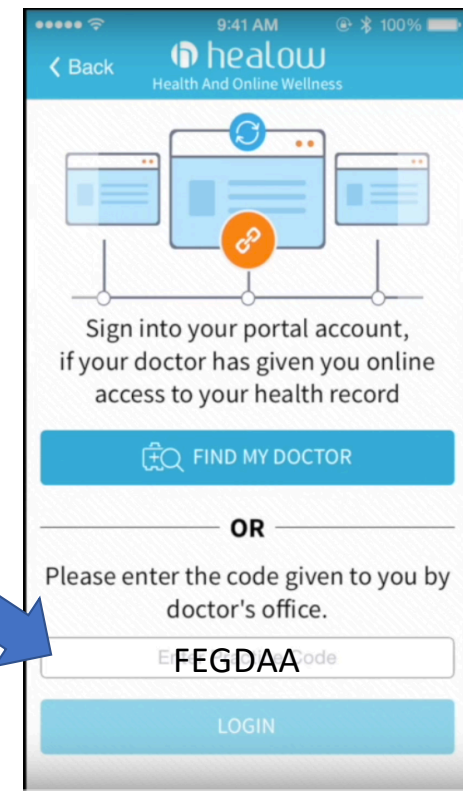
3. ONCE DOWNLOAD IS COMPLETE  
OPEN HEALOW APP:



4. IT IS GOING TO WALK YOU THROUGH  
TO HELP YOU TO **GET STARTED**:



5. GET STARTED: FIND MY DOCTOR BY  
CLICKING ON **LOGIN** WITH THE CODE  
GIVEN TO YOU BY YOUR DOCTOR:  
FEGDAA



6. AFTER YOU LOG IN TO OUR PRACTICE,  
ENTER USERNAME AND PASSWORD  
GIVEN TO YOU BY YOUR DOCTOR:

The screenshot shows the 'Login' screen of a mobile application. At the top, there is a blue header with a back arrow and the word 'Login'. Below the header is a logo consisting of a stylized 'h' inside a circle. Under the logo, it says 'Login to Patient Portal account' and 'The Institute For Respiratory & sleep Medicine'. There are two input fields: 'Username' and 'Password'. Below these fields, it says 'This account belongs to Myself' with a dropdown arrow. At the bottom, there is an orange 'Login' button and a link that says 'FORGOT USERNAME OR PASSWORD ?'.

7. AFTER YOU ENTERED YOUR  
USERNAME AND PASSWORD,  
CLICK :NEXT:

This screenshot is similar to the previous one, but the 'Username' field now contains the text 'everyth'. The 'Password' field is empty. The 'Next' button at the bottom right is highlighted with a blue arrow.

8. AGREE TO TERMS OF USE BY  
CLICKING ON ORANGE BOX:

The screenshot shows the 'Terms of Use' screen. At the top, there is a blue header with the text 'Terms of Use' and a 'Cancel' button. Below the header, there is a paragraph of text: 'secure network that will assist patients in managing their medical records, prescriptions, doctors' appointments and other healthcare related items from their mobile phones or tablets in order to assist them in obtaining improved quality, safety, and efficiency of care. The Application will interact with Healow.com and other websites and portals owned and operated by ECW or its affiliates (the "Sites").'. Below this, there is a section titled 'Terms and Conditions:' followed by another paragraph: 'This Terms of Use Agreement ("Terms of Use" or "Agreement") defines the terms and conditions under which ECW makes the Application available. BY DOWNLOADING AND USING THE APPLICATION, YOU AGREE TO THESE TERMS OF USE. IF YOU DO NOT AGREE, DO NOT USE THE APPLICATION.'. At the bottom, there is an orange button that says 'I agree to the terms & conditions'.

9. BEGIN BY VALIDATING PORTAL USER:  
ENTER DOB & PHONE #  
THEN CLICK NEXT AFTER YOU DONE

Cancel Validate Portal User

### User Validation

Welcome Optimus,

As an added security measure, please answer any **one** of the questions below to authenticate yourself. By submitting this information you are confirming that you are the intended recipient of the access credentials and have not obtained the information in error.

Date Of Birth

OR

Phone Number - Ext

Next

10. CONTINUE TO RE-SETTING  
YOU PASSWORD &  
SET UP YOUR SECURITY QUESTION

Cancel Validate Portal User

### Reset Password

New Password

Confirm New Password

Customize your security question.

Security Question

Answer

Next

11. AGREE TO PRACTICE  
CONCENT FORM

Cancel Validate Portal User

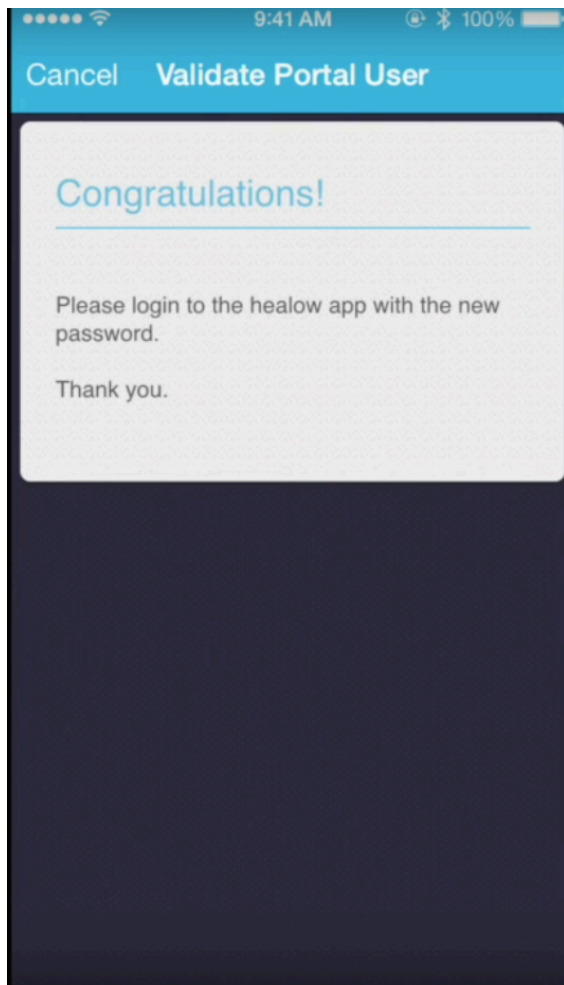
### Practice Consent Form

Enter Practice Consent Here

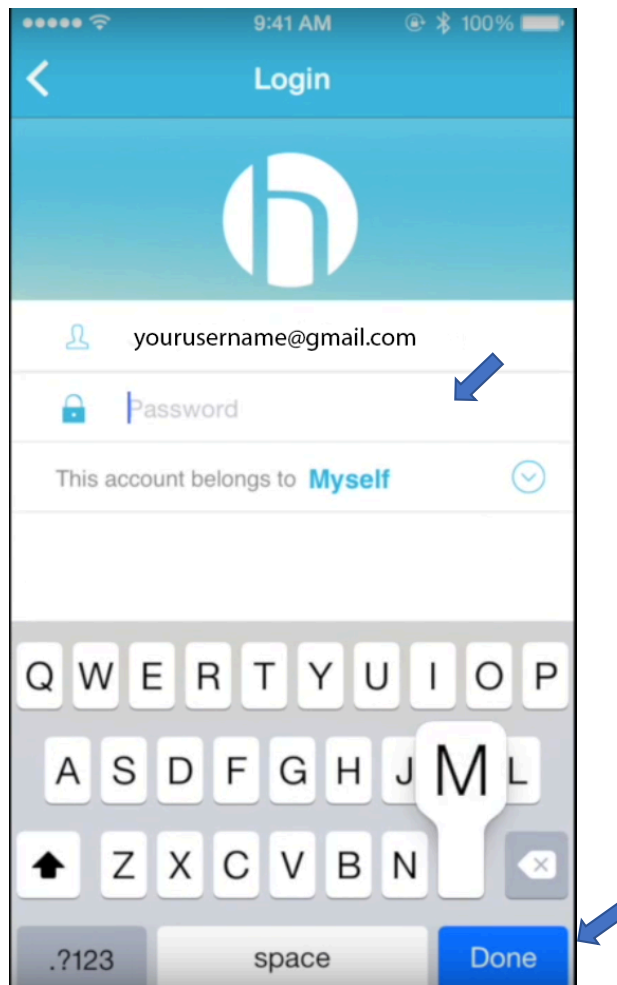
☒ I have read the consent form and the above information.

Agree

12. CONGRATULATIONS!  
YOU ARE ALMOST THERE

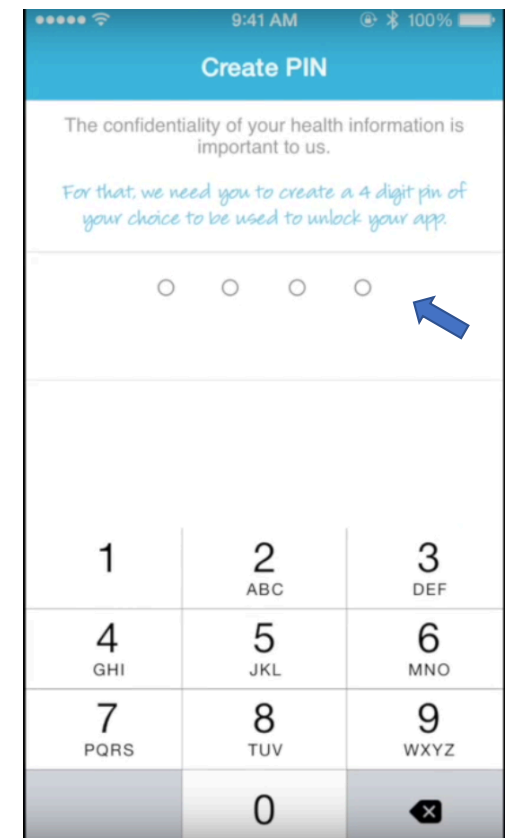


13. LOG IN AGAIN WITH YOUR  
NEW PASSWORD



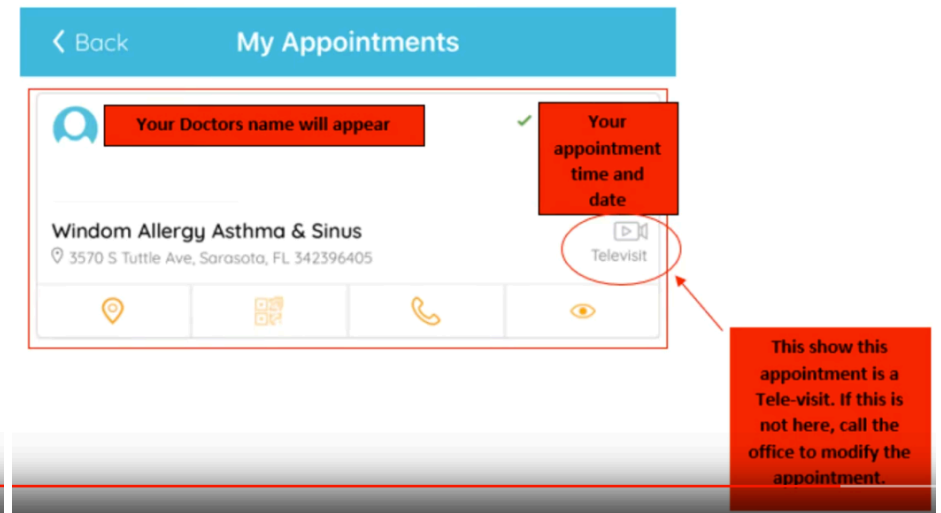
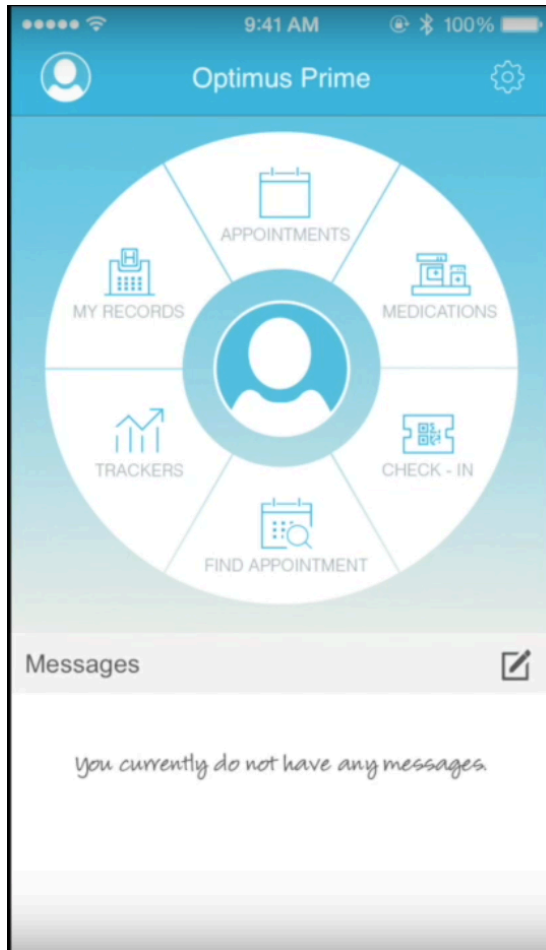
14. NEXT IT WILL ASK YOU  
TO CREATE A PIN

( With this user pin you will be able  
to log into this APP in the future  
without entering your password)



15. THEN IT WIL TAKE YOU TO MAIN SCREEN WHERE YOU WILL BE ABLE TO MANAGE YOUR APPOINTMENTS:

Once you are logged into the Healow app click on the "APPOINTMENTS" button in red.



This show this appointment is a Tele-visit. If this is not here, call the office to modify the appointment.