CommuniCare HEALTH CENTERS
a californiahealth+center

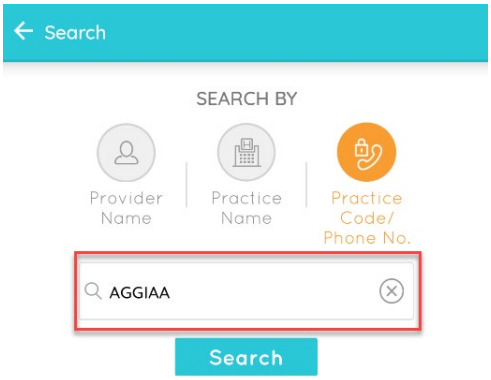
Healow User Guide

How to Install Healow on Your Smart Phone

- Prior to using the app, you must have an active Patient Portal account with username and password. Ask any CommuniCare team member for assistance.
- Download the HEALOW app from the app store (iTunes or Google Play) healow eClinicalWorks LLC

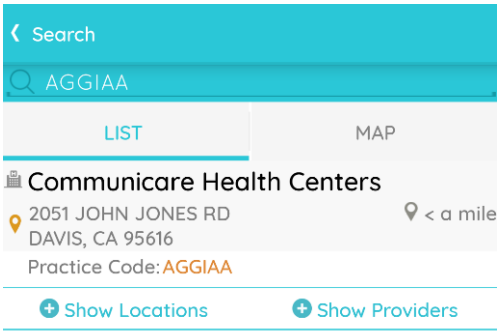
1. Open the HEALOW app

a. Tap on search by Practice Code
b. Enter code: **AGGIAA**
c. Tap on Search



2. Select the practice

a. From the locations list, tap on CommuniCare Health Center

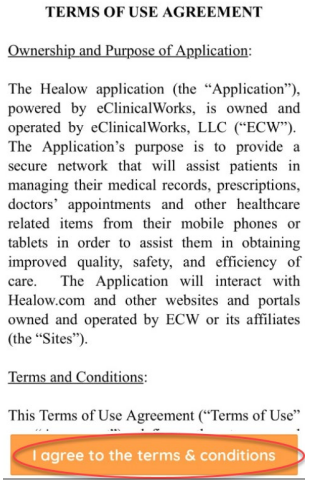


2. Login

a. Enter your patient portal Username
b. Enter your patient portal Password
c. Tap L

4. Read the Terms of Use Agreement

d. Tap I agree to the terms & conditions


TERMS OF USE AGREEMENT

Ownership and Purpose of Application:

The Healow application (the "Application"), powered by eClinicalWorks, is owned and operated by eClinicalWorks, LLC ("ECW"). The Application's purpose is to provide a 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").

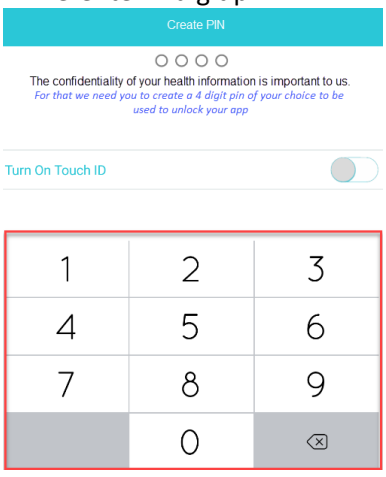
Terms and Conditions:

This Terms of Use Agreement ("Terms of Use"

I agree to the terms & conditions

5. Create a PIN

e. Enter a 4-digit pin #
f. Re-enter 4-digit pin #



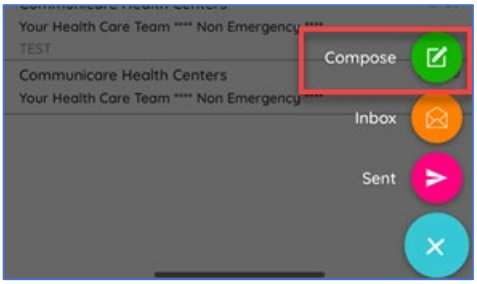
You have successful activated HEALOW

Messages

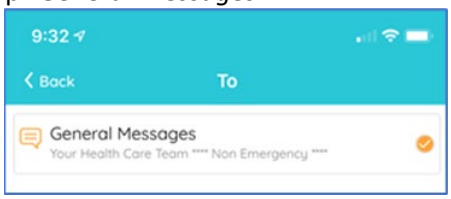
How to: Send Messages

1. Open the Healow app from the phone
2. Sign into the Healow app
3. From the Healow home, tap the blue plus sign (+) located on the left bottom corner

4. Select the type of message
   a. Tap *Compose*



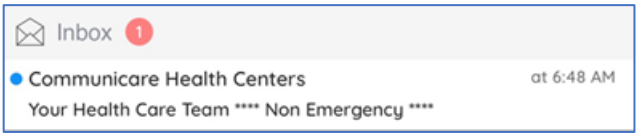
5. Tap *"General Messages"*



6. On the Compose Message screen
   a. To: will automatically filled out
   b. Addressed to: Click on the + sign and select from the list
   c. Subject
   d. Enter message

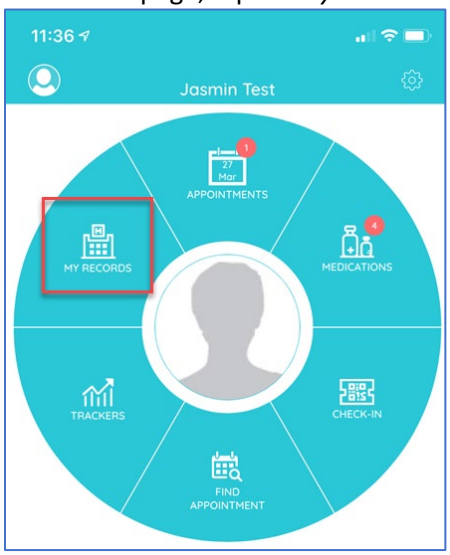
How to: read messages

1. From the Healow home
    a. Tap on the unread message (indicated with a blue dot)

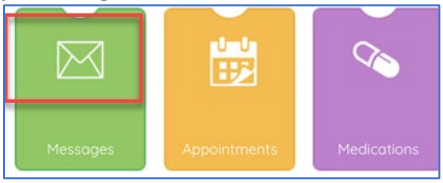


How to: reply to messages

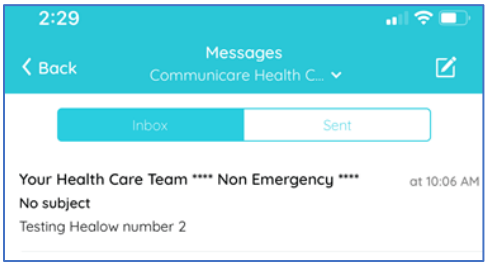
1. On the home page, tap on *My Records*



2. Tap *Messages*



3. Select the message that you would like to reply to



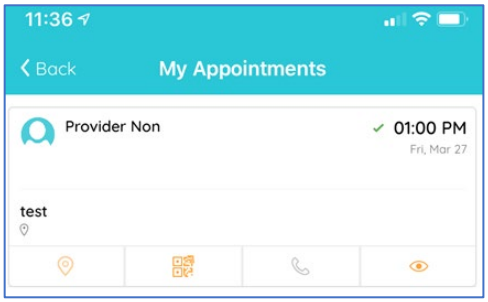
4. Tap on the Reply arrow at the top right

Appointments

How to: navigate the appointment wedge

1. On the home page tap the Appointments icon to display upcoming appointments:

2. On the list of appointments

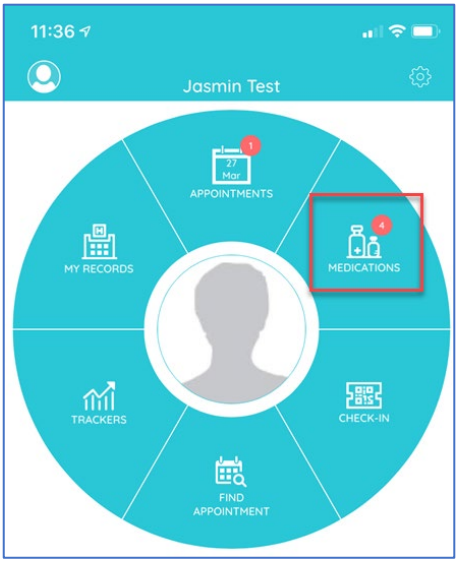


3. The appointment toolbar displays at the bottom of each appointment, enabling the user to look up:
    a. Location of the practice
    b. Access the QR code to check appointment
    c. Call the practice
    d. Set up appointment reminder
    e. View the details of appointment

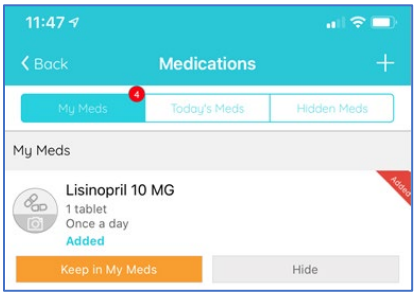
Medications

How to: view user's medications

1. On the home page, tap the Medications icon



2. Medications window opens with My Meds tab as default displaying the current medications



3. Tap the Plus (+) sign to request a refill on medication or add a medication to the user's list

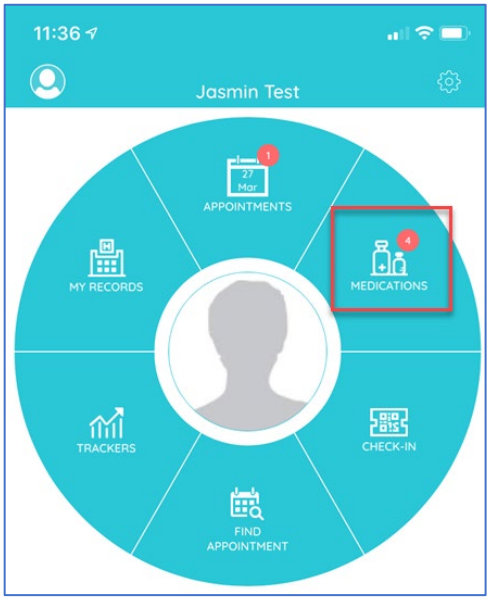
4. Tap Today's Meds which enables a user to view a timeline of the medications and their corresponding time to be taken on the current day

5. Tap the medications to view the details and instructions

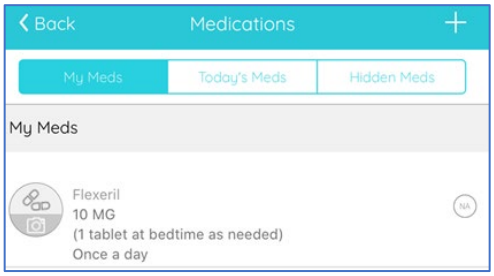
Medication Reminders

How to: Set-up medication reminders

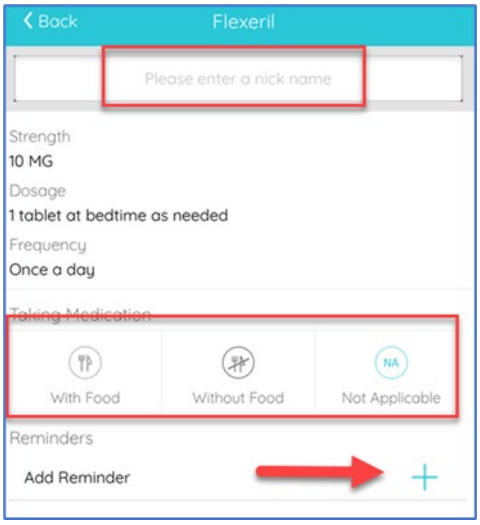
1. Tap the *Medications* icon



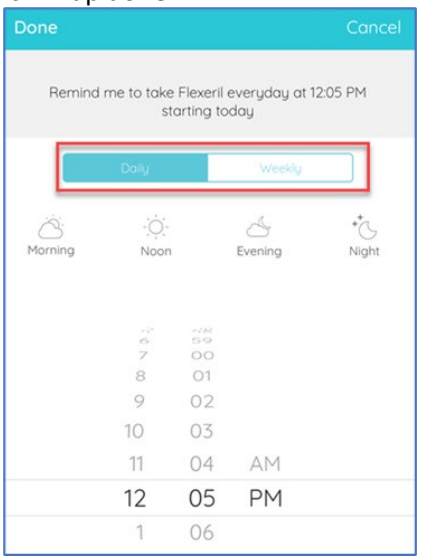
2. From your reconciled medication list
   a. Tap the medication that you would like to add a reminder for



3. On the medications window
   a. Enter a nickname if desired
   b. Tap the applicable tab for the taking medications with food/without food
   c. Tap the plus sign (+)



4. On the reminder set-up screen
   a. Click on the time image to set up daily or weekly reminders
   b. Scroll on the time to set a specific time reminder
   c. Tap done

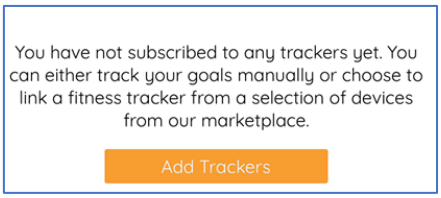


Trackers

How to: set-up trackers

1. Tap on the *Trackers* icon

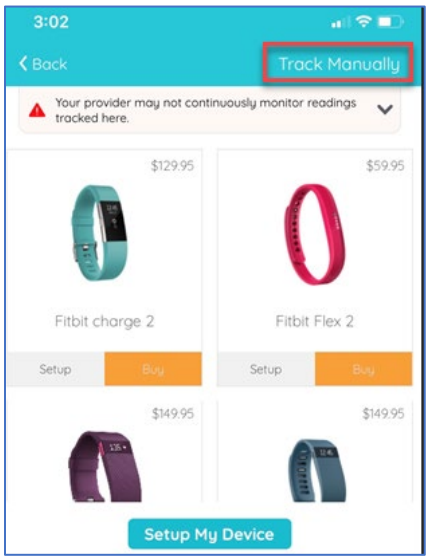
2. Click on add trackers



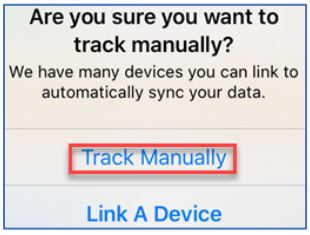
3. Search the device list for the device being linked
4. Once you have found your device, tap *Setup my device*
   Or
   Tap the *Setup My Device* button and select the device logo:

How to: add trackers manually

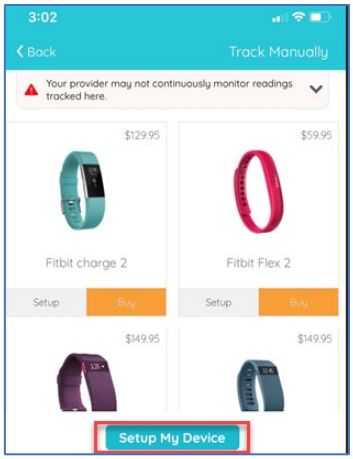
1. On the My Trackers window tap the Shopping Cart icon
2. Search the device list and select the item that needs to be tracked

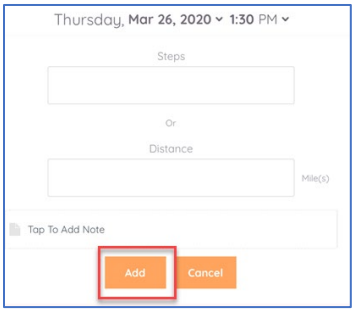


3. Tap *Track Manually*
   a. A pop-up window opens, asking the user if they are sure they want to track manually:



4. Tap *Track Manually* continue
5. Tap to enter the field that is being tracked
6. Tap Add





5. Select from the list which device to connect to