PATIENT PORTAL

IMPORTANT INFORMATION REGARDING YOUR PORTAL ACCOUNT

Activating your patient portal is a 2-step process:

1. We have to enable your account on our side. This will prompt the system to send you an email to the email address you provided to us on the Release of Medical Information form.
2. You will receive an email from **no-reply@eclinicalmail.com** with the Subject: Portal login information from your doctor's office. Check your spam/junk folder if you don't see it in your inbox. Open the email and click on the orange button labeled "Set up Portal Account" and then follow the prompts to set up a password. DO NOT CLICK ON THE URL IN THE EMAIL. YOU MUST CLICK THE ORANGE BUTTON.

If you want to use the mobile app, then download Healow from your app store. The icon looks like this:
Our practice code is **ICGACD**.
(If you have already been using the app, then you will have to add a new account by tapping on your initials and then tap on Link Another Account at the bottom of the screen.)
*** **If you used the app prior to 1/9/23, then you will have access to both the old and new data after you link the new account. After you log into the app, then you will see 2 links for Advanced Health. The top link is the old account and the bottom link is the new account.** ***

ESTABLISHED PATIENTS:

➢ **If you had a portal account PRIOR TO 1/9/23, then your account will have to be reactivated, following the above steps. You will not be able to message your provider or view lab results until your account is reactivated.**
➢ It is possible your account has already been enabled & an email sent when you scheduled an appointment if we had an email already in your chart. Please check your email if you have been seen in the office since 1/9/23.
➢ If you cannot find the activation email, then please call 615-883-2331 and press the option for patient portal assistance. Leave a voicemail, and we will re-enable your account so that another email is sent. Be advised that it can take anywhere from a few minutes to several hours for the system to send this email after your account is re-enabled.

PLEASE NOTE:

➢ If you receive an email that you have lab results available or a message from your provider but you have not completed the 2nd step to activate your account, then the links in those messages will not work.
➢ Please allow up to 2 business days after your lab results are available on the portal to give your provider time to review the results and contact you with their interpretation and/or treatment plan.