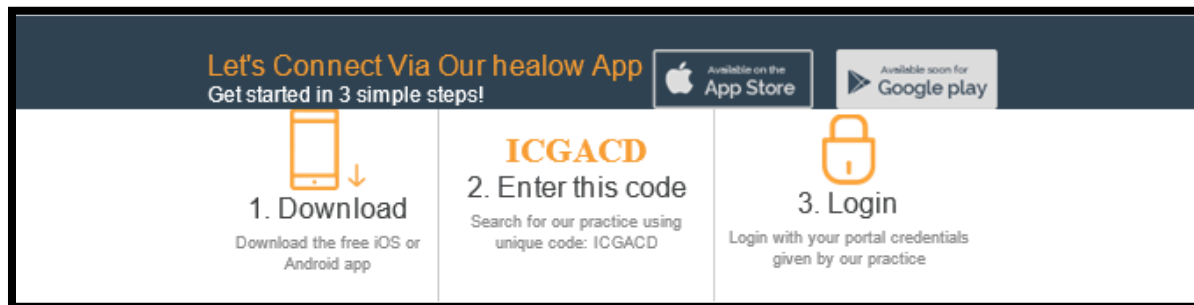
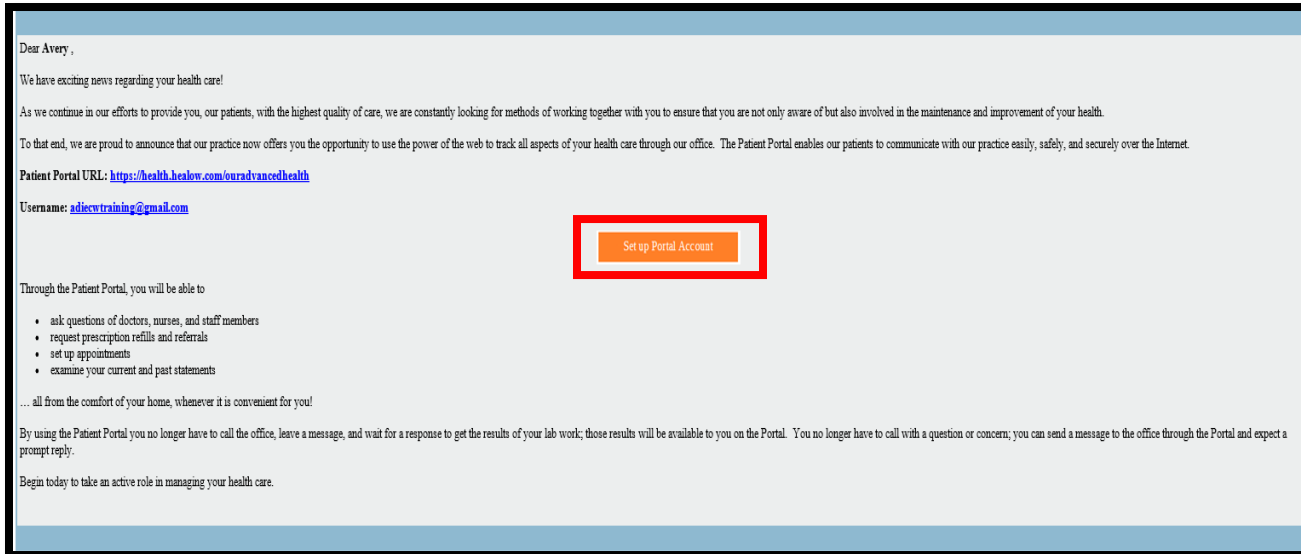




Online Patient Portal User Guide

Once your Patient Portal account has been activated by your Physician Services staff member, you will receive an email with your User Id and Temporary Password. This email will also include the link to our Patient Portal.


1. Click the **Orange Set Up Portal Account** button.



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2. Complete the User Validation Process

Login

1 User Validation

Welcome Avery

Please select the phone number and the verification code will be sent to the selected number.

Phone Number
 *** - *** - 5555 *** - *** - 5555

How would you like to receive a unique code?


Voice Text

If the number(s) or email above are not correct, please call our offices to update your account information and re-initiate the process.

[Cancel](#) [Send Code](#)

Authentication, Reset Password and Consent

Help us to serve you better! Please submit few details about you.

Login

2 Verification Code

Please enter the validation code you received on the phone number provided.

Enter code [Resend Code](#)

Code is valid for 5 minutes or 6 attempts

[Cancel](#) [Verify](#)

Authentication, Reset Password and Consent

Help us to serve you better! Please submit few details about you.

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Authentication, Reset Password and Consent

Help us to serve you better! Please submit few details about you.

3 Reset Password

Please Select your new Password. Refer [Password Guidelines](#) to create secure passwords.

New Password

Confirm New Password

Authentication, Reset Password and Consent

Help us to serve you better! Please submit few details about you.

4 Consent Form

Please acknowledge reading and accepting conditions in consent form.

[eClinicalworks...](#) Practice Consent Form

Risks of Using Online Communication All medical communication carries some level of risk. While the likelihood of risks associated with the use of online communication, particularly in a secure environment, is substantially reduced, the risks are nonetheless real and very important to understand. It is very important that you consider these risks each time you plan to communicate with your physician, and communicate in such a fashion as to mitigate the potential for any of these risks. These risks include, but are not limited to: Online communication may travel much further than you planned. It is easier for online communication to be forwarded, intercepted, or even changed without your knowledge. Online communication is easier to falsify than handwritten or signed hard copies. A dishonest person could attempt to impersonate you to try to get your medical records. It is harder to get rid of an online communication. Backup copies may exist on a computer or in cyberspace, even after you have deleted your copies. Online communication is not private simply because it relates to your own medical information. Employers and online services have a right to inspect and keep online communication transmitted through their systems. Online communication is also admissible as evidence in court. Online communication may disrupt or damage your computer if a computer virus is attached. Patient Acknowledgement and Agreement I acknowledge that I have read and fully understand this consent form. I understand the risks associated with online communication between my physician and me, and consent to the conditions outlined herein. In addition, I agree to follow the instructions set forth herein, as well as any other instructions that my physician may impose to communicate with patients via online communication. I have had a chance to ask any questions that I had and to receive answers. I have been proactive about asking questions related to this consent agreement. All of my questions have been answered and I understand and concur with the information provided in the answers.

I have read the consent form and the above information.

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Welcome to your Patient Portal

Congratulations, you have successfully activated your patient portal!!!

From the left chart panel you can view your upcoming appointments, messages, medical records, current medications and lab results.

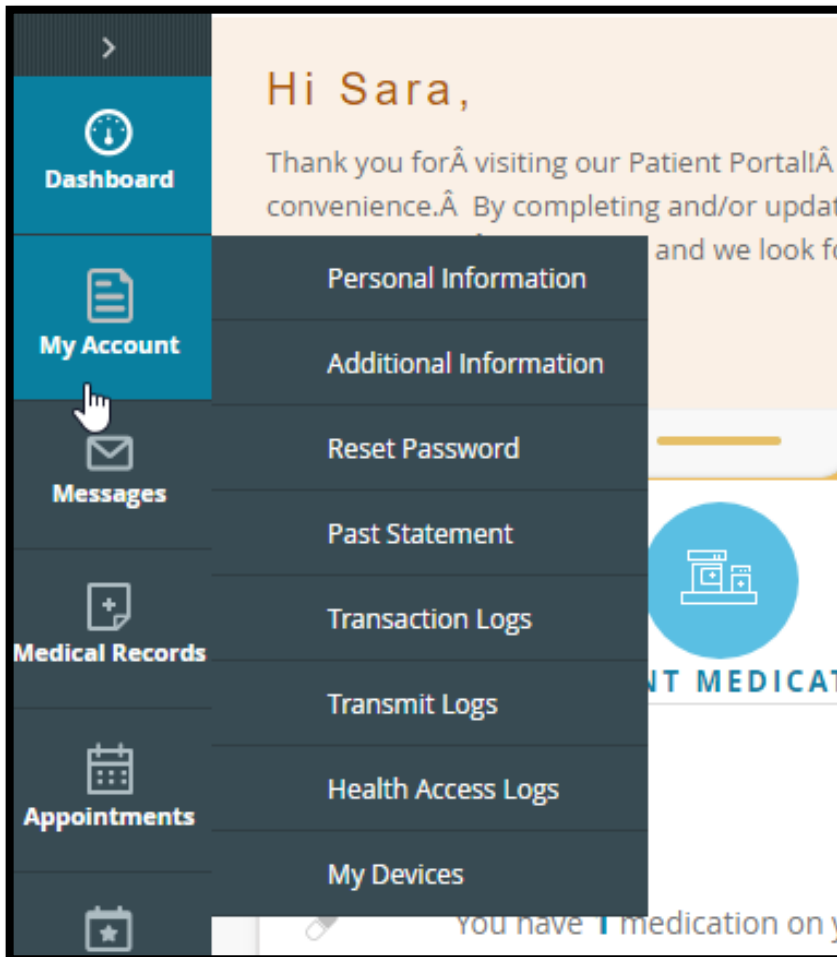
The screenshot displays the patient portal interface. On the left is a dark navigation menu with icons and labels for: Dashboard, My Account, Messages, Medical Records, Appointments, Questionnaires, and Trackers. The main content area has a light orange header with a 'Hi' greeting and a welcome message. Below the header are three white panels:

- APPOINTMENTS:** Shows 1 appointment for 'Provider AATest' at 'Advanced Orthopedics & Sports Medicine' on '04/01/2022' at '12:00 PM CDT'. Includes a 'View All' link.
- MESSAGES:** Shows 5 unread messages, all are reminders for upcoming appointments on 'Sun, Dec 12'. Includes a 'View All' link.
- CURRENT MEDICATION:** Shows 13 medications: Metformin HCl, 500 MG; Fluticasone Propionate, 93 MCG/A...; and Ibuprofen, 200 MG. Includes a 'View All' link.

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My Account



Personal Information – Update your demographic information

Additional Information – Enter/Update your preferred pharmacy, additional address information and emergency contacts

Reset Password - Reset your password

Past Statement – View statements and pay balance online.

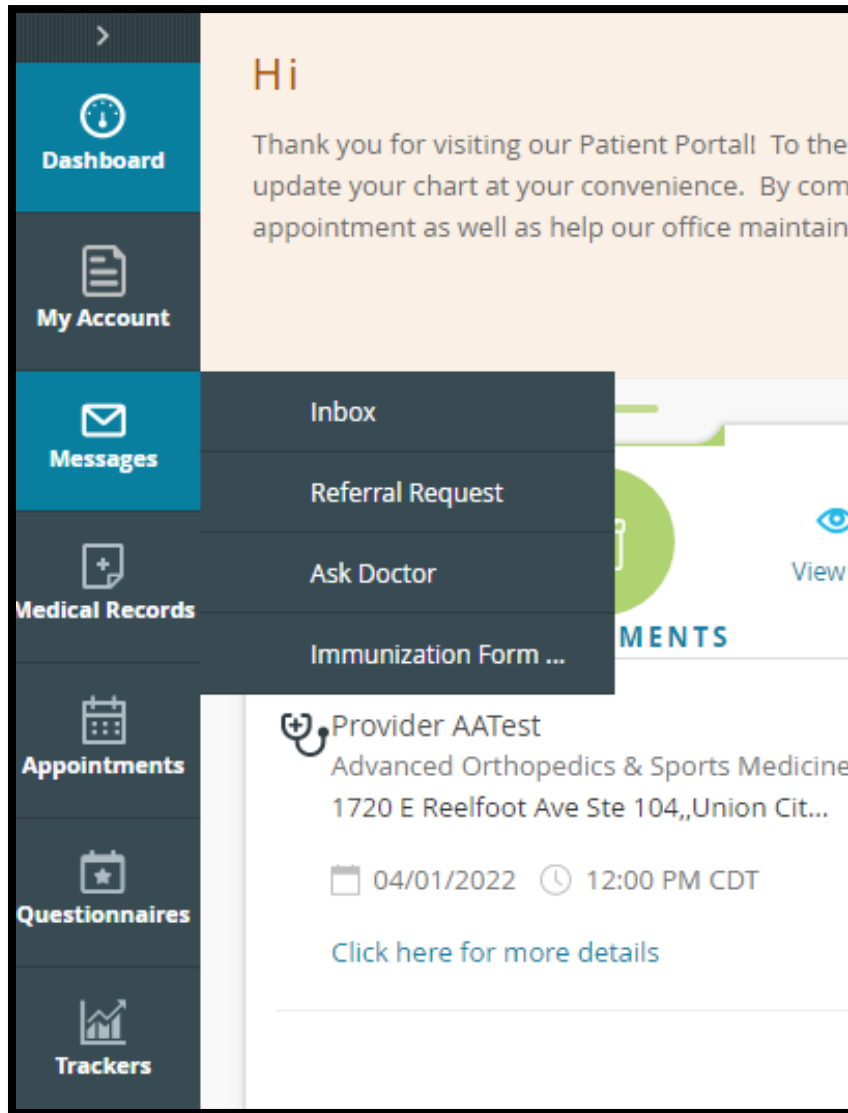
Transmit Log – View history/status of Personal Health Records you have sent

Health Access Logs – Viewing history of your Patient Portal

My Devices – If you use Healow, click here to show what devices it is installed on and retrieve your PIN.



Messages



Inbox – Messages the practice has sent

Referral Request – Request a referral

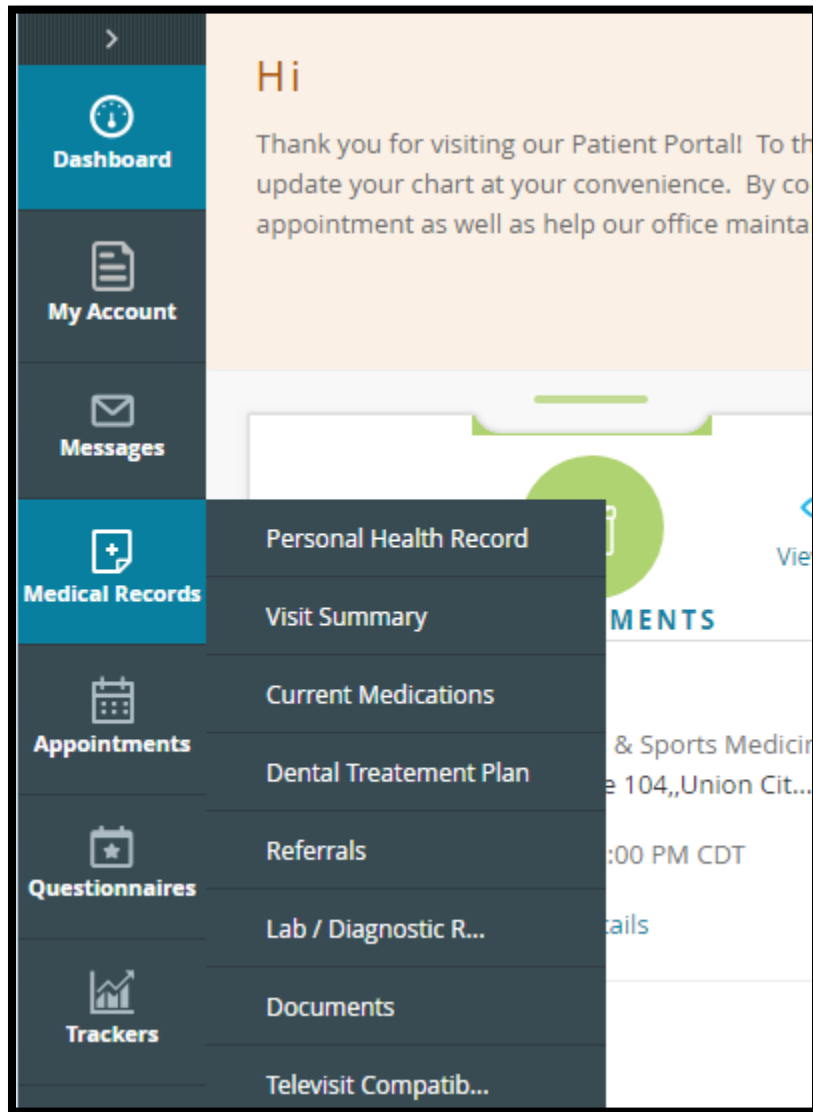
Ask Doctor - Same as composing a message from your inbox

Immunization Form Request – Send a message requesting your Immunization record

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Medical Records



Personal Health Record – Generate and share your health records which include Problem List, Medications, Demographics, Immunizations, etc.

Visit Summary – View and/or Share the visit summary from current and past visits

Current Medication List – View a list of your current medications

Referrals – View your past referrals or request a new referral from your provider

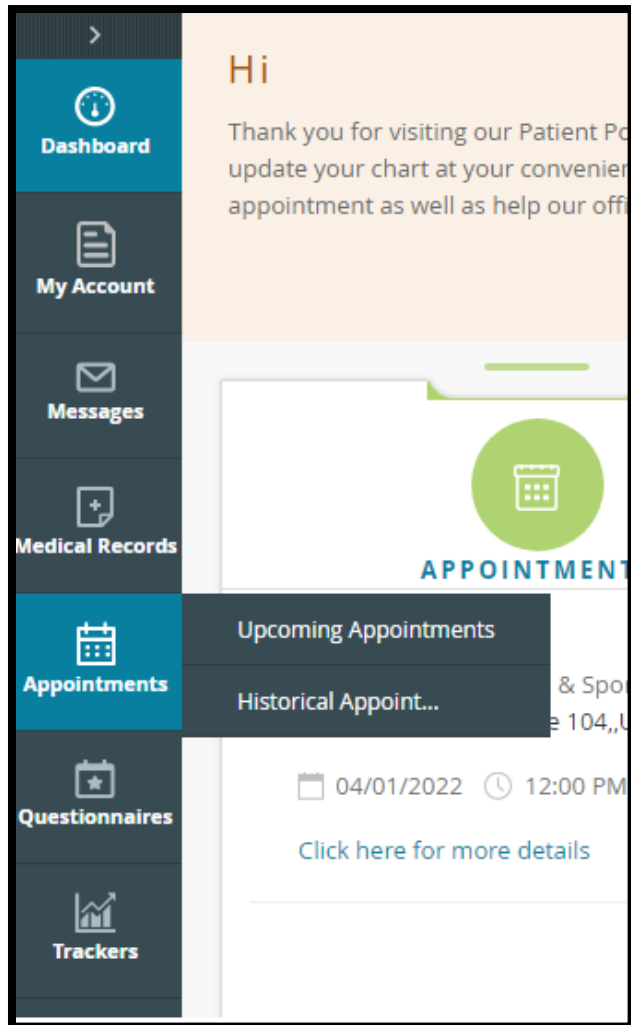
Lab/Diagnostic Reports – View past lab and imaging results that have been released to the portal by your physician. (Note: Not all lab and imaging results are available on the portal)

Documents – View documents that have been released to the patient portal by clinical staff

Televisit Compatibility – Allow you to run a system compatibility check at any time to test your system for TeleVisit appointments. You can also find TeleVisit Support FAQ's.



Appointments

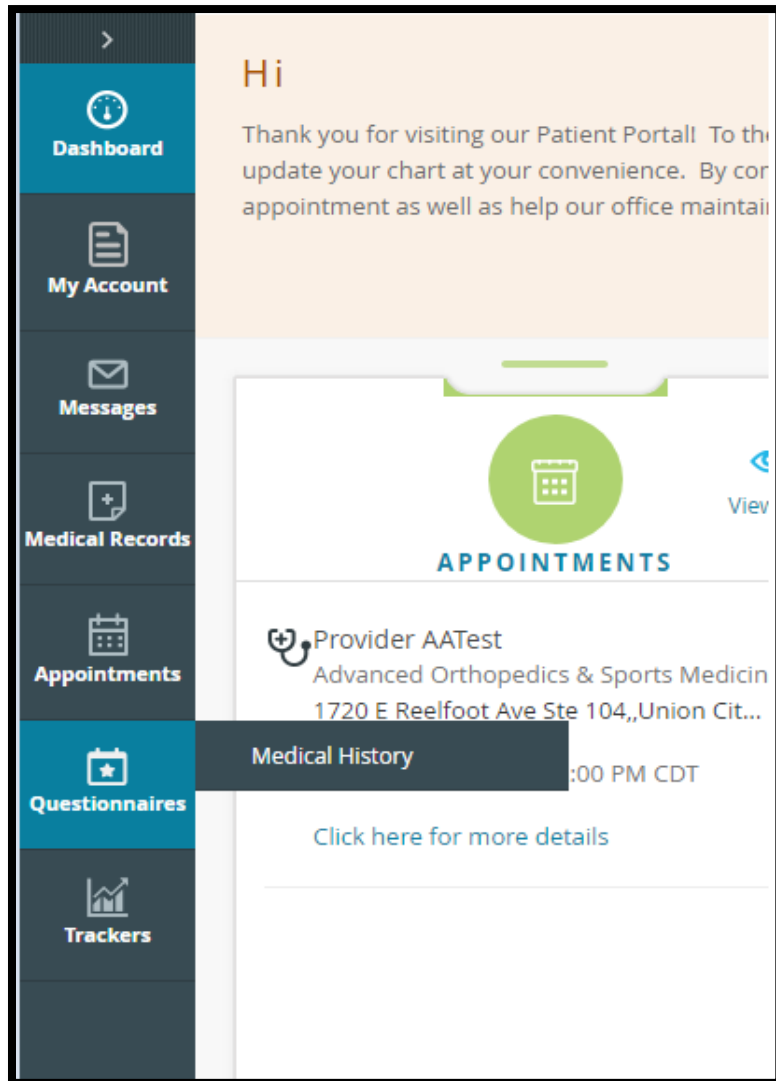


Upcoming Appointments – View all current appointments you have scheduled

Historical Appointments – View previous appointment scheduled with the practice



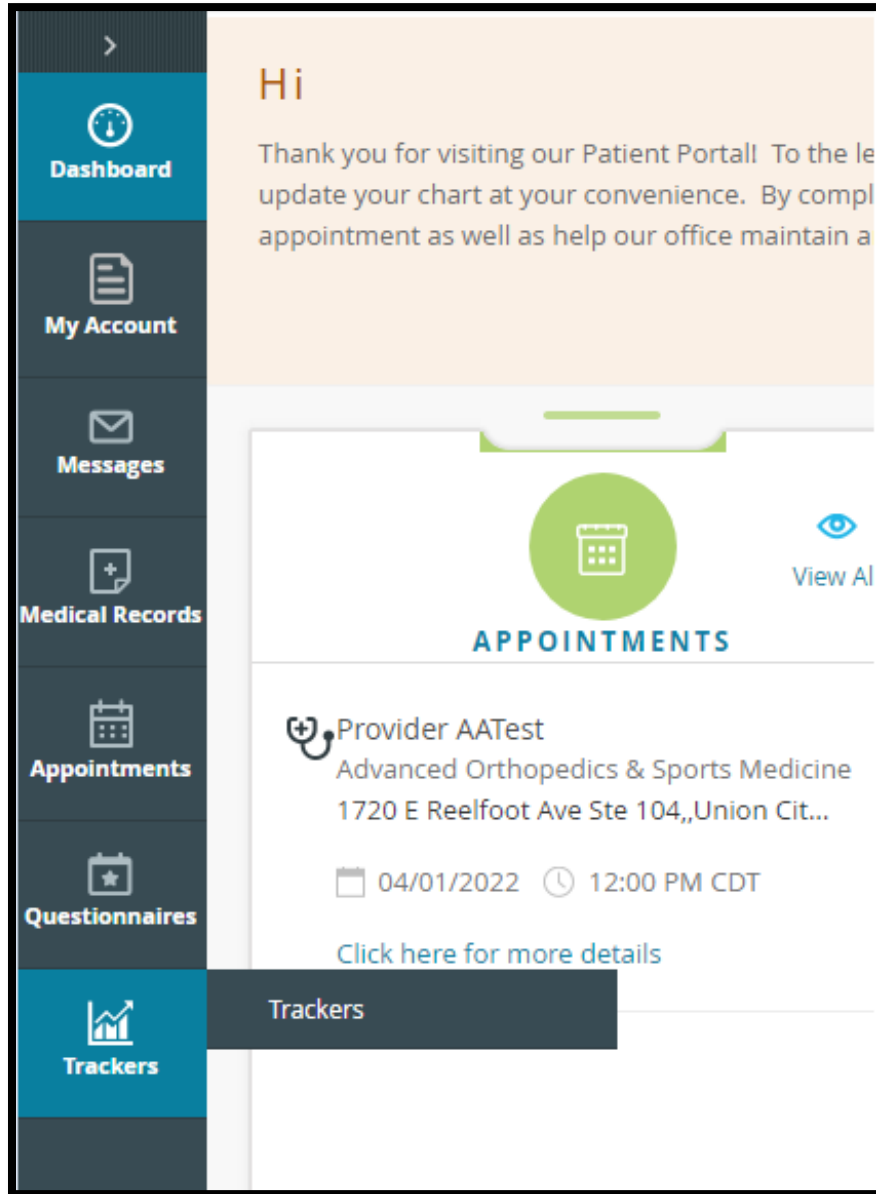
Questionnaires



Medical History – Update your Family, Medical and Social History



Trackers

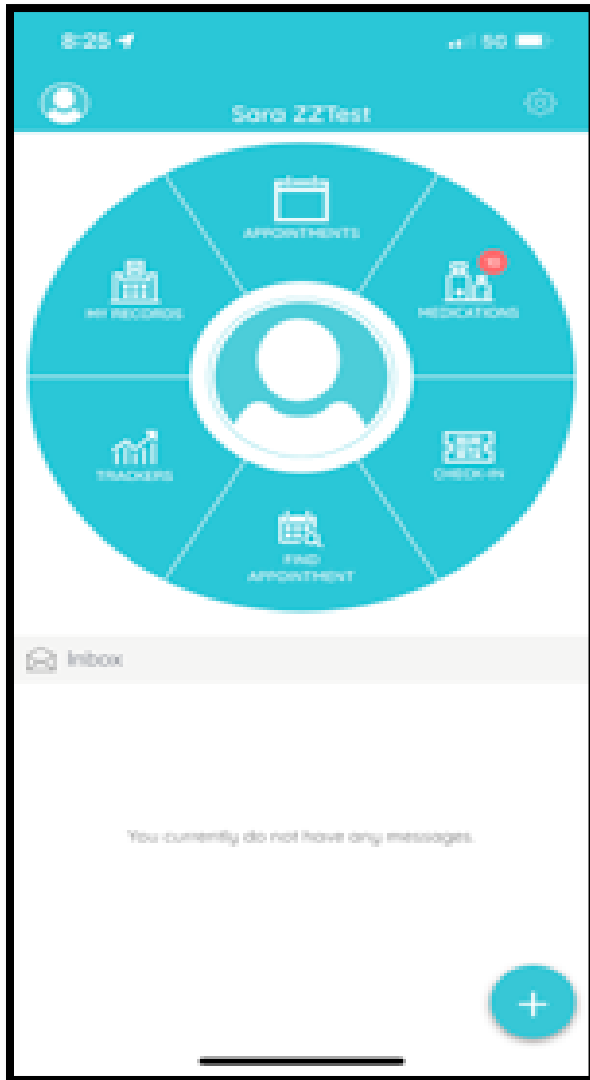


Trackers – Allows you to capture, calculate and display your vitals manually or in conjunction with fitness technology, i.e. fit bit, for import into your chart for provider review

Options to Monitor Include: Steps, Distance, Calories, BMI, Sleep, Blood Pressure and Blood Sugar



Healow APP

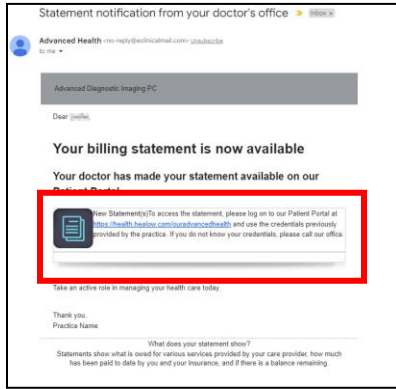


The Healow App can be uploaded to a smart phone and allows access to the Patient Portal.

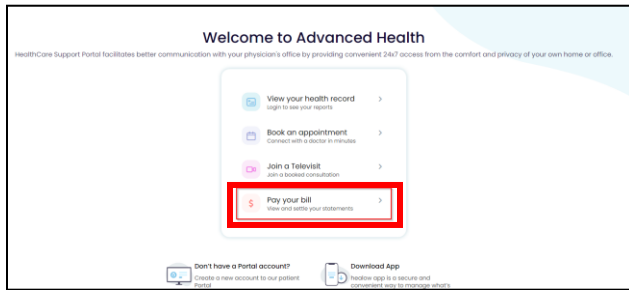
The Healow App provides access to view and pay statements.



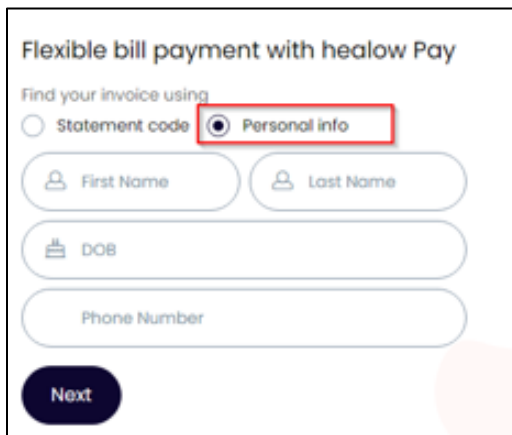
Healow Pay



You will receive an email notification that a billing statement is available. Click the hyperlink provided in the email and log into the patient portal to access the statement.

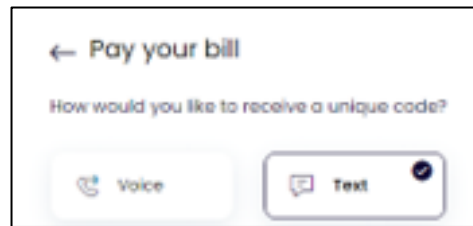


Once logged in, click the Pay your bill tab.



Enter the required personal information.

TIP: If a physical statement has been received via the mail, enter the statement code.



The system will require a unique code and will prompt you to select a delivery method to receive the code.



Entering Verification Code

The screenshot shows a 'One Time Code Verification' window. At the top, it says 'Code has been sent to your phone.' Below that, it asks the user to 'Please enter the 6 digit code which you received.' There is a text input field with a placeholder '123456' and a 'Submit' button. At the bottom, there are links for 'Resend' and 'Cancel'.

A new window will appear to enter the Verification code.

Reviewing statement Details

The screenshot shows a 'Pending Payments' section for 'Advanced Diagnostic Imaging PC'. It lists a 'Statement Date' of '04/29/2023' and a 'Current Statement Balance' of '\$173.80'. A 'Pay' button is highlighted with a red box.

The current statement balance will display. Click the Pay tab.

The screenshot shows 'Payment Details' for 'Advanced Diagnostic Imaging PC'. It displays the 'Balance Due' as '\$173.80' and the 'Statement Amount' as '\$173.80'. A 'Pay' button is visible. A 'View Statement Details' button is highlighted with a red box. There is also a link for 'Past Transactions for the Practice'.

The patient payment details will be displayed. Click the View Statement Details tab to review the details.

