



General Questions

**What does the Healow App do?**

The Healow app is intended to improve patient engagement by enhancing communications between patients and their health care provider, and by streamlining access to medical records. Healow will directly connect patients to all of their own and their family’s EHRs, enabling immediate access to personal medical records, and facilitating two-way communication between providers and patients.

**How much does the Healow app cost?**

The app is free to download and use.

**On which devices can I use the app?**

The app can be used on any Apple® or Android® enabled device.

**Are there any functions the app can do that can't be done by accessing the Patient Portal via laptop, tablet, or desktop?**

**Are there any functions the app cannot do that can be done by accessing the Portal via laptop, tablet, or desktop?**

The app enables consumers to access information in the manner they prefer, by computer or app, so many of the features are similar to the Portal. However, the app offers some additional functions. Consumers can manage multiple medical records and those of family members through a single login. This is especially useful for parents who manage their children’s records in addition to their own. Additionally, users of the app can add personal notes regarding their recent visit or upcoming appointment; in addition, they can add over-the-counter medications they are using to the medication list provided by the practice and set reminders to take medications. Currently, patients can pay their balances and update their demographics only through the Patient Portal.

**Is my information secure when I view it using the app?**

All data is SSL-secured with 128-bit encryption and is compliant with all federal HIPAA regulations.

Prior to the visit

**Can I use my Patient Portal login credentials to access the Healow app?**

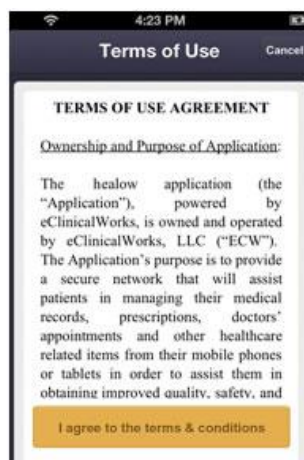
Yes; you use your Portal login credentials and create a special four-digit PIN to access Healow going forward.

**What should I do if I forget my PIN?**

Log in to your Patient Portal and reset the PIN there. You can then use that PIN to access your account in the app.

**Is there a consent form required to use the app?**

Yes. You can begin using the app after you have first read the consent form, and then chosen I agree to the terms & conditions:





## During the video call

### I can't hear my doctor. What can I do?

Check your volume settings for the Healow app via Settings > Healow app > allow access to microphone.

### My video has frozen or is not moving, what is going on?

There may be a momentary loss of internet connection. Please wait and see if the video stabilizes. Also, ensure you have not clicked the "pause" button on your visit.