



## Want to access your patient portal on your Smartphone? Download the healow App!\*

**\*Must provide a valid email to your clinic to have portal access activated.**

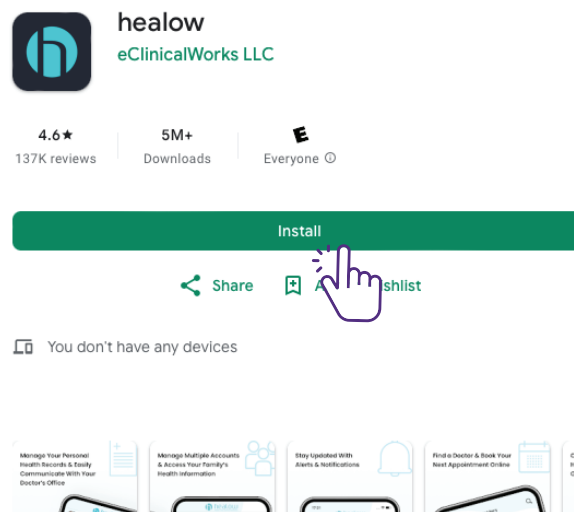
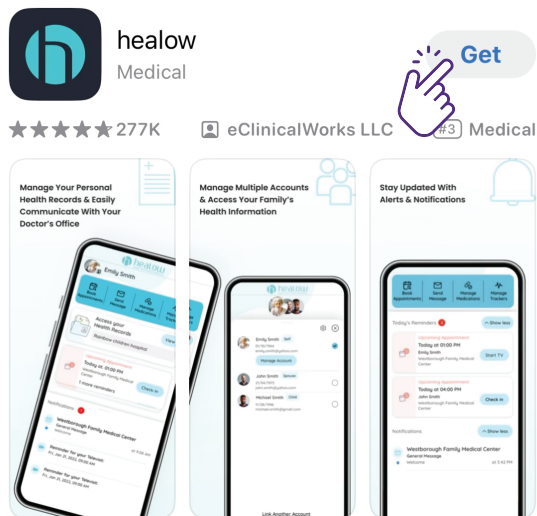
Must Have Completed the Patient Portal Registration through from the email you have received with the subject: "Portal login information" from your doctor's office. From: Palm Primary Care Texas no-reply@eclinicalmail.com

The healow app can be downloaded on an Apple iOS device or Android from the Apple App Store or the Google Play Store.



To download the healow app on your smartphone:

1. Open the App or Google Store
2. Search for healow
3. Tap the Get or Install button next to the healow app icon in the search results



After the installation completes, the healow app displays on your home screen.



## Activate the healow App!

To activate the healow App:

1. Launch the healow app on a mobile device:
2. (Optional) Review a tutorial for the healow app by swiping left through the five instructional screens:
3. Tap Get Started:
4. On the Let's Get Started screen, enter the patient's first name, last name, date of birth and then tap the Continue button:
5. Tap either Yes, I have a Practice Code or No, I don't have a Practice Code:

Select your practice using one of the following options:

If the patient has a practice code, enter it on the Practice Code (PPC Code: GECGBD) screen and then tap the Next button

\*Providers for Dallas/Desoto and Duncanville will be listed under Ft. Worth

If the patient does not have a practice code, search for the practice by provider and location and then tap the name of the user's practice



6. Verify that the selected practice is correct and then tap the “This is My Practice” button

The first screenshot shows the 'Search' screen with a red box around the 'Search' button and a red hand icon pointing to it. The second screenshot shows the search results for 'Willis Westborough, MA' with a red box around the 'Show Providers' button. The third screenshot shows the 'Verify Your Practice' screen with a red box around the 'This is My Practice' button and a red hand icon pointing to it.

8. Verify the account using one of the following options:  
Select the number to which the phone verification code is to be sent and then tap Send Text. Enter the verification code on the Phone Verification screen:


The first screenshot shows the 'Select number to receive verification code' screen with a red box around the 'Send Text' button and a red hand icon pointing to it. The second screenshot shows the 'Phone Verification' screen with a red box around the verification code input field.

Swipe up on the Or Login with Username panel and then enter the patient's Patient Portal login credentials, then tap the Submit button:



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←





Select number to receive verification code.

☒ Mobile (xxx-xxx-8645)

☐ Home (xxx-xxx-8645)






 Or Login with Username


Verify with your Patient Portal login credentials

Username

Password

[Forgot password?](#) 

9. Read the Terms of Use Agreement and then tap the agree to the terms & conditions button:

Terms of Use 

**TERMS OF USE AGREEMENT**

This Terms of Use Agreement ("Terms of Use" or "Terms of Use Agreement") governs your access and use of the software, applications, and services as described below.

**Ownership and Purpose of the Websites and Applications:**

Healow, LLC ("HEALOW") owns and operates various websites and applications related to electronic medical records ("EMR"), software for EMR and healthcare practice management, and other related online products and services. Some of the HEALOW products and services interact with the software for EMR and healthcare practice management ("EMR Software") owned and licensed by eClinicalWorks, LLC. The HEALOW products and services include the healow websites and applications (including [healow.com](#), [healow®](#) and the [healow®](#) app, [healow@work®](#), [healow mom®](#), [healow kids™](#), [healow smile™](#), [healow open](#)

