Palm
PRIMARY CARE

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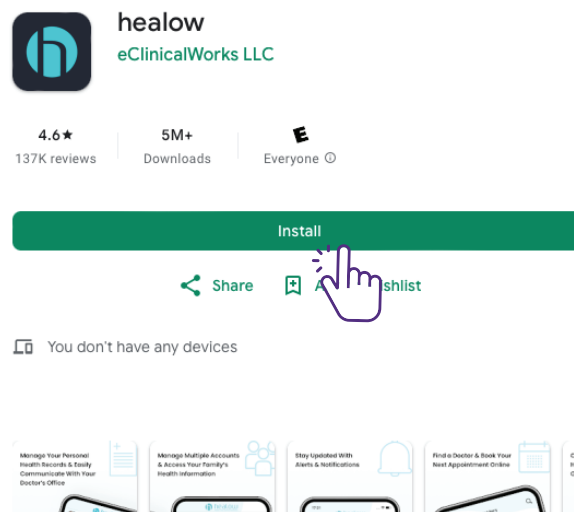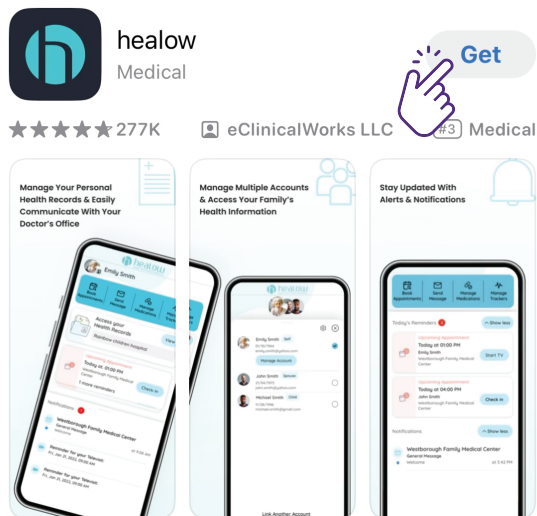Must Have Completed the Patient Portal Registration through from the email you have received with the subject: "Portal login information" from your doctor's office. From: Palm Primary Care Texas no-reply@eclinicalmail.com

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

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:

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

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

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