

PORTAL SET UP (WEB VERSION)

Please see the step-by-step instructions below to help you get setup with your proxy portal account. If you have any issues or require further assistance, please email us at arborportal@ampped.com. Thank you!

You will receive an email with the subject as *"Portal login information from your doctor's office"*. Your email will contain important information such as the URL for our Healow portal login page, your user ID, a link to download the Healow app and login information for the app.

Patient Portal

Dear **BARBIE**,

We have exciting news regarding your health care!

As we continue in our efforts to provide you, our patients, with the highest quality of care, we want to ensure that you are involved in the maintenance and improvement of your health.

To that end, we are proud to announce that our practice now offers you the opportunity to use the power of the Web to track all aspects of your health care throughout our office. The Patient Portal enables our patients to communicate with our practice easily, safely, and securely over the Internet.

Login Credentials

Login URL: <https://health.healow.com/pafamilyofcompanies>

User ID: barbietest1987

Set up Portal Account

Some of the portal features

- Medical History**
View your medical history (and that of family members). Medical History includes your Problem List, Allergies, Immunization Record, Lab/imaging/procedure results, and Medication List.
- Appointments**
Schedule, re-schedule, or cancel appointments online. Receive appointment confirmation/reminder notifications.
- Request Refills from Your Doctor**
Request refills of authorized medications before you run out. Improved compliance means improved health outcomes.
- Lab Reports**
View the results of labs, imaging studies, and procedures once your healthcare provider has reviewed them.


Begin today to take an active role in managing your health care!

Thank you

Let's Connect Via Our healow App
Get started in 3 simple steps!

Available on the App Store


Available on Google play



1. Download
Download the free iOS or Android app

GGJECD

2. Enter this code
Search for our practice using unique code: GGJECD




3. Login
Login with your portal credentials given by our practice

The Portal is a secure and convenient place to manage your health records, along with those of your family members. Here are just some of the many features that we think you will find useful.

Selecting the *"Set up Portal Account"* button will take you directly to the Healow webpage. You will first need to verify your identity by receiving a unique code via call or text.

Authentication, Reset Password and Consent

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



1 User Validation

Welcome BARBIE

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

Phone Number

☒ *** - *** - 1271 ☐ *** - *** - 1271

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](#)


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If you choose TEXT, you will receive a text from 329674 that provides you with a code (the code will contain letters and numbers). If you select VOICE, you will receive a call from Healow 844-443-2569, the automated message will provide you with a code (the code will be a 4 digit number). Enter the code you were provided and select “Verify” to continue.

Authentication, Reset Password and Consent

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2 Verification Code

Please enter the validation code you received.

[Resend Code](#)


Code is valid for 5 minutes or 6 attempts

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

Next, you will be prompted to create a password. You can view the guidelines by selecting the “*Password Guidelines*” button.

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


Very strong password

Confirm New Password

[Cancel](#) [Next](#)

Authentication, Reset Password and Consent

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



Password Guidelines

Guidelines for creating secure passwords

- Password should be minimum 8 characters
- Do not use words that can be found in the dictionary.
- Mix capital and lowercase letters.
- Include symbols like @, -, #, * and numbers.
- Don't use a password that contains personal information (name, birth date, etc.)
- Don't use keyboard patterns (qwerty) or sequential numbers (1234).
- Don't make your password all numbers, uppercase letters or lowercase letters.
- Don't use repeating characters (aaazzz).

Tips for keeping your password secure:

- Never tell your password to anyone.
- Never write your password down.
- Never send your password by email.
- Periodically change your password.

te secure passwords.

[Cancel](#) [Next](#)

PORTAL SET UP (WEB VERSION)

Next, you will review and acknowledge the "eClinicalWorks Consent Form". This form is an Online Communication Informed Consent that talks about protecting your personal information online.

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

ONLINE COMMUNICATION INFORMED CONSENT Instructions for Using Online Communication You agree to take steps to keep your online communication to and from your physician confidential, including the following: Do not store messages on your employer-provided computer; otherwise personal information could be accessed or owned by your employer. Use a screen saver or close your messages instead of leaving your messages on the screen for passersby to read and keep your password safe and private. Do not allow other individuals or other third parties access to the computer(s) in which you store medical communications. Do not use email for medical communications. Standard e-mail lacks security and privacy features and may expose medical communications to employers or other unintended third parties. Withdrawal of this Informed Consent must be done by a written online communication or in writing to your physician's office. Conditions of Using Online Communication The following agreements and procedures relate to online communication: Your physician's office may keep a copy of any online communication from you in your medical record. eClinicalWorks will keep a copy of all medically important online communication in your medical record in an encrypted format. You should print or store (on a computer or storage device owned and controlled by you) a copy of any online communication that is important to you. Neither eClinicalWorks nor your physician's office will forward any online communication from you to third parties except as authorized or required by law. Online communication, including through eClinicalWorks, should be used with caution. eClinicalWorks cannot be used for emergencies or other urgent or time-sensitive matters. Any emergency communication or urgent requests must occur by telephone or through other existing emergency communication tools. If there is other, non-urgent information that you do not want transmitted via online communication, you must contact your physician's practice by phone or fax. eClinicalWorks is not liable for improper disclosure of confidential information. Follow-up is solely your responsibility. You are responsible for scheduling any necessary appointments and for determining if an unencrypted online communication was not needed. You agree

☐ I have read the consent form and the above information.

Decline

Agree & Next

You will also review and acknowledge the "Practice Consent Form". This consent will explain the Privacy Policies.

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

Privacy Policy We recognize that privacy of your personal information is important. This privacy policy tells you what information we receive and collect when you use visit portal, and how we safeguard your information. We will work to protect the security and privacy of any personal and medical information provided through this site. Accessing the Patient Portal In order to access the system, you must be a registered, authorized patient of the practice use a modern browser (Internet Explorer, Safari, Firefox, Chrome, or Opera) that allows secure socket connections. Unauthorized or unsecure access is not allowed. Information we collect Personal and Medical information we gather includes: Patient demographics i.e last name, first name, address, Date of Birth, Phone Number etc Email address Health Questionnaire Personal Health record Coastal Kids, does not and will not sell or rent the personal and medical information we gather to anyone. This information enables healthcare providers to provide you with better and accurate care. The information includes your username and password information which you are provided by your health care provider to gain access to the portal. Use of your Information Information collected on portal may be used to enhance your experience in the following ways: Access to personal health record Manage your personal information Complete health questionnaires prior to your visit to the clinic Communication with your health care provider Book appointments Pay your account balance View your medical records Control and Security of your information Do not share your portal password with anyone. Other than when you log on to the site, we will never ask you for your password. Your personal information is protected by your password. Please keep this password confidential. The confidentiality of your password is yours to protect. You may change your password at any time by clicking on the Reset Password on the Portal dashboard. When and with whom we share your personal information We never sell or rent your personal and medical information to anyone under any circumstances. We will only share your personal information with our agents, representatives, trusted service providers and contractors that are offering certain products or services in connection with the usage of the portal. We may need to disclose your information

☐ I have read the consent form and the above information.

Decline

Agree

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PLEASE NOTE: If you “Decline” either consent, the portal setup process will automatically be terminated, and you will be redirected to the Healow login page. You cannot access the Healow portal without agreeing to both consents. You can complete the process by logging in with the credentials you created. Once you login you will automatically be directed to the “Consent Forms” page to agree and continue.

Once you have agreed to the “eClinicalWorks Consent Form” and the “Practice Consent Form” you will be routed to your proxy account dashboard. You will see any children that you have proxy account access for listed on your dashboard.

The screenshot shows the Healow proxy account dashboard. On the left is a dark sidebar with navigation icons for Dashboard, My Account, Messages, Medical Records, Appointments, Trackers, and Education. The main content area has a light orange header with the text "Hi Barbie," and "Congratulations!!! You have been granted access for your loved ones." Below this is a section titled "GRANTED ACCESS" with a sub-header "You have been granted access to below records". It lists two accounts: "Atlas, Test" (Account Expires on 01/01/2034) and "CODY, TEST" (Account Expires on 05/01/2039). Each account has a "Go To Account" button.

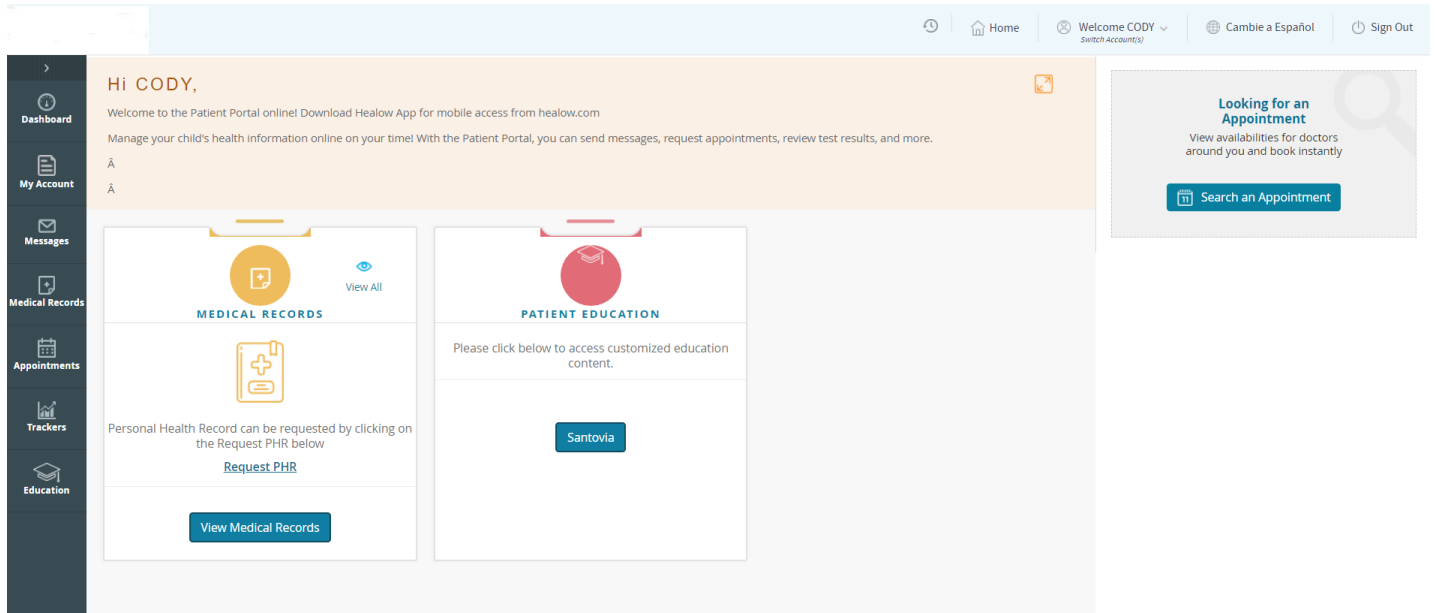
You select “Go To Account” to access your patient’s dashboard. The first time you login to their portal account, you will be required to agree to the “Proxy Consent Form”. This consent form explains the office portal policy.

The screenshot shows the "PROXY CONSENT FORM" page. The sidebar is the same as the dashboard. The main content area has a light orange header with the title "PROXY CONSENT FORM" and a sub-header "Proxy Consent Form". The form text explains the policy for granting proxy access to minors' health information. It states that sensitive health information includes treatment of sexually transmissible diseases, drug or alcohol addiction, pregnancy, certain mental health care, and other categories stipulated by applicable law. It also explains that if a patient grants such access, their parents or legal guardians will have "proxy access" to the Patient Portal. The form defines complete access (allowing the Practice to give and authorize the above-named proxy complete proxy access to the Patient's health information along with sensitive information, visits, and treatment through the Patient portal) and restricted access (allowing the Practice to give the above-named proxy restricted proxy access to the Patient's health information and not to include any sensitive information, visits, and treatment related to sexually transmissible diseases, drug or alcohol addiction, pregnancy, mental health care, and other categories as required by law). The form concludes with a statement: "As the above-named proxy, I understand and agree with the following:" followed by a bulleted list of conditions. At the bottom, there is a checkbox labeled "I, the patient's proxy, have read the consent form and the above information and I accept the conditions." and two buttons: "Disagree" and "Agree".

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PLEASE NOTE: If you “Decline” the “Proxy Consent Form” you will forfeit your complete access privileges. You will still be able to view your patient’s portal account, but your access will be restricted. You will need to contact the office at arborportal@amppeds.com to reset your account and agree to the “Proxy Consent Form” to regain complete access privileges.

Once you have signed the final consent you will be directed to your patient’s portal dashboard.



Once you are successfully setup for and logged into the Healow portal, you will be able to utilize all the convenient features:

- Appointment Scheduling
- Medication Refill Requests
- Messaging Medical Staff
- View and Print Records
- SO MUCH MORE!