

Patient Portal Information

At MercyOne, we believe online access to your health record is key to helping you manage your health. Setting up an account gives you easy, online access 24 hours a day to portions of your medical records and test results.

WHAT IS A PATIENT PORTAL?

A patient portal is a secure, convenient, and easy way to access your health information through the internet.

WHAT DOES THE PATIENT PORTAL OFFER?

1. Communicate with your provider
2. Manage your appointments
3. Access your test results
4. View your medications and request refills

HOW DO I SIGN UP A PATIENT PORTAL ACCOUNT?

To sign up, provide your email address at your next clinic appointment or contact your clinic office to request patient portal access. A welcome email will be sent to the email provided which will include a link to complete your portal registration.

HOW DO I CREATE AN ACCOUNT?

1. Click the link provided in your email to start the registration process
2. As an added security measure, you will be asked to provide additional details to validate you're the correct patient accessing the account
3. Once you've completed validation you will be prompted to reset your password
4. Next, you will be asked to read and agree to consent forms
5. That's it! After completing the above steps you will be taken directly to your health portal dashboard to begin navigating your health record

NAVIGATING THE PATIENT PORTAL

HOW CAN I VIEW MY MEDICAL RECORDS?

1. From the home screen, select **View Medical Records**
2. Several options will appear; tap the appropriate icon to view Vitals, Insurance, Allergies, Problems, Immunizations, Results, Referrals, Education, PHR, etc

HOW DO I REQUEST A MEDICATION REFILL?

1. From the home screen, select **Request Refill**
2. Select the checkbox in front of the medication you need refilled
3. Click the **Refill Request** button

HOW DO I CREATE A MESSAGE?

1. From the home screen, click **Messages** on the left side of screen.
2. Next, click the **Compose** button
3. In the **To** field, select your providers name from the drop-down list
4. In the **Facility** field, select the appropriate MercyOne location
5. In the **Subject** field, type your subject
6. Next, type your message in the **Message** field
7. Finally, click the **Submit** button to send your message

WHAT SHOULD I DO IF I FORGOT MY USERNAME?

1. From the login screen, click the **Trouble logging in** link
2. Select the radio button for **Forgot Username**
3. Enter your **First Name, Last Name and Date of Birth** in the corresponding fields
4. Click the **Submit** button
5. An message will be sent to your email address with your username

WHAT SHOULD I DO IF I FORGOT MY PASSWORD?

1. From the login screen, click the **Trouble logging in** link
2. Select the radio button for **Forgot Password**
3. Enter your username
4. Click the **Submit** button
5. Instructions on resetting your password will be sent to your email address

ACCESSING YOUR PATIENT PORTAL USING THE HEALOW™ APP

WHAT IS THE HEALOW™ APP?

The healow™ app is a secure, convenient and easy way to access your health information.

WHAT DOES THE HEALOW™ APP OFFER?

- Communicate with your provider
- Manage your appointments
- Access your test results
- View your medications and request refills

HOW DO I SIGN UP FOR THE HEALOW™ APP?

1. You will need an active patient portal account prior to downloading the app. If you do not have a patient portal account, please contact your provider's office to request access
2. If you have a patient portal account, you can download the HEALOW™ app by going to App Store for Apple devices or Google Play for Android
3. Open app and tap Get Started to begin
4. Follow prompts to create an account

HOW DO I CREATE AN ACCOUNT?

1. Tap **Yes, I have Practice Code** – enter code BIIABD
2. Tap **This is My Practice**
3. Enter your patient portal username and password to login
4. Select who the account belongs to and tap **Login**
5. Read the consent (Terms of Use Agreement), and then tap **I agree to the terms and conditions**
6. Select a 4-digit PIN that will be used for future logins instead of patient portal account credentials

NAVIGATING THE APP

HOW CAN I VIEW MY RECORDS?

1. From the Home Screen, select **My Records**
2. Tap the appropriate icon to view Vitals, Insurance, Allergies, Problems, Immunizations, Results, Referrals, Education, PHR, etc

HOW DO I VIEW UPCOMING APPOINTMENTS?

1. From the Home screen, select **Appointments**
2. A list of your appointments displays

HOW DO I CREATE A MESSAGE?

1. From the home screen, click the + (Apple) or pencil icon (Android)
2. Select message type (General Message, Lab Request, or Request Referral)
3. Select provider/facility
4. Type your message in the message area
5. When you are done typing your message, click **Send**

WHAT IS MY MEDICATION CABINET?

1. My Medication Cabinet is a feature enabling you to view all the medications that you are taking, including both prescribed and over-the-counter drugs
2. The medication list from your provider's office will automatically be a part of My Medication Cabinet, and you have the ability to add medications to My Medication Cabinet

HOW DO I ENTER A NEW MEDICATION TO MY MEDICATION CABINET?

1. From the Home screen, select **Medications**
2. Tap the + icon
3. Tap **Add New Medication**
4. Enter medication details: **Name, Strength, Dosage, Frequency**
5. Tap **Done**
6. Repeat steps 2-5 for each new medication

HOW DO I REQUEST A MEDICATION REFILL?

1. From the Home screen, select **Medications**
2. Tap the + icon
3. Tap **Request Refill**
4. Select the medication to be refilled
5. If not already listed, add your **Provider, Facility and Pharmacy** by tapping the + sign for each item