Healow CHECK-IN for Patients

Patients can use healow CHECK-IN to check in for appointments, update demographic information, verify medical history, sign consent forms, complete questionnaires, verify insurance information, and pay for services, healow CHECK-IN walks patients through the check-in and registration process, step-by-step.

The following information is covered in the Patient Check-in Process:

- Check-in for Appointments
- Verify Patient Demographics
- Verify Insurance
- Acknowledge Consent Forms
- Verify Medical History

- Complete Questionnaires
- Payment Options
- Check-in Complete

Check-In for Appointments

Patients can use healow CHECK-IN to check in for appointments using the link included in the SMS text message appointment reminder, the healow app, healow.com or the Patient Portal.

Check-In Using the Link Included in SMS Text Message Appointment Reminder

> **NOTE:** This section describes the check-in process using the SMS text message link.
> For information about additional check-in options, refer to the following sections:
> - Check-in Using the healow App
> - Check-in Using the Patient Portal
> - Check-in from healow.com

The healow CHECK-IN SMS text message l enables patients to check in for appointments using a web-based application, compatible with most mobile web browsers. No installation is necessary.

The steps involved in checking-in using the SMS text message link are as follows:

1. Receiving the SMS Text Message Appointment Reminder
2. Confirming the Appointment
3. Begin Checking In
4. Authentication with Date of Birth
5. Check-in as Patient

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## Receiving the SMS Text Message Appointment Reminder

1. Text-enabled patients receive an SMS appointment reminder before their appointment. The message contains a secure link to the healow CHECK-IN mobile web app, where patients can update demographic information, verify medical history, sign consent forms, complete questionnaires, verify insurance information, and pay for services before their scheduled appointment.

   To start the check-in process, tap the **web link** in the SMS text message to launch the healow CHECK-IN mobile web app in a browser.
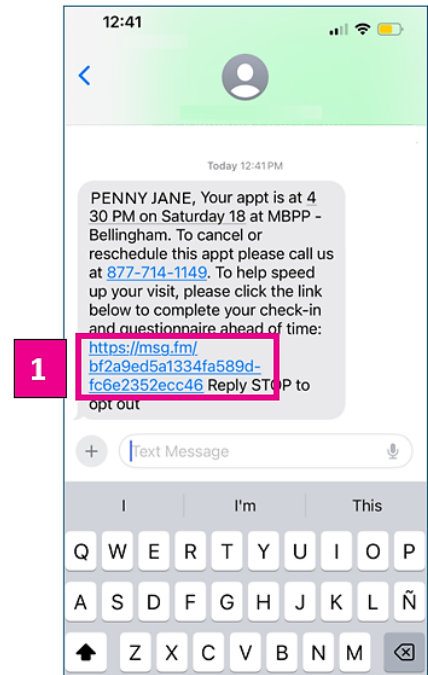
Confirming the Appointment

2. After the you have tapped the web link included in the text message, the healow CHECK-IN mobile web app opens in a browser, displaying your appointment details, and the confirmation options.
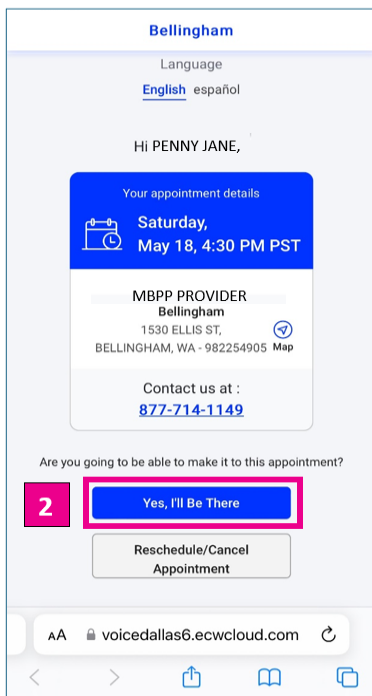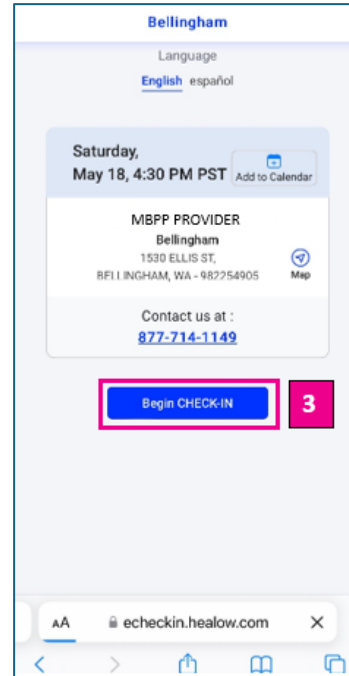
The appointment confirmation options are:

- **Yes, I'll Be There** – Tap this option this to confirm that you intend to keep your appointment as scheduled.
- **Reschedule/Cancel Appointment** - Tap this button to let us know that you want to cancel or reschedule this appointment. Your appointment will be automatically canceled and the check-in process will end.

Other features on the Appointment Confirmation window:

- **Calendar** – Tap the calendar icon to add this appointment to your calendar on your mobile device.
- **Map**- Tap the location service icon to open the health center's address in your mobile's map application.
- **Contact Us**- Tap the telephone number to call us directly.

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Begin Checking-In

3. After you have confirmed your appointment, tap the **Begin CHECK-IN** button to start the check-in process.


Authentication with Date of Birth

4. The Appointment Confirmation window opens the DOB authentication window. Start by entering your **date of birth**, then tap the **Start CHECK-IN** button.

After you have verified your date of birth, a Phone Authentication window will open.


To authenticate by phone:

A. Select your registered mobile number

B. Tap one of the following options:

- **Voice Message-** Allows you to receive a secure verification code through an automated telephone call
- **Text Message-** Allows you to receive a secure verification code through a text message.

C. Tap **Request Code** button to send the secure verification code to the selected registered number
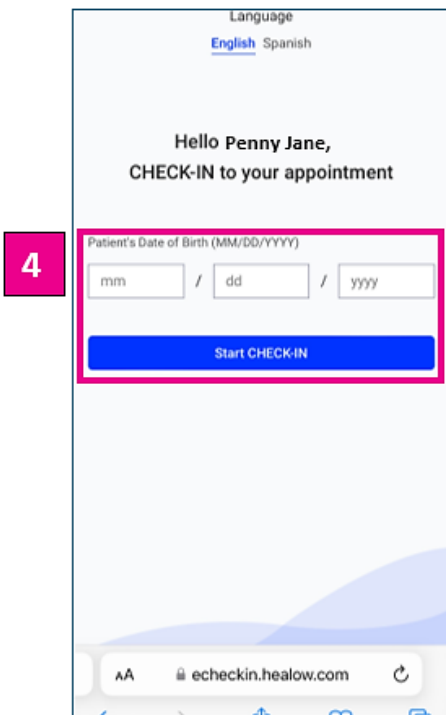
To authenticate by phone *(Continued)***:**
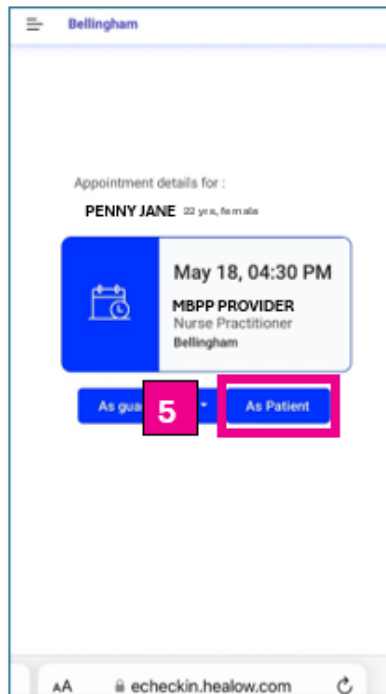
      D. After the verification number is received, the patient enters that number into the field provided

      E. Tap the **Continue** button to proceed

> **Note:** If no code is received, tap **Request new code** to initiate another request
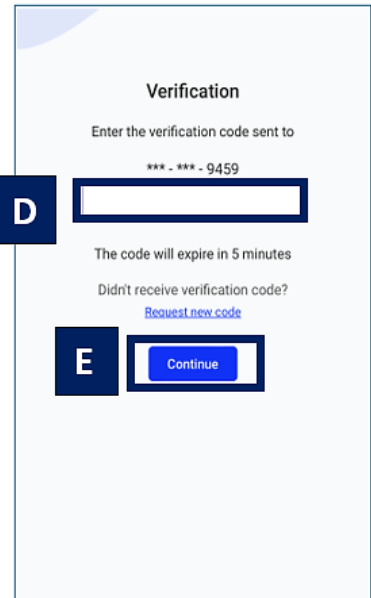
Check-In as Patient

    5. Tap **As Patient** to proceed with the check-in process

The next page displays the Patient Information. For more information, refer to Verifying Patient Demographics.

Verifying Patient Demographics

1. In the **Patient Information** section, you can tap the **pencil icons** to add or edit information, if necessary.
2. In the **Additional Contacts** section, you can tap the pencil icons to edit an existing contact or tap **Add Contact** to create a new contact, as necessary.
3. Once you have verified your information, tap the **Looks Good** button to save and continue.
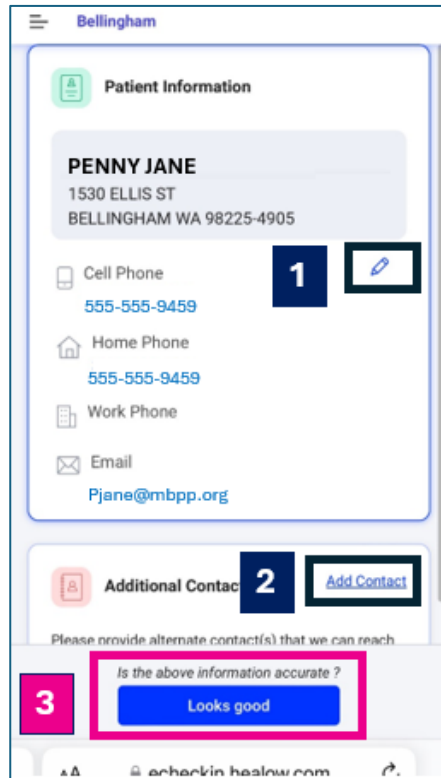
The next page displays the License/ID section. For more information, refer to Uploading License/ID.

Uploading License/ID

On the License/ID screen, you can add images of your drivers license/ID or tap the **Skip** button to bypass the ID upload process and advance to the next screen.

To add an image of your license/ID:

1. Tap the **Add** button. The capture image window opens.
2. Tap **Capture front image,** then take a photo of the front of your ID.
3. Tap **Capture back image,** then take a photo of the back of the your ID
4. *(Optional)* Tap the **Cancel** button to close the capture image screen without saving the photos
5. Tap the **Looks good** button to save and upload the photos or the Cancel button to close the screen without saving the photos:
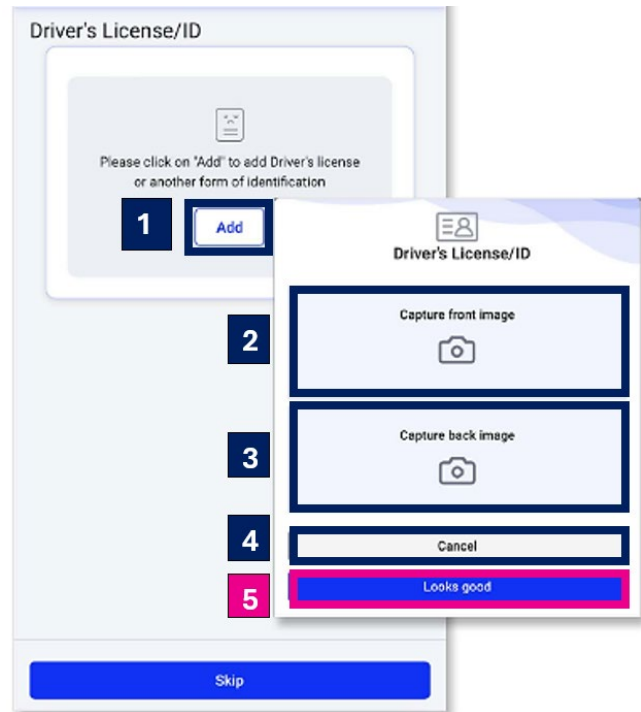

The next page displays the insurance section to be reviewed. For more information, refer to [Verifying Insurance.](#)

Verifying Insurance

If an insurance is already associated with your patient record, the details will display. Review your insurance information, then selects one of the following options:

1. **Needs Change** - The **Add New** Insurance window opens, where a photo of the front and back of the insurance card can be captured and uploaded.
2. **Yes, Looks good** - You are verifying your information is accurate.
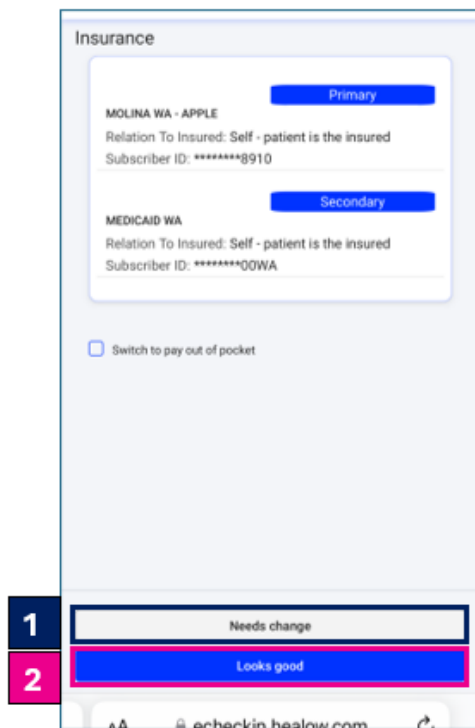
The consent form screen will open.

If no insurance is associated with your patient record, an image of the insurance card (front and back) can be captured and uploaded to your chart. To add an insurance:

1. Tap the **Needs Change** button on the Insurance window.
2. Take a picture of the front and back of your insurance card on the **Add New Insurance** window.
3. Tap **Looks good** to save and submit the images:
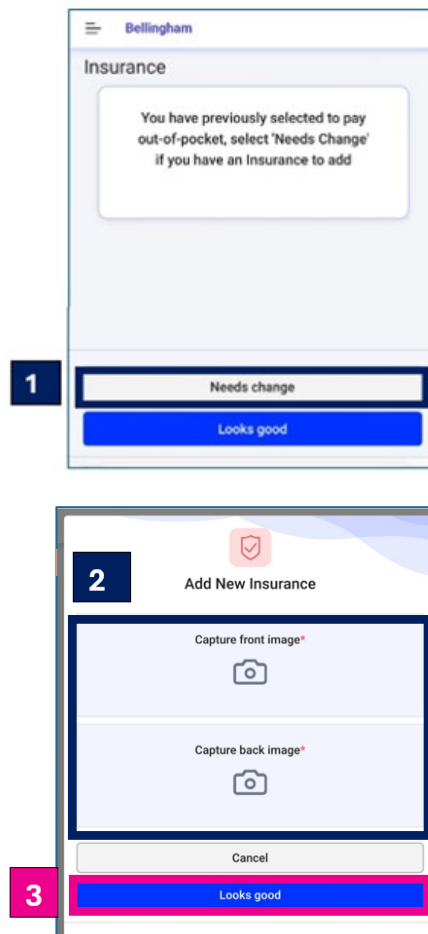
The consent form screen will open.

Sign Consent Forms

Read and sign the consent forms, then tap the **Accept** button on each form. Patients must accept all consent forms before continuing the check-in process:

To sign a consent form:

1. Read the consent form, then tap in the **signature field** at the bottom of the form.
2. **Sign the form** using a stylus or your fingertip.
3. *(Optional)* Tap the **refresh** icon to clear the signature field.
4. Tap the **Save** button.
5. Tap the **Accept** button to affirm and save the signed consent form.

The next page displays the Medical History section to be reviewed. For more information, refer to [Verifying Medical History](#).

Verifying Medical History

1. **Review** allergies, medications, hospitalizations, and surgical history.
2. If you would like to add, remove, or modify any of the information displayed on the medical history screens, enter notes in the **Add your comment**
3. Tap **Next** button on each section to proceed.

MBPP Bellingham

Please review and comment if any changes are required in your allergy list below

1

Allergies

Name	Reaction
Cat Dander	

2

Add your comment

3

Next

MBPP Bellingham

Medications

Please review and comment if any changes are required in your medication(s) listed below

Advil 200 MG 1 tablet with food or milk as needed Orally Three times a day

Lisinopril 40 MG 1 tablet Orally Once a day

Add your comment

Next

MBPP Bellingham

Please review and comment if any changes are required in your hospitilization(s) listed below

Hospitalizations

Reason	Date
Ankle sprain	2011

Add your comment

Next

MBPP Bellingham

Please review and comment if any changes are required in your surgical history listed below

Surgical History

Reason	Date
ACL	2011

Add your comment

Next

The next page displays the Medical Forms (Questionnaires) section to be reviewed. For more information, refer to Medical Forms (Questionnaires).

Medical Forms (Questionnaires)

Questionnaires are interactive forms used to collect important information before your appointment. The questionnaires that are pending to be completed will be listed on the Medical Forms screen:

1. Tap **Start** next to the first medical form.
2. Complete the form, then tap the **Save** button.
3. **Repeat** Steps **1** and **2** for any remaining forms.
4. Tap the **Next** button after all forms have been completed.

The next page displays the Payment Options. For more information, refer to Payment Options.

Payment Options

If applicable to the current appointment, the Payment screen opens. To make a payment:

1. Tap one of the following payment options:
   - **Pay Visit Charge + Balance**: Pay the charges associated with the current visit plus any outstanding balances.
   - **Pay Visit Charge** - Pay only the charges associated with the current visit.
   - **Pay Later** - Proceed without making a payment (skip Steps 2-4).
2. **Choose a payment method** by selecting the radio button next to an existing credit card.
3. *(Optional)* Select the **New Credit Card** radio button to add a new payment method:
   A. Enter the **card number, expiry date, and CVV** in the Payment Information fields.
   B. *(Optional)* Check the **Save my credit card securely for future** payments box to save the credit card information to the patient's healow account. Review the healow privacy policy (tap *link* to open the healow Privacy Policy document), then check the *I Accept box*.
   C. Enter the **card holder's name and address** in the Card Holder Information fields.
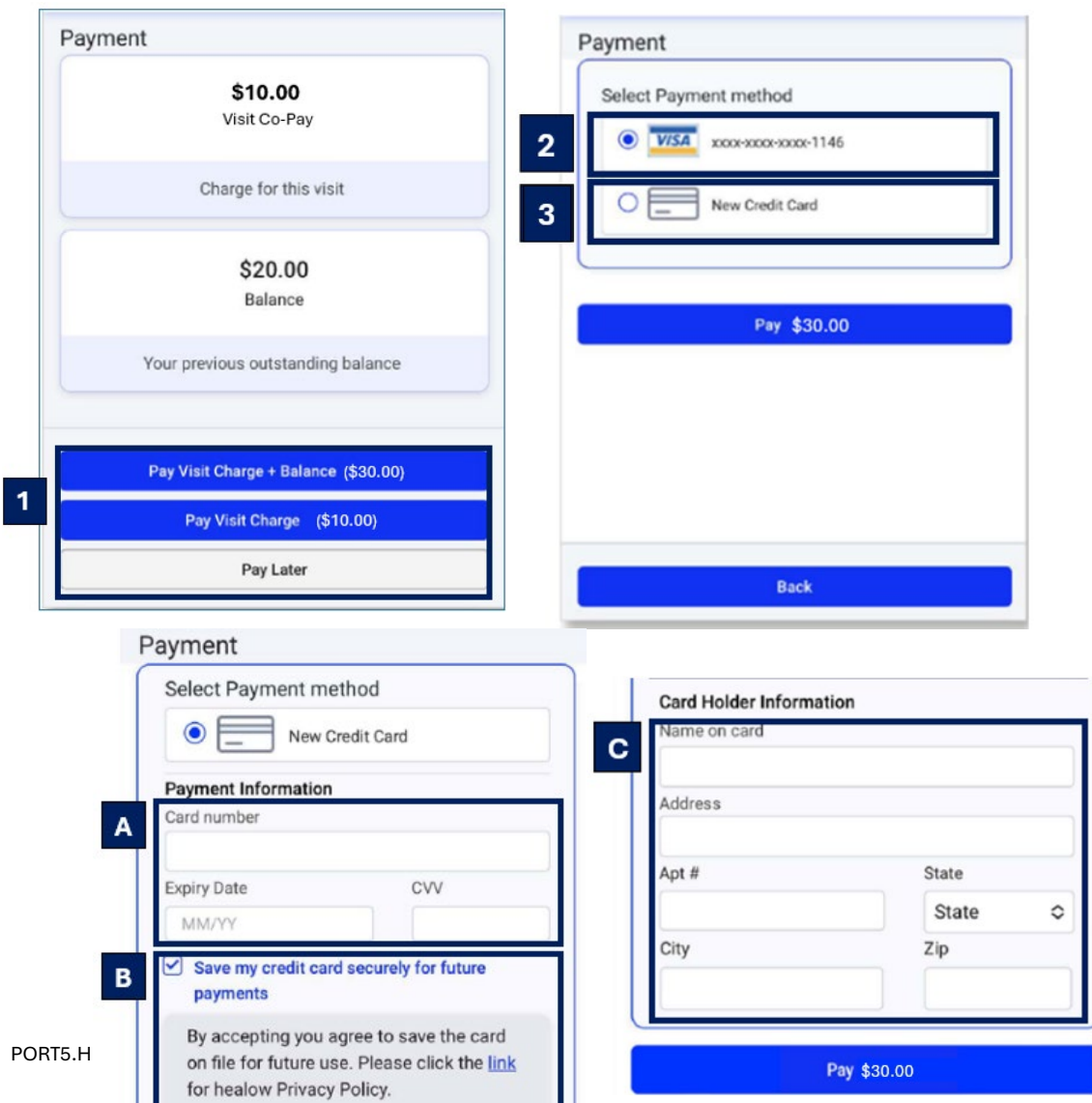
Payment Options *(Continued)*

4. Tap the **Pay** button to process the payment or the Back button to cancel the payment and return to the previous screen.
    A confirmation message displays after the payment has been processed.
5. Tap the **Next** button to proceed.
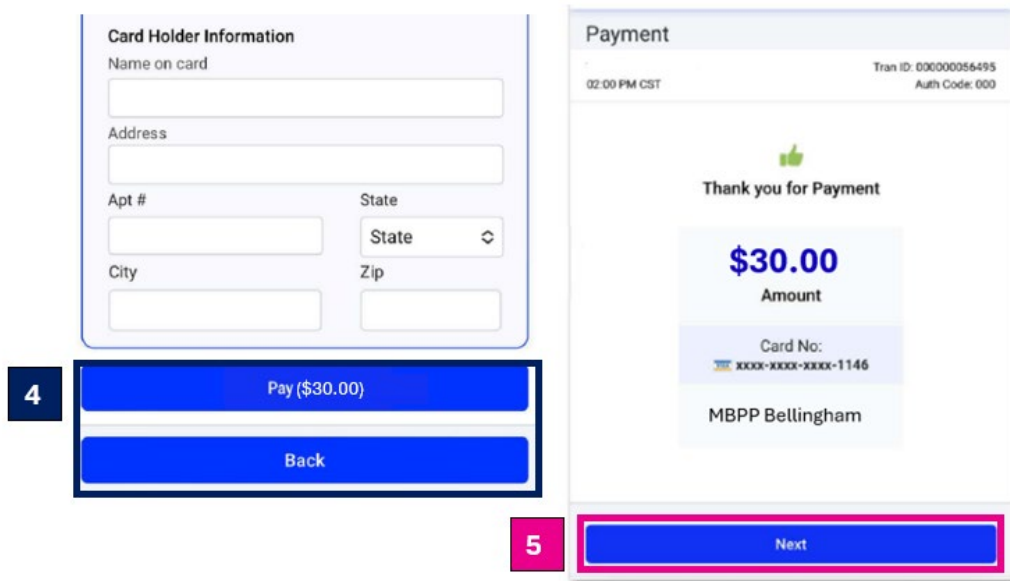
Check-In Complete

After the check-in process has been completed, the Check-in Complete screen opens, displaying the appointment details and a confirmation that the check-in process is complete:
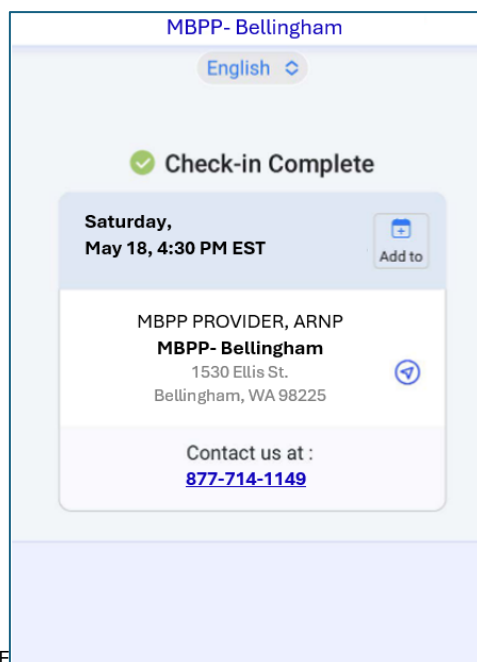
Access healow CHECK-IN from Other Modalities

In addition to the mobile web app, patients can check in for appointments using healow CHECK-IN from any of the following alternative modalities:

- Check-in from the healow App
- Check-In from the Patient Portal
- Check-in from healow.com

Check-in from the healow App

Patients can check in for an appointment using healow CHECK-IN from the healow mobile app. In the appointment reminder message, tap the **Check-in** button, then follow the check-in process:
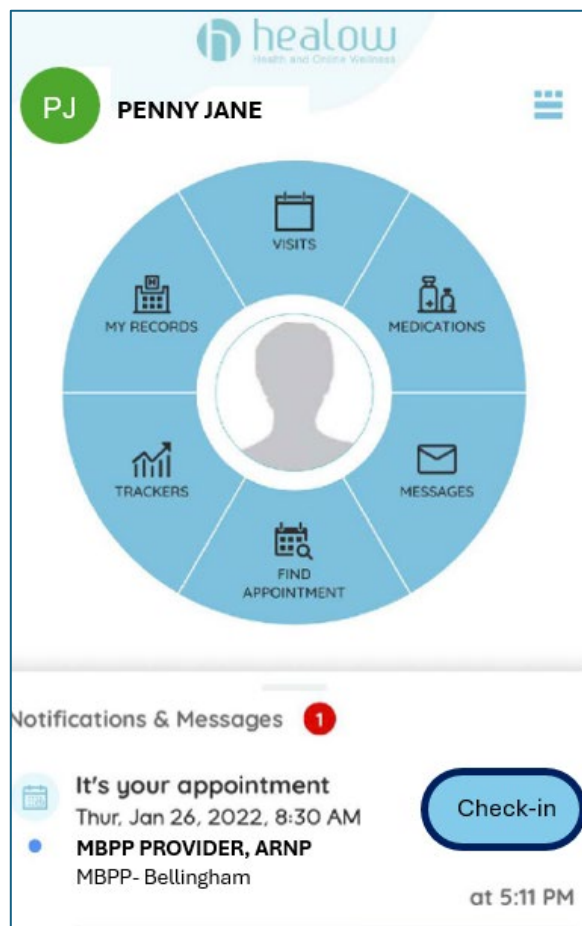
Check-in from the Patient Portal

Patients can check in for an appointment using healow CHECK-IN from the Patient Portal. From the Patient Portal Dashboard, on the Messages tile, tap the CHECK-IN button, then follow the check-in process: