



Patient Portal Setup Instructions

Patients with a valid email address are encouraged to utilize Healow, JIB Medical's patient portal. The portal allows you to:

- View upcoming and past appointments
- Communicate and message with your doctor and care team
- Review lab results and referral history
- Request medication refills
- Access visit summaries and personal health record
- Share access with a caregiver

After being activated by a JIB Medical staff member, you can log into Healow in two ways by either using the mobile app or website. Please note that the same username and password is used for both the app and the website.

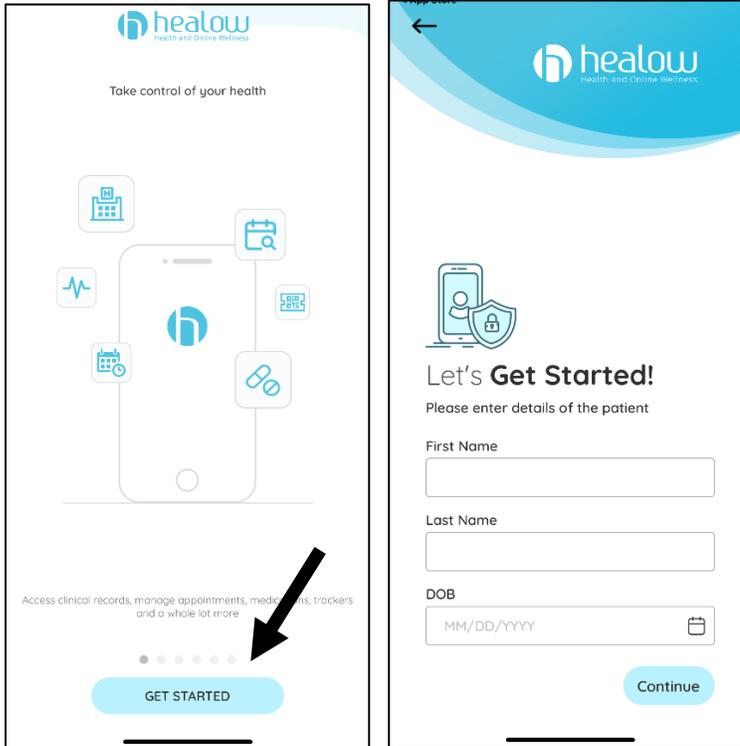
If you have trouble logging into Healow, please contact our office (718) 591-2014 during business hours and a member of our team will assist you.

HEALOW SETUP – MOBILE APP

1. The Healow App is a free app available on Google Play or the Apple App Store. Download the app onto your mobile device.

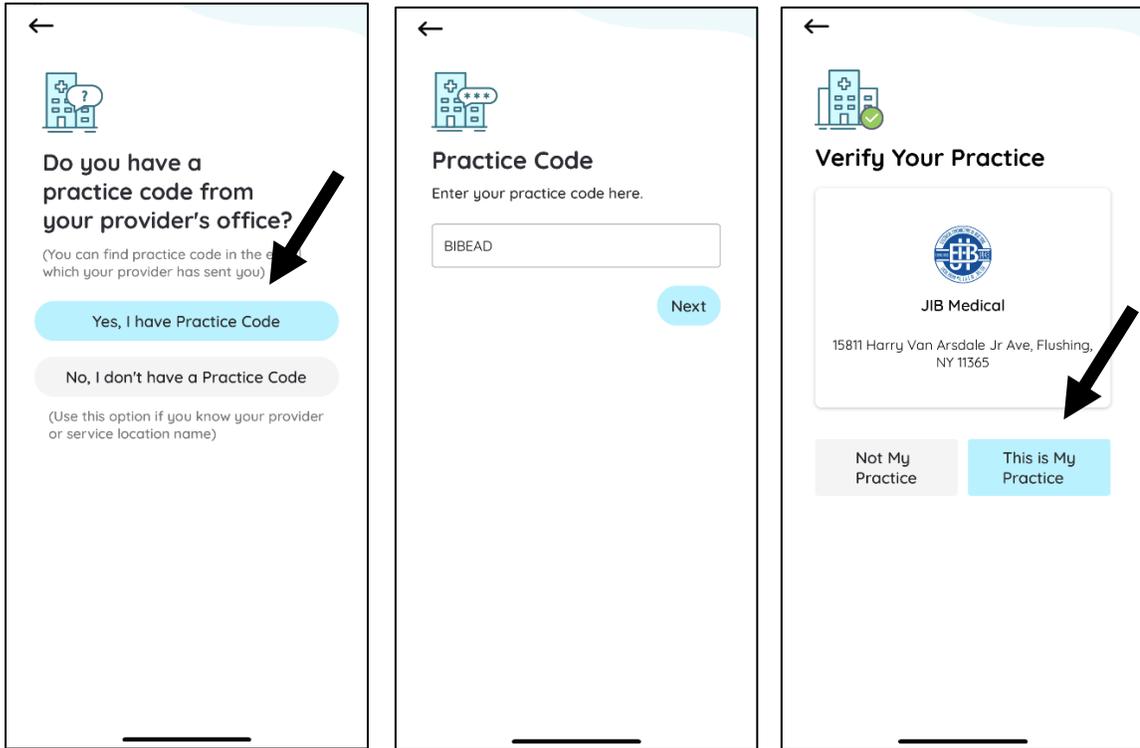


2. Open the app and tap on **GET STARTED**. Enter your first name, last name, and date of birth. Then, tap on **Continue**.

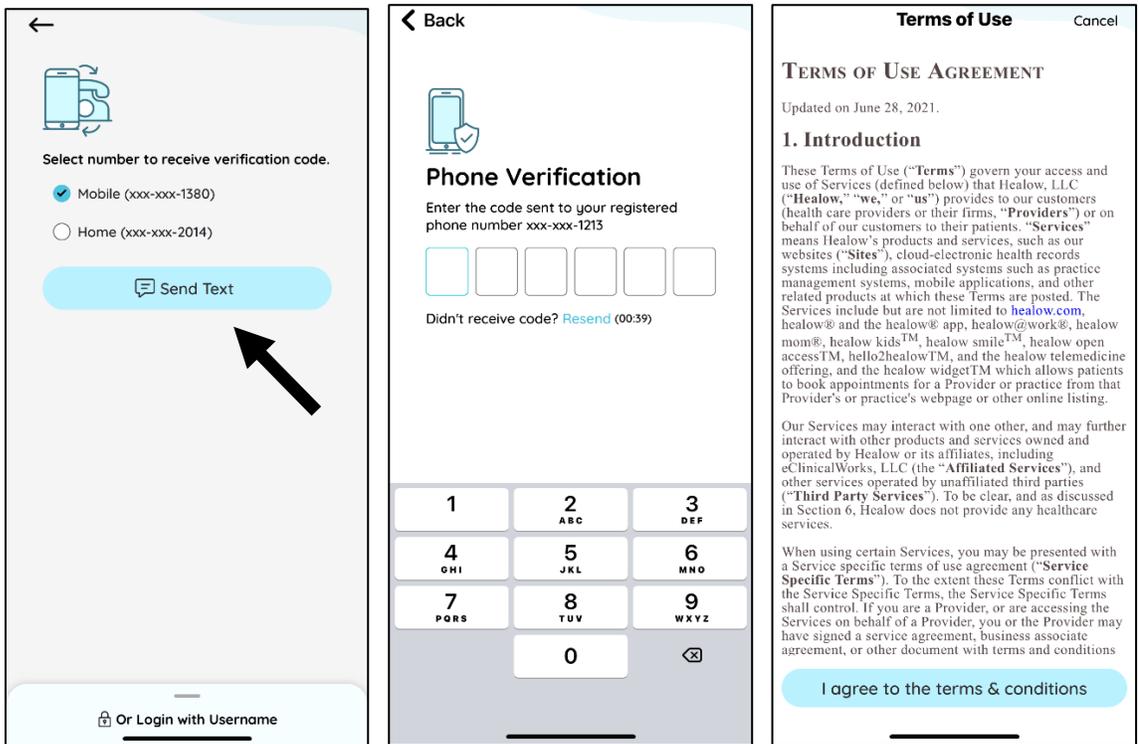


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3. Tap on **Yes, I have a Practice Code**. Enter **BIBEAD**, tap **Next**, and tap **This Is My Practice**.

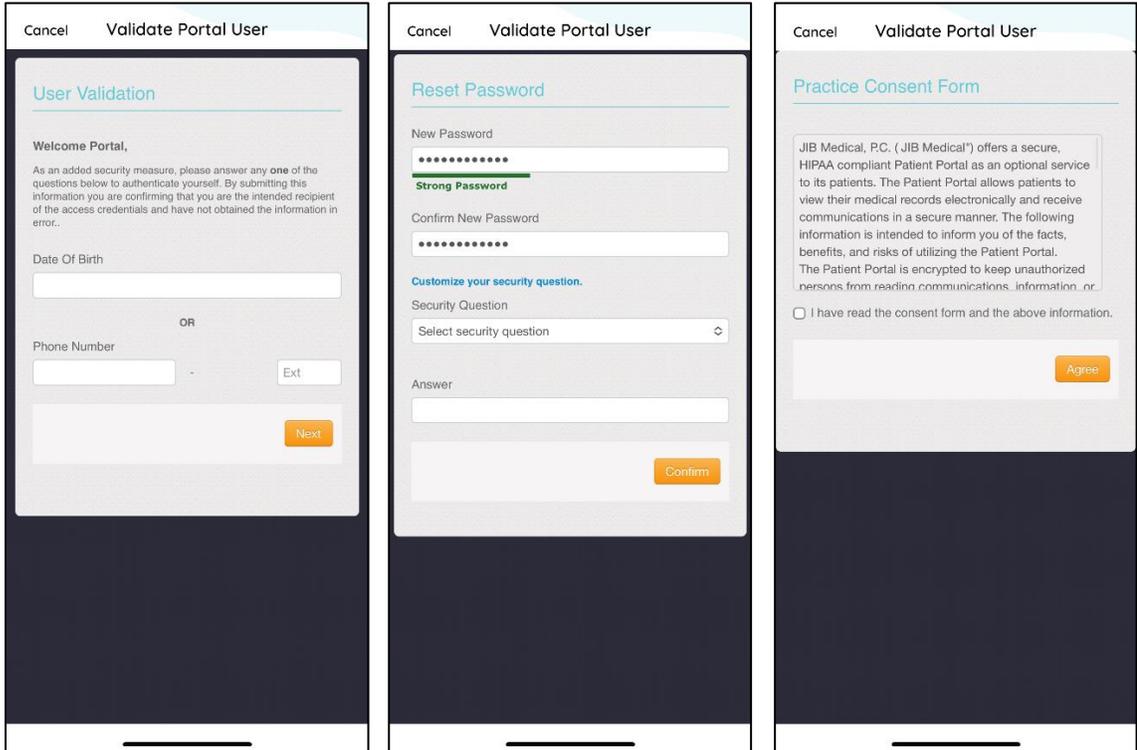


4. Select the phone number to receive the verification code via text message. Enter the verification code you received and then agree to using the Healow app on your mobile device.

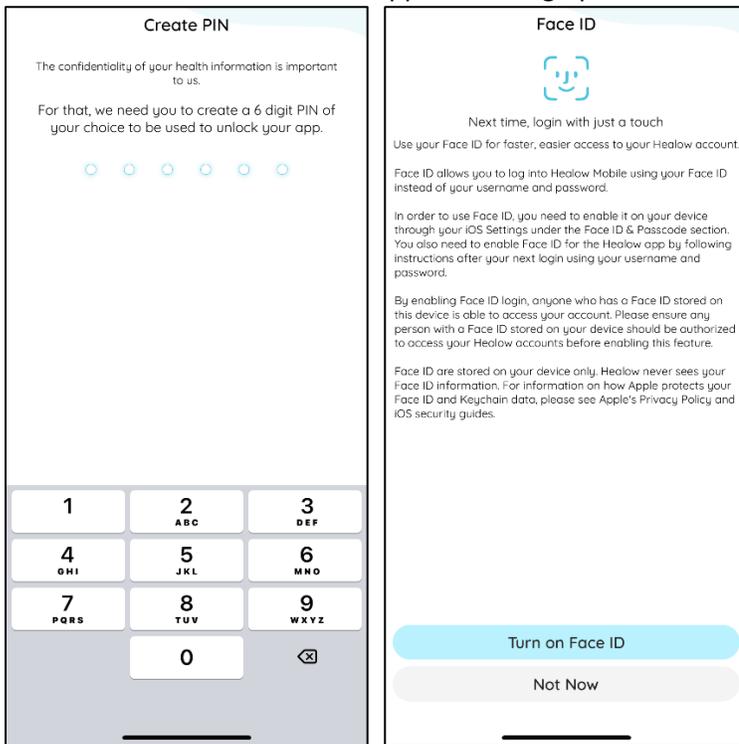


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5. Validate your account by entering in your date of birth or phone number. Set a strong password and a security question for your account. Accept our practice's patient portal consent form.

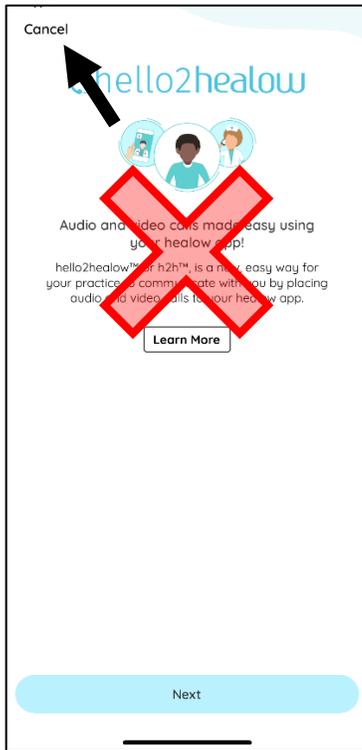


6. To make it easier to unlock the app, set a 6-digit passcode and/or enable Face ID/Face Unlock.

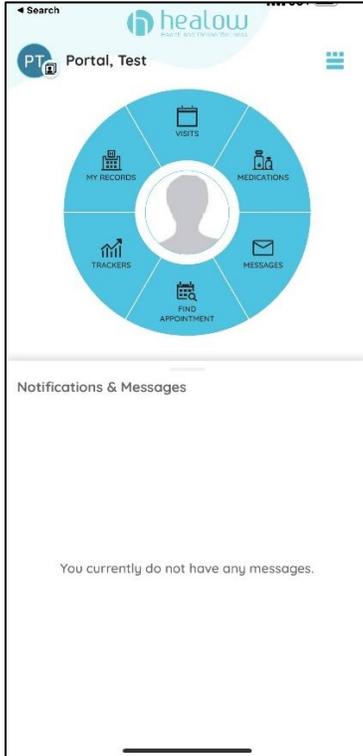


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7. You do not need hello2healow at this time. Tap on **Cancel**.

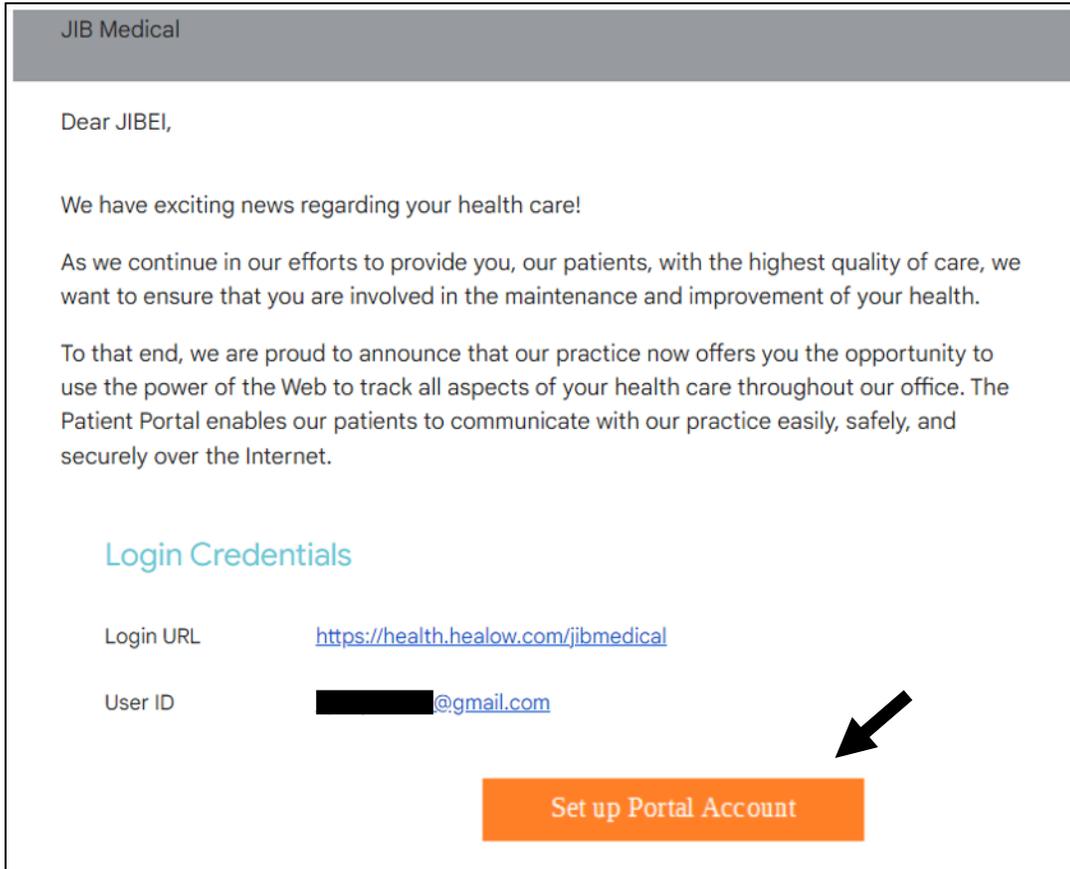


8. You are now logged into the Healow app.

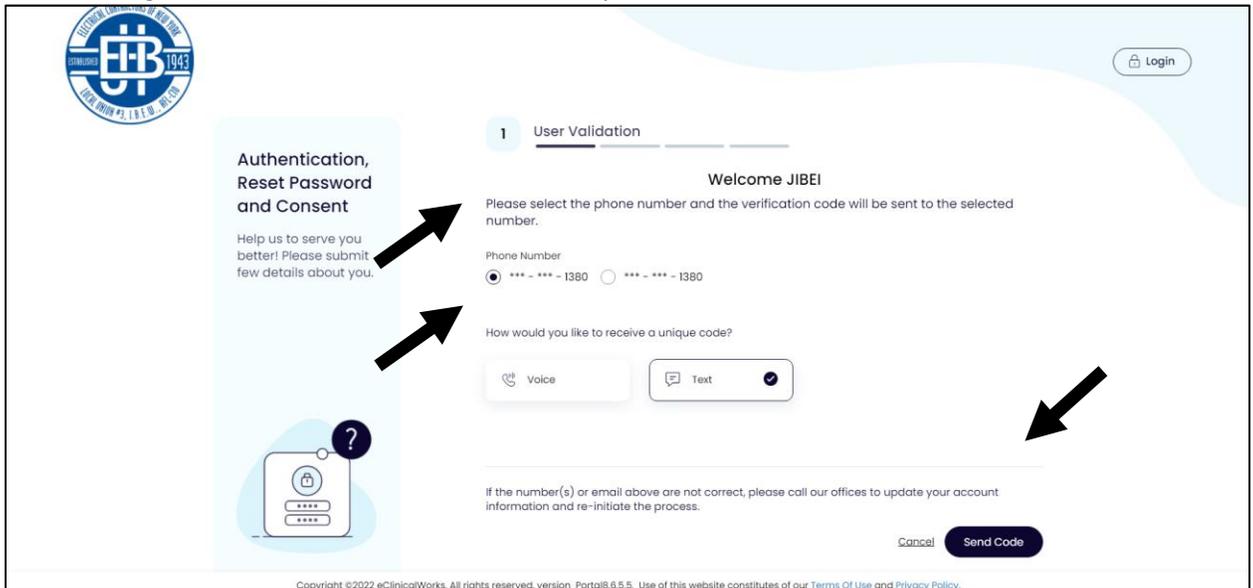


HEALOW SETUP – WEBSITE

1. Welcome Email – Click the **Set Up Portal Account** in the email you received.



2. User Verification – Select the phone number and method to receive a unique validation code. After clicking on **Send Code**, a code will be sent to you.



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3. Verification Code – Enter the validation code that you received and click on **Verify**.

The screenshot shows the 'Verification Code' step (step 2) of the patient portal setup. On the left, there is a sidebar with the EIB logo (Eastern Illinois University, 1943) and the text 'Authentication, Reset Password and Consent'. Below this, it says 'Help us to serve you better! Please submit few details about you.' and features an icon of a smartphone with a question mark. The main content area is titled '2 Verification Code' and contains the instruction: 'Please enter the validation code you received on the phone number provided.' Below this is an 'Enter code' input field and a 'Resend Code' link. A note states 'Code is valid for 5 minutes or 6 attempts'. At the bottom right, there are 'Cancel' and 'Verify' buttons. A 'Login' button is in the top right corner. A copyright notice at the bottom reads: 'Copyright ©2022 eClinicalWorks. All rights reserved. version: Portal@6.5.5. Use of this website constitutes of our Terms Of Use and Privacy Policy.'

4. Reset Password – After a successful validation, you can set and confirm your new password. Click on **Next** to proceed.

The screenshot shows the 'Reset Password' step (step 3) of the patient portal setup. On the left, the sidebar is identical to the previous step. The main content area is titled '3 Reset Password' and contains the instruction: 'Please Select your new Password. Refer [Password Guidelines](#) to create secure passwords.' Below this are two input fields: 'New Password' and 'Confirm New Password'. At the bottom right, there are 'Cancel' and 'Next' buttons. A 'Login' button is in the top right corner. A copyright notice at the bottom reads: 'Copyright ©2022 eClinicalWorks. All rights reserved. version: Portal@6.5.5. Use of this website constitutes of our Terms Of Use and Privacy Policy.'

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5. Consent Forms – Read the consent forms, check the confirmation box, and click on **Agree**.

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

I have read the consent form and the above information.

[Decline](#) [Agree & Next](#)

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6. You are now logged into your patient portal account with the new password.

Hi Jibei,
Welcome to JIB Medical's Patient Portal

17 Medications [View All](#)

CURRENT MEDICATION

- Liraglutide, 18 MG/3ML
Take as directed, Subcutaneous.
- Lisinopril, 40 MG
Take 1 tablet, Orally, Once a day
- Norvasc, 5 MG
Take 1 Tablet, Orally, Once a day

[Click view All to see all medications.](#) [Request Refill](#)

1 New [View All](#)

LATEST RESULTS

- CBC w/ Auto Diff [lav] 07/08/2016
Normal

RECENT REFERRALS

- Evello Echenique test 08/31/2021
- Referral Details 03/01/2021
NEEDS COLON CANCER SCREENING
- FRANCES STERN 01/22/2021
dense breast

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HEALOW – LINKING ACCOUNTS ON THE APP

If you already use Healow at another doctor’s office, you can add JIB Medical into the app by linking accounts. You can also link accounts if you have been given proxy access to another patient of JIB Medical.

Tap on your initials (or picture if you have uploaded one) and then tap on **Link Another Account** at the bottom. Follow the instructions that appear on the screen.

