



Patient Portal User Navigation Instructions

Once a Little Elm Medical Clinic staff member activates your Patient Portal account, you will receive an email with your User ID and Temporary Password. **NOTE:** You will have 48 hours to activate your portal. Make note of your username and password, as you will need to enter them *exactly* (uppercase and lowercase) as they appear to login.

This email also provides the internet link to our Patient Portal. <https://health.healow.com/LEMC>

Little Elm Medical Clinic

Dear LOVEY,

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 are constantly looking for methods of working together with you to ensure that you are not only aware of but also 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 through our office. The Patient Portal enables our patients to communicate with our practice easily, safely, and securely over the internet.

Patient Portal URL: <https://health.healow.com/LEMC>

Username: LOVEYTEST1998

[Set up Portal Account](#)

Through the Patient Portal, you will be able to

- ask questions of doctors, nurses, and staff members
- request prescription refills and referrals
- set appointments
- examine your current and past comments

all from the comfort of your home, whenever it is convenient for you!

By using the Patient Portal you no longer have to call the office, leave a message, and wait for a response to get the results of your lab work; those results will be available to you on the Portal. You no longer have to call with a question or concern; you can send a message to the office through the Portal and expect a prompt reply.

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

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

Available on the App Store | Available soon for Google play

- 1. Download**
Download the free iOS or Android app
- 2. Enter this code**
FBECBD
Search for our practice using unique code: FBECBD
- 3. Login**
Login with your portal credentials given by our practice

Login to Your Account

After you have made note of your login credentials, click the first URL link. This will take you to the Patient Portal login screen.

You can also login via the FREE Healow iOS app using your credentials and our Practice Code: FBECBD. You have two options to login:

1. Enter your mobile phone number to receive a verification code
2. Login entering your username and password from your welcome email

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Healow App

Download the Healow app:

1. From your phone, go to the App Store (iPhone) or Google Play (Android)
 2. Find and download the Healow (*eClinicalWorks LLC Health & Fitness app*)
- Enter your username and password, and our Practice Code: FBECBD

Activate Healow

After installing the app(s), open and click “Get Started” followed by “Find my Doctor”.

NOTE: Directions are based on Android set up

1. Chose the third icon and enter our Practice Code: FBECBD.
2. When Little Elm Medical Clinic is found, select to begin set up.
3. Login with your portal username and password provided in the welcome email.
4. Set up an easy to remember four-digit pin and re-enter to confirm.
5. Review the in-app tutorials for use.



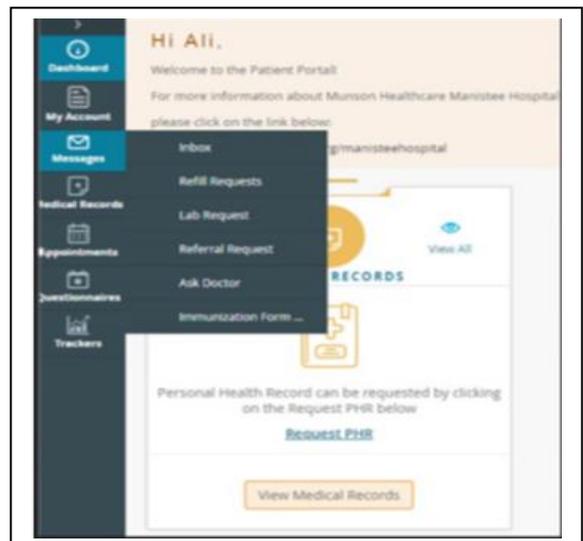
Navigating: Messages

WHAT'S INCLUDED

Inbox: see messages the practice has sent you

Refill Requests: view and request a refill of your current medication(s)

Create Message: compose message from your inbox, a quick link to send a message



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Navigating: My Account

WHAT'S INCLUDED

Personal Information: update your demographics

Additional Information: enter your preferred pharmacy, additional address information and emergency contacts

Reset Password: change your password

Current Statement: view your current statement and balance and pay your bill

Past Statement: view prior statement balances

NOTE: *the posted balance does not reflect payments made between statement cycles.*

Transaction Logs: view electronic payment history

Transmit Logs: view history/status of the Personal Health Records you have sent

Health Access Logs: view history of the times you view your portal

My Devices: if you use Healow, click here to show what devices it is installed on and retrieve your PIN if you forget it.

Keep Your Data Safe & Use Your Portal Often

- Each patient will have an individual Patient Portal. Families may choose to set up a single password for each account, but an individual username must be unique to each patient.
- All portal information and communication are directly linked to your medical record in the practice, so requires each patient account to be unique.
- Patients can easily manage multiple accounts by downloading the Healow app and linking all family members under an easy to manage group account.
- Please always keep your login credentials private and in a safe location
- We strongly encourage all patients to set up and use their personal Patient Portal. Your portal opens communication between you and our providers and staff, without the need for a phone call or office visit.
- Manage your health information, request refills, referrals, and appointments, track your health, and review test results from the convenience of your own home- at any hour of the day!
- Because the portal securely stores your personal health information, login and view your medical records anywhere on your mobile device, to share during specialist visits or hospitalizations.
- Call our office with any questions regarding your portal.
- If you forget your username or password, you can reset it yourself from the login screen, using the "Trouble logging in" link or call the office to have it reset 972-292-3330.

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We offer the convenience of healow TeleVisits!

Enjoy the quality of an office visit, without leaving your home

What is telemedicine?

Telemedicine uses the most up-to-date technology to bring quality medical care to you wherever you are. With telemedicine, healthcare professionals are able to address their patients' needs remotely for many common conditions and ailments.

When, why, and how to use healow TeleVisits

- For convenient, quality care – at work, at home, or on the road
- See your own physician for non-emergency and follow-up care
- Avoid the expense of travel, time off from work, or hiring a babysitter
- Prevent exposure to potentially contagious patients
- TeleVisits are easy – just use your smartphone, laptop, or PC

What is healow?

healow is a platform which allows patients and providers to stay engaged and to help patients take charge of their health. In addition to TeleVisits, healow offers Patient Engagement tools and trackers, Kiosk check-in, and online appointment booking.



To participate in healow TeleVisits, first check with your insurance company on coverage, then call us to book your TeleVisit!

How do I Participate in a TeleVisit?

The first step is to call and schedule it with your provider

For many people today, telemedicine is a convenient and effective way to see their healthcare provider. Before beginning your TeleVisit, make sure that you:

- Have an active Patient Portal account, with username and password
- Set aside a secure, private location

To begin your TeleVisit, follow these easy steps:

1. “Arrive early” by logging in to your Patient Portal. If you can’t access the Portal, you can also begin your appointment through the reminder link sent to your email.
2. Click “Join TeleVisit” in your patient dashboard (or email reminder).
3. Fill out any patient questionnaire, and provide requested personal information.
4. Click “Proceed” to check your computer’s speed and ability to support a TeleVisit. If your computer does not have a webcam (most do), you will need to attach one.
5. Click “Start TeleVisit” to enter the virtual waiting room.
6. Your physician will begin the face-to-face TeleVisit, and disconnect when the visit ends.



***If you experience any technical problems or have questions about the TeleVisit process, first look at the TeleVisit help file at the bottom left on your Patient Portal. If you still need additional help, we offer free, live chat support, accessible at the bottom of the TeleVisit help page.