

Need Help Setting up the Patient Portal?

Access your medical records, visit summaries, lab reports, message your doctor and so much more with the ease of our Healow App.

Simply go to www.healow.com to download the app today!

Step 1: Download and open the Healow App.

Step 2: Enter the following demographics: first name, last name, date of birth and phone number.

Step 3: The app will ask if you have a Practice Code. Click yes, and input the Practice Code: "CBHECD".

Step 4: The app will display Inspire Health with Frisco Legacy address: 2840 Legacy Drive Suite 400. Click "This is My Practice".

(please note: despite your doctor's office location, you will use the Frisco Legacy address.)

Step 5: Follow the verification process by selecting email or text.

Step 6: Once completed, the Healow app will ask for a username. Your username is the email address our practice has on file. If you do not know that information, please ask one of our front desk representatives.

Step 7: You will then be prompted to create a password. Once your password is created, you will be redirected to the login screen. Log in with your username and password.



INSPIRE
HEALTH

Healow Portal Features



PERSONAL INFO

Review and update demographics like address, pharmacy, and insurance details



SCHEDULING

Request, cancel, confirm and review upcoming appointments



MESSAGING

Send and view messages to/from your provider



MEDICAL RECORDS

Access medical records, labs and test results



Download the
Healow App



ACCESSING LAB RESULTS: HEALOW APP

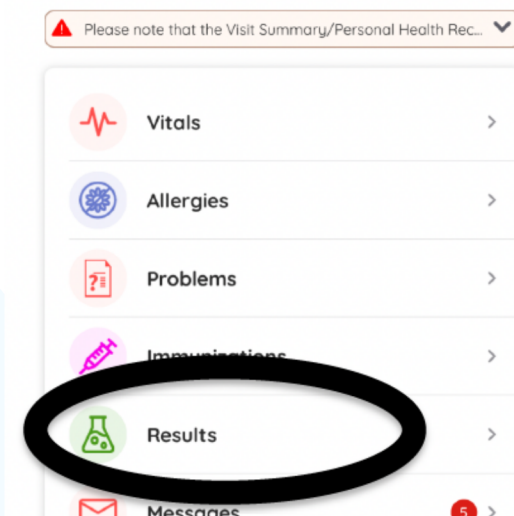


INSPIRE
HEALTH

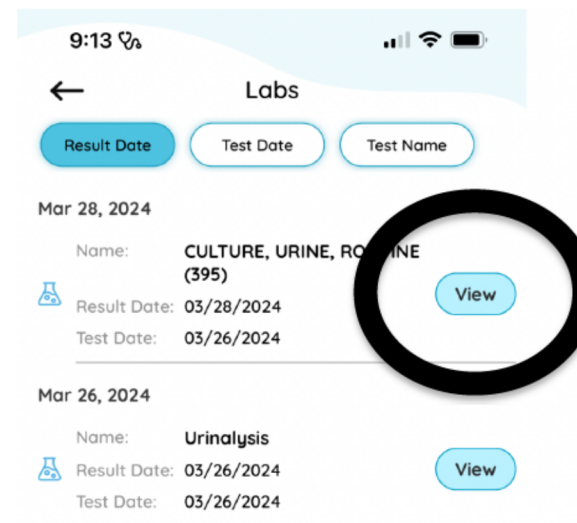
From your main dashboard, you can view and book appointments, find a list of medications, message your provider, and access lab results. To access lab results, click MY RECORDS.



Once in MY RECORDS, navigate to RESULTS to find your lab reports.



Once in RESULTS, select VIEW on the right side to view or compare your lab reports.



Once in the lab report, you can see your results and view provider notes if available.

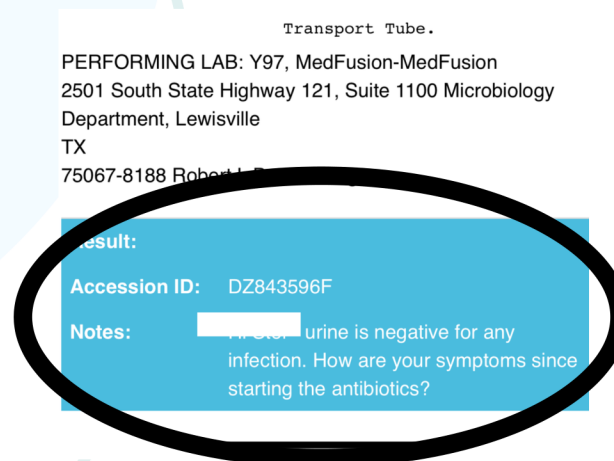
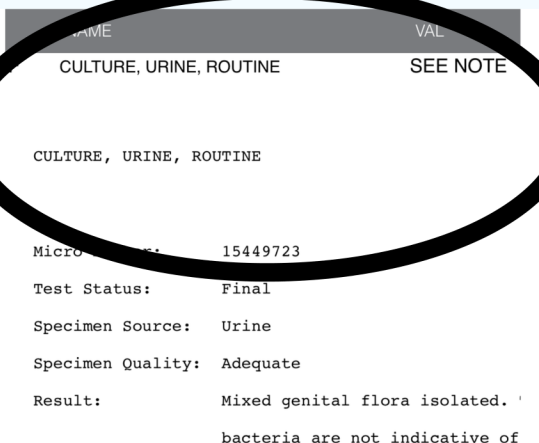
If provider notes are available, they will be located at the bottom of the screen.

Important notes to remember:

Depending on the labs requested, results are typically available within 3-5 business days.

Lab reports are available in the portal **AFTER** your provider has reviewed the results and published them to the portal.

Please allow adequate time for your provider to receive and review your labs before reaching out via your portal.



MESSAGING YOUR PROVIDER: HEALOW APP



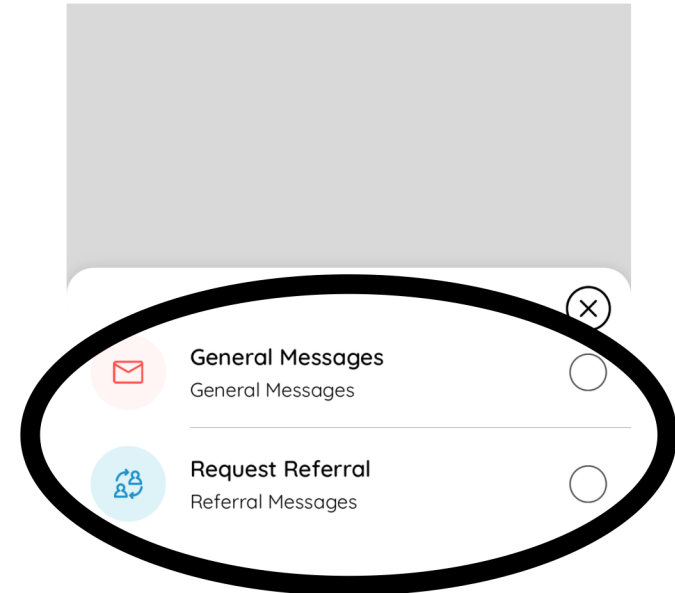
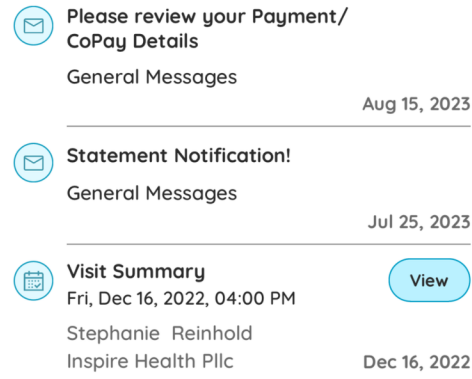
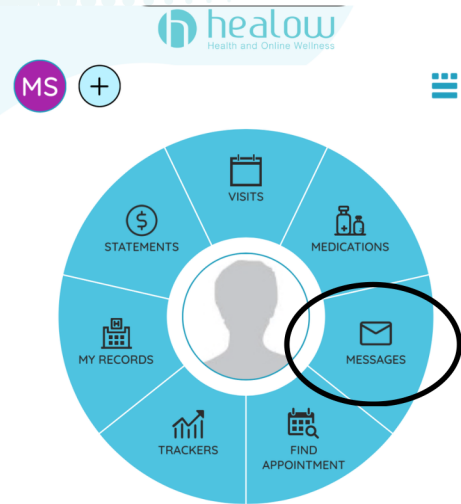
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From the main dashboard, you can view and send messages to your provider. To message your provider, click MESSAGES.

Once in MESSAGES, you can view new and previous messages. To send a message, select COMPOSE at the bottom of your screen.

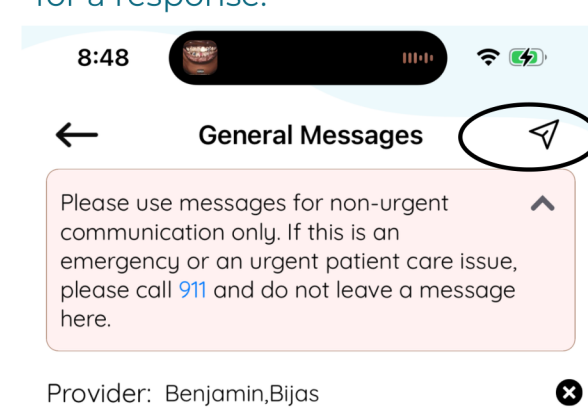
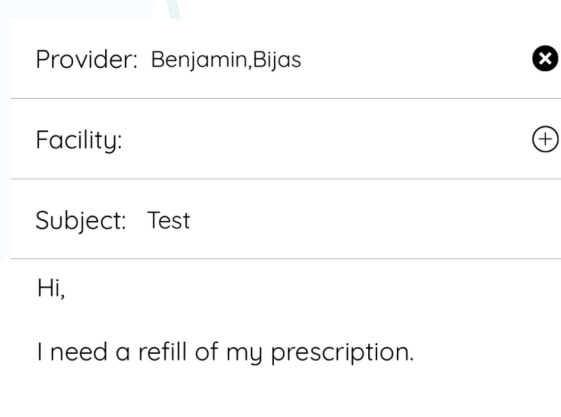
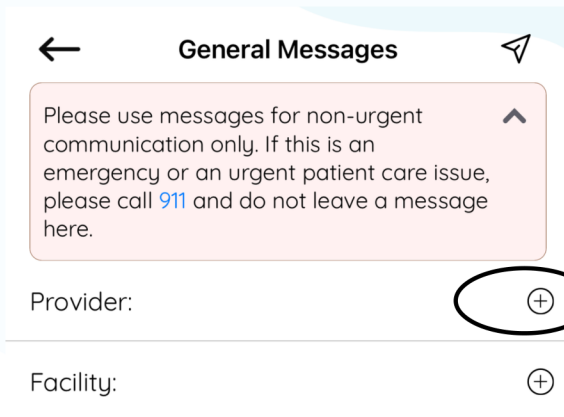
Select a message option on the bottom of the next screen.



To choose your provider, select the plus button on the right side and find your doctor from the list of options.

Compose your message on the following screen. Please note that the facility does not need to be selected.

To send your message, select the arrow icon located in the top right corner. Please allow 24-48 hours for a response.



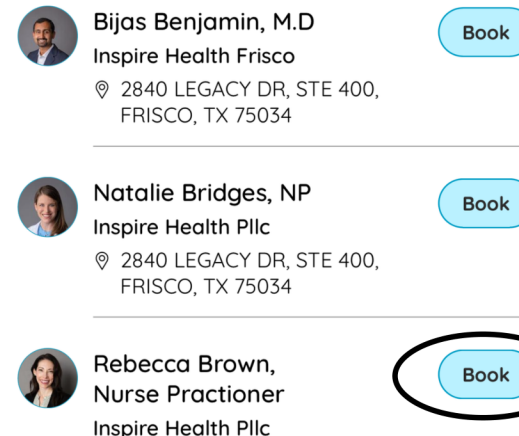
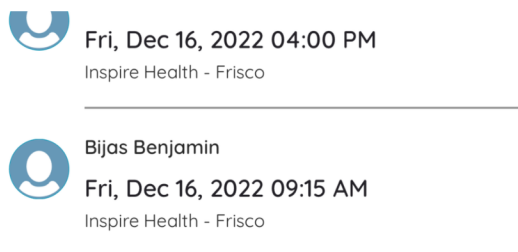
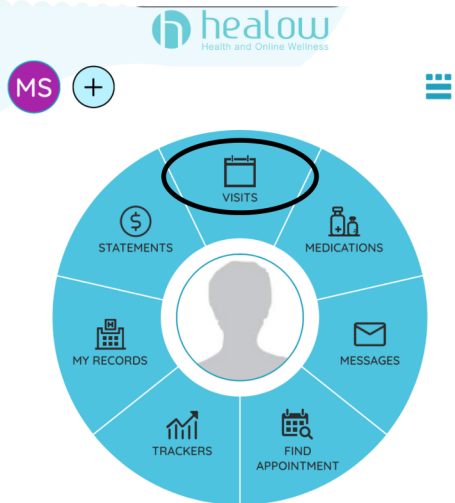
BOOKING AN APPOINTMENT: HEALOW APP



From the main dashboard, you can view, cancel, and book appointments.

Once in VISITS, you can view upcoming appointments or book a new visit by selecting 'Book Appointment' at the bottom.

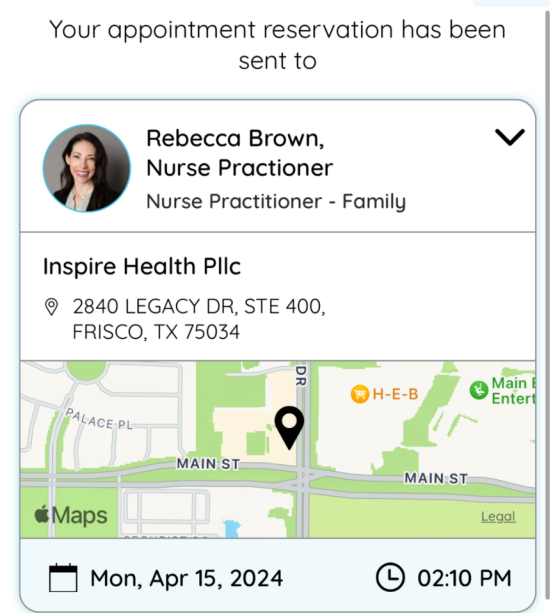
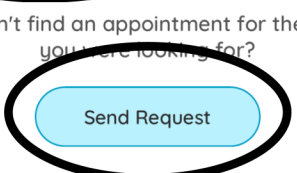
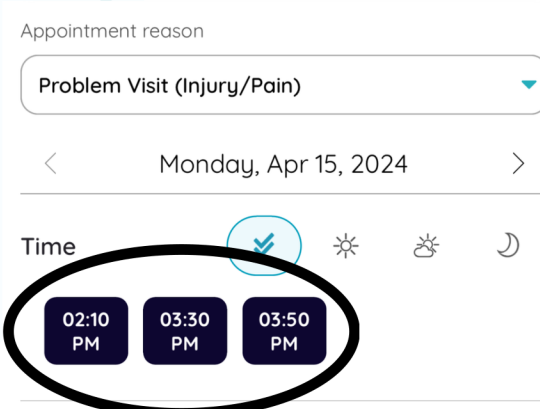
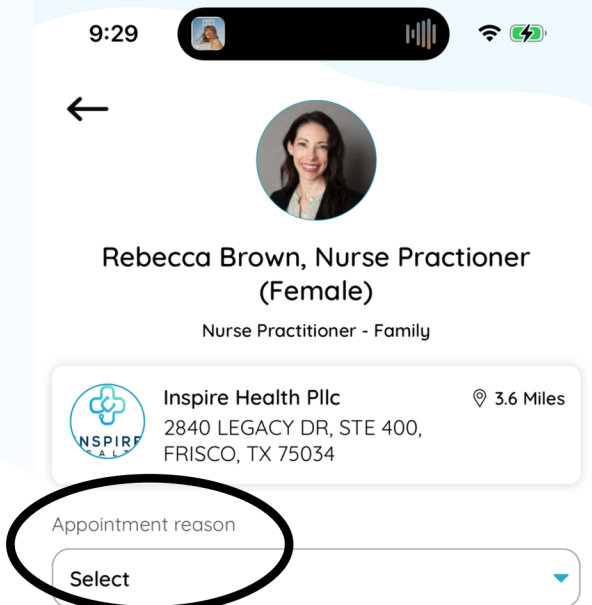
Choose your provider from the list of options and select the BOOK button on the right side.



Select the appropriate visit type from the drop down menu. This will ensure that adequate time is scheduled with your provider.

Select from the available times listed. Please note you can select 'Send Request' if none of the available times work for you.

Once booking is completed, your appointment has been reserved. Please note someone from our team must reach out to CONFIRM your visit.



MANAGING APPOINTMENTS: HEALOW APP



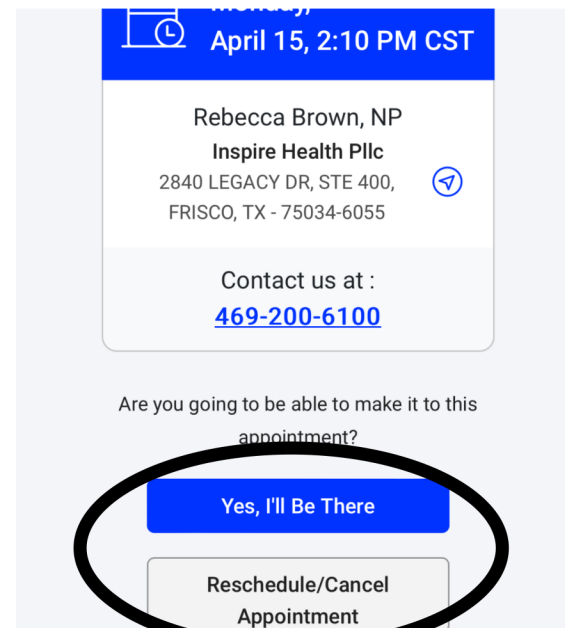
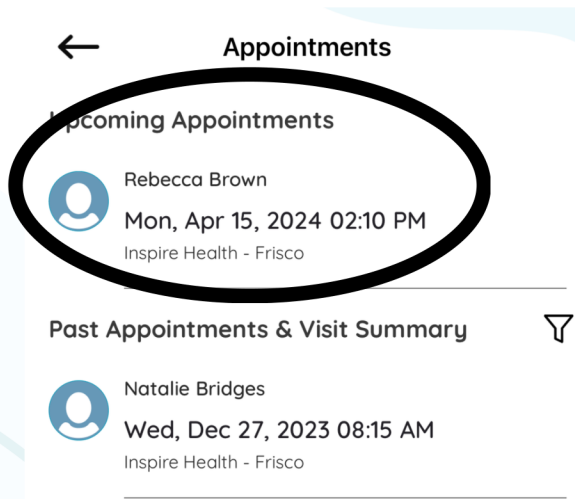
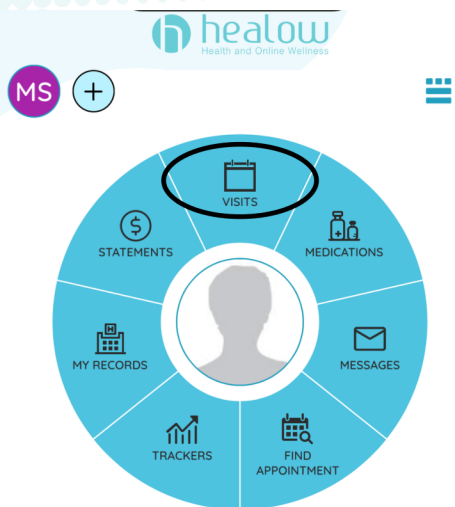
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From the main dashboard, you can view, cancel, and book appointments. Select VISITS to begin managing your visits.

Once in VISITS, you can confirm, reschedule or cancel your upcoming appointments. Select your upcoming appointment.

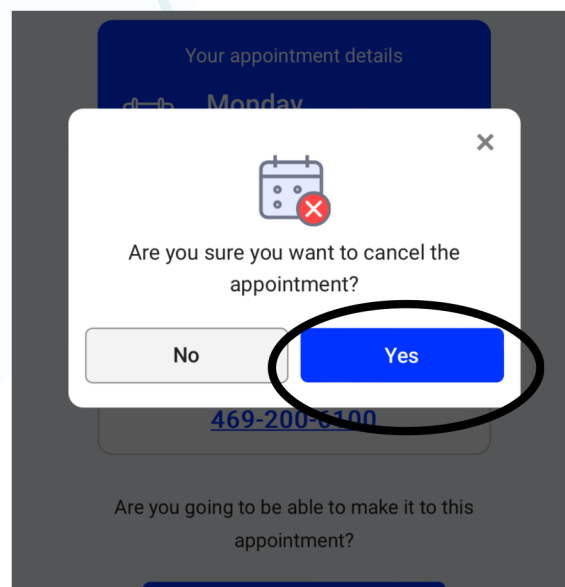
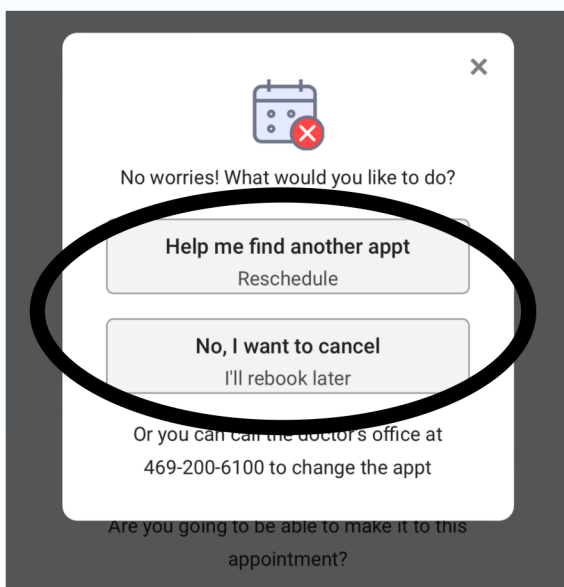
To confirm or cancel the appointment, select the appropriate option.




To cancel or reschedule your appointment, select the appropriate option listed.

To cancel, select 'No, I want to cancel' then select YES.

Continue with the cancellation process until you see the following message:




Your appointment has been cancelled

