

# 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](http://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 THE HEALOW DESKTOP PORTAL



Download the  
Healow App



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Home About Us Providers Services **Patient Resources** Billing Careers

## OUR MISSION

To serve the North Texas and DFW area with honesty, clarity, and the highest quality of preventive care by

To access the Healow desktop portal, click on the PATIENT RESOURCES menu option across the top menu of our Inspire Health website.

## PATIENT RESOURCES

### Patient Portal

Click Here

Once on the PATIENT RESOURCES page, click on the CLICK HERE button located under the PATIENT PORTAL tile.

## Welcome to Inspire Health & Sleep Medicine of

100 Legacy Drive Suite 400 Frisco, Tx 75034 469-200-6100 inspirehealth@dfwmpc.com sleepmedicine@dfwmpc.com

### Login To Patient Portal

Access your health record

### Book an appointment

Connect with a doctor in minutes

### Pay your bill

View and settle your statements

### Login To Patient Portal

User Credentials  Using Mobile Phone

User Name

Password

Login

[Trouble logging in?](#)

There are two options for logging in. If you know your user credentials, you can log in using the login details. If you do not know your credentials, select Using Mobile Phone option to log in and follow the subsequent steps.



Hi [Name]

Welcome to the Inspire Health Patient Portal!

We are very excited to be a part of your healthcare journey! You will be able to find information regarding your care, message the doctors and staff, and schedule future appointments all on this portal.

Please complete the following steps in preparation for your appointment:

1. On the left panel, click on the Questionnaire tab and fill out "Surgical and Allergies".

**CURRENT MEDICATION**

You have 6 medication on your med list

**LATEST RESULTS**

Result	Date
Influenza B Sofia ... Negative	12/27/2023
Influenza A Sofia ... Negative	12/27/2023
COVID CareStat Negative	12/27/2023

**PATIENT BALANCE**

Check out the balance for your statement due at the end of the month on the account

Current Balance **(\$15.00)**

Statement Balance  
Bill Date  
07/24/2023

Once your log in is successful, you will be redirected to the Main Dashboard. Here you can review the following patient details: upcoming and past visits, labs results, messages from your provider, referrals, patient balances and much more.

# ACCESSING LABS: HEALOW DESKTOP PORTAL



Download the Healow App



On the Healow desktop portal, accessing labs can be done two ways. Option 1: From the dashboard, click on the latest lab results located on the right side of the screen (see image above).

Option 2: From the dashboard, navigate to the MEDICAL RECORDS module located on the left side menu, then select Labs/Diagnostics (see image above).

INSPIRE HEALTH

YOUR LAB / DIAGNOSTIC REPORTS

Please note: The list below may contain the test results that are yet to be reviewed by your provider.

Result Date	Order Date	Name	Reason	Result	Notes
08/05/2023	08/04/2023	URINALYSIS, COMPLETE W/REFL CULTURE (REFL) (17867)			
08/05/2023	08/04/2023	REFLEXIVE URINE CULTURE			4 - urine is negative for any infection. How are your symptoms since starting the antibiotics?
08/05/2023	08/04/2023	CULTURE, URINE, ROUTINE (395)			4 - urine is negative for any infection. How are your symptoms since starting the antibiotics?
08/04/2023	08/04/2023	Urine dip			Sanchez, Carol 08/04/2023 03:37:00 PM CDT > Lot#- 20220914 Exp: 9/2024
09/22/2022	09/21/2022	HELIcobACTER PYLORI, UREA TEST (14839)			Helicobacter H. Pylori

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Both options to access lab reports will lead you to the above page. Here you will find the ordered lab and any provider notes. Please note, you will need to click on the lab order to view the results.

REFLEXIVE URINE CULTURE

Accession ID: DZ843596F Lab Ref ID: 0039305

Order Date: 08/04/2023 Received: 08/05/2023 17:30:14 Specimen Received: 08/04/2023 15:41:00

Collection Date: 08/04/2023 15:40:00 Report: 08/05/2023 17:10:00

Requesting Physician: Abraham, Jemini Ordering Physician: Abraham, Jemini

NAME	VALUE	LAB
F REFLEXIVE URINE CULTURE	CULTURE INDICATED - RESULTS TO FOLLOW	IG

PERFORMING LAB: IG, Quest Diagnostics-Dallas Lab  
4770 Regent Blvd, Irving TX  
75063-2445 Dr. Robert L Breckenridge

Result: Hi [redacted] urine is negative for any infection. How are your symptoms since starting the antibiotics? Accession ID: DZ843596F

Notes: Hi [redacted] urine is negative for any infection. How are your symptoms since starting the antibiotics?

Once in the lab order, you will be directed to the above page. To view provider notes, scroll down to the bottom of this page. Please note, lab results are available AFTER your provider has reviewed and published your results the portal.

# MESSAGE YOUR PROVIDER: HEALOW DESKTOP PORTAL



Download the  
Healow App



To message your provider on the Healow desktop portal, hover over the MESSAGES icon from the left side menu (see image above).



From here, you can email your provider two ways. Select Inbox OR Ask Practice options from the pop up menu. Please note, when selecting INBOX you will be redirected to your Healow inbox where you will need to click on COMPOSE in the top right corner.

Both options to message a provider will lead you to this page. Here you will find your provider from the drop down options. Please note, add a subject line for your reference and if your request is urgent, please call the office. Do not send urgent messages via the portal.

Once you have completed your email, click the SEND button located at the bottom right corner. Please allow 24-48 hours for a response. Again, if you request is URGENT please call the office.