# 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: Your 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.

# **Healow Portal Features**



### PERSONAL INFO

Review and update demographics like address, pharamacy, 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





### ACCESSING THE HEALOW DESKTOP PORTAL





PATIENT RESOURCES







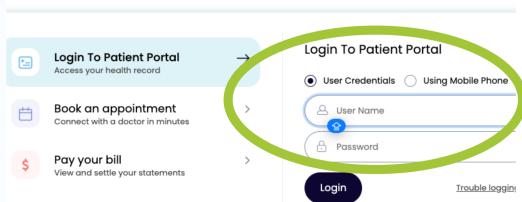
## **OUR MISSION**

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.

# /elcome to Inspire Health & Sleep Medicine of

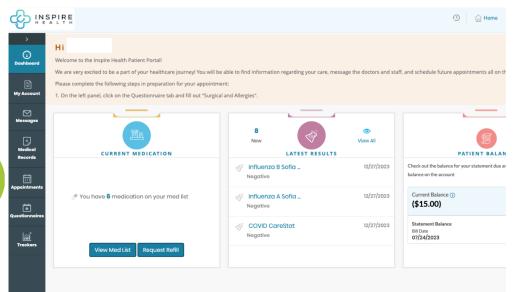
0 Legacy Drive Suite 400 Frisco, Tx 75034 469-200-6100 inspirehealth@dfwmpc.com sleepmedicine@d



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.



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

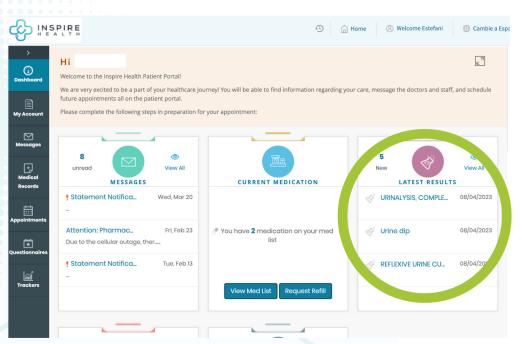


Once your log in is successful, you will be redirected to the Main Dashboard. Here you can review the following patient details: upcoming and past visits, labs results, messages from your provider, referrals, patient balances and much more.

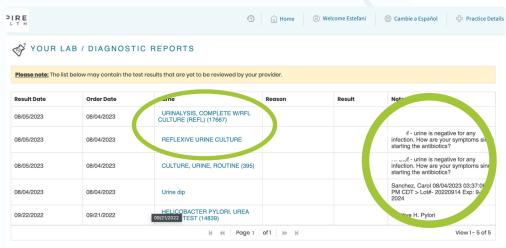
# **ACCESSING LABS: HEALOW DESKTOP PORTAL**



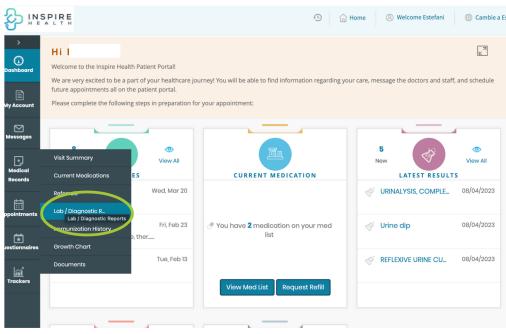




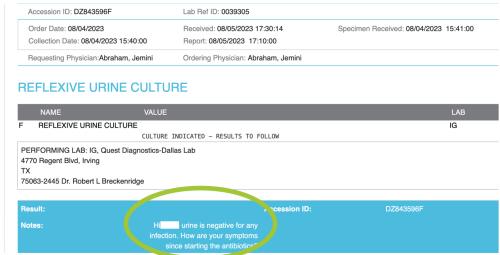
On the Healow desktop portal, accessing labs can be done two ways. Option 1: From the dashboard, click on the latest lab results located on the right side of the screen (see image above).



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.



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

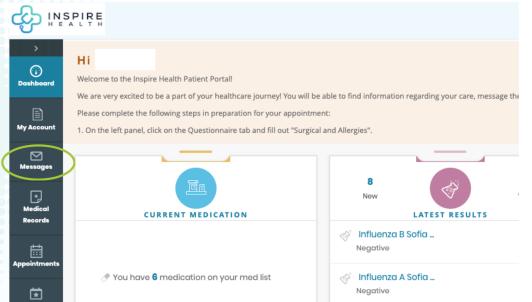


Once in the lab order, you will be directed to the above page. To view provider notes, scroll down to the bottom of this page. Please note, lab results are available AFTER your provider has reviewed and published your results the portal.

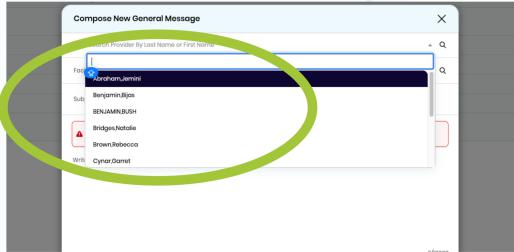
### MESSAGE YOUR PROVIDER: HEALOW DESKTOP PORTAL



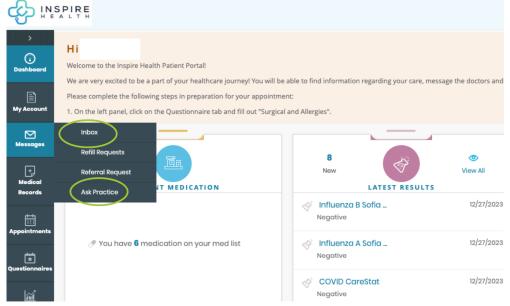




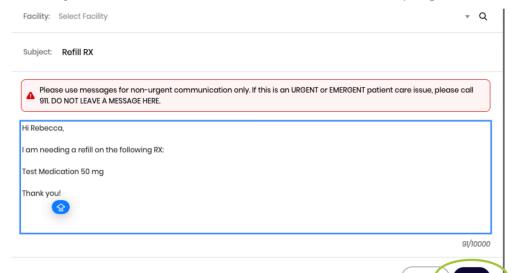
To message your provider on the Healow desktop portal, hover over the MESSAGES icon from the left side menu (see image above).



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.



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.



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.