

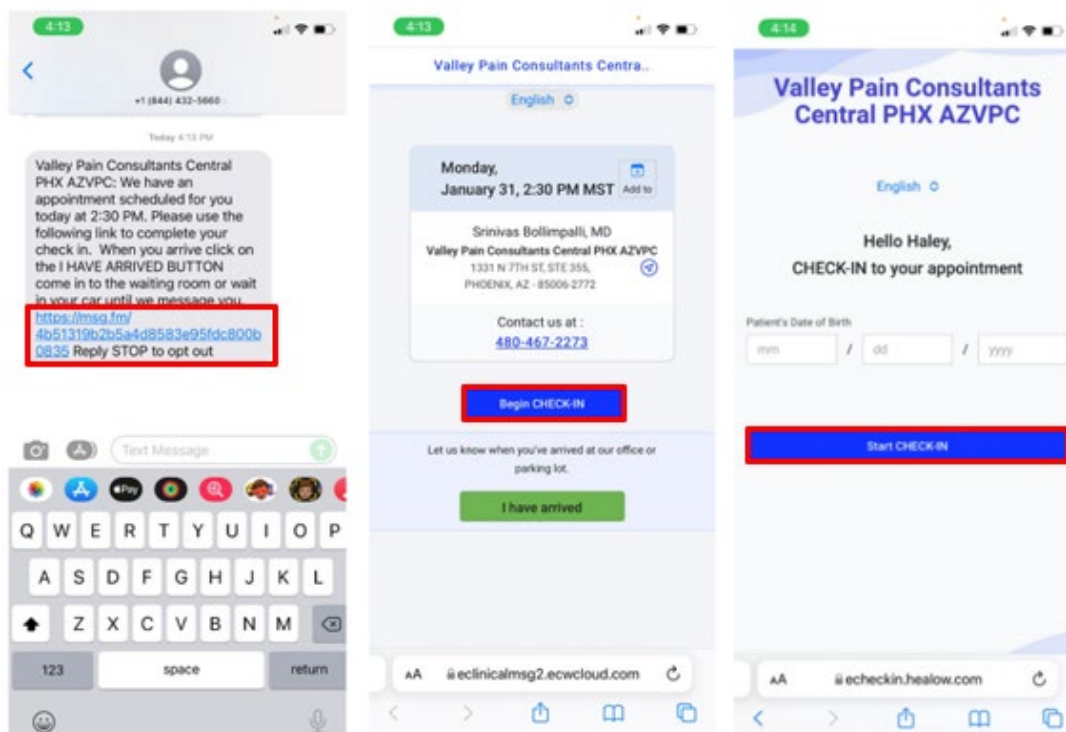
Healow® Contactless CHECK-IN Patient Instructions

1. Appointment Confirmation - TEXT

The Appointment Confirmation text message will allow you to confirm or cancel your scheduled appointment by clicking on the link in the text message and making your selection in the browserpage that opens. You will confirm or cancel your appointment by clicking on the relevant button, which will automatically update your appointment status.

You can add your appointment to your phones calendar by clicking on the Add to icon next to the appointment date and time; you will then get a reminder 15 minutes prior to your appointment.

You can even map the route to the office by clicking on the Arrow next to the office address and you can call the office directly by clicking on the phone number. The “I have arrived” button will remain grayed out until the day of your appointment; this will be reviewed later in this document.

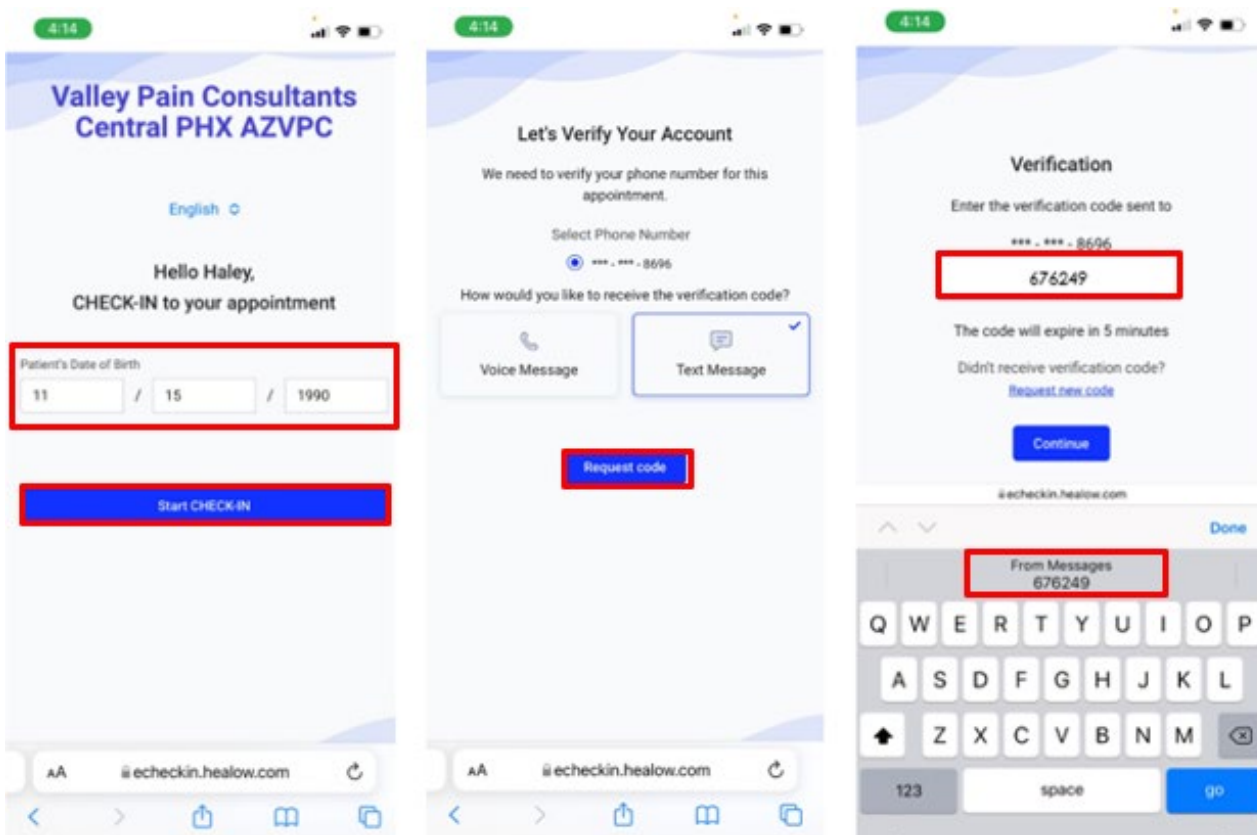


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2. Check-in and Patient Verification

You will enter your date of birth and click on the Start CHECK-IN to begin the verification process by either clicking Voice (phone call) or Text to receive a one-time passcode.

Once you receive the one-time passcode, you will enter it in the box provided. Keep in mind, the code will expire in 5 minutes. If you did not receive the code, you may click the request new code icon to receive a new passcode.

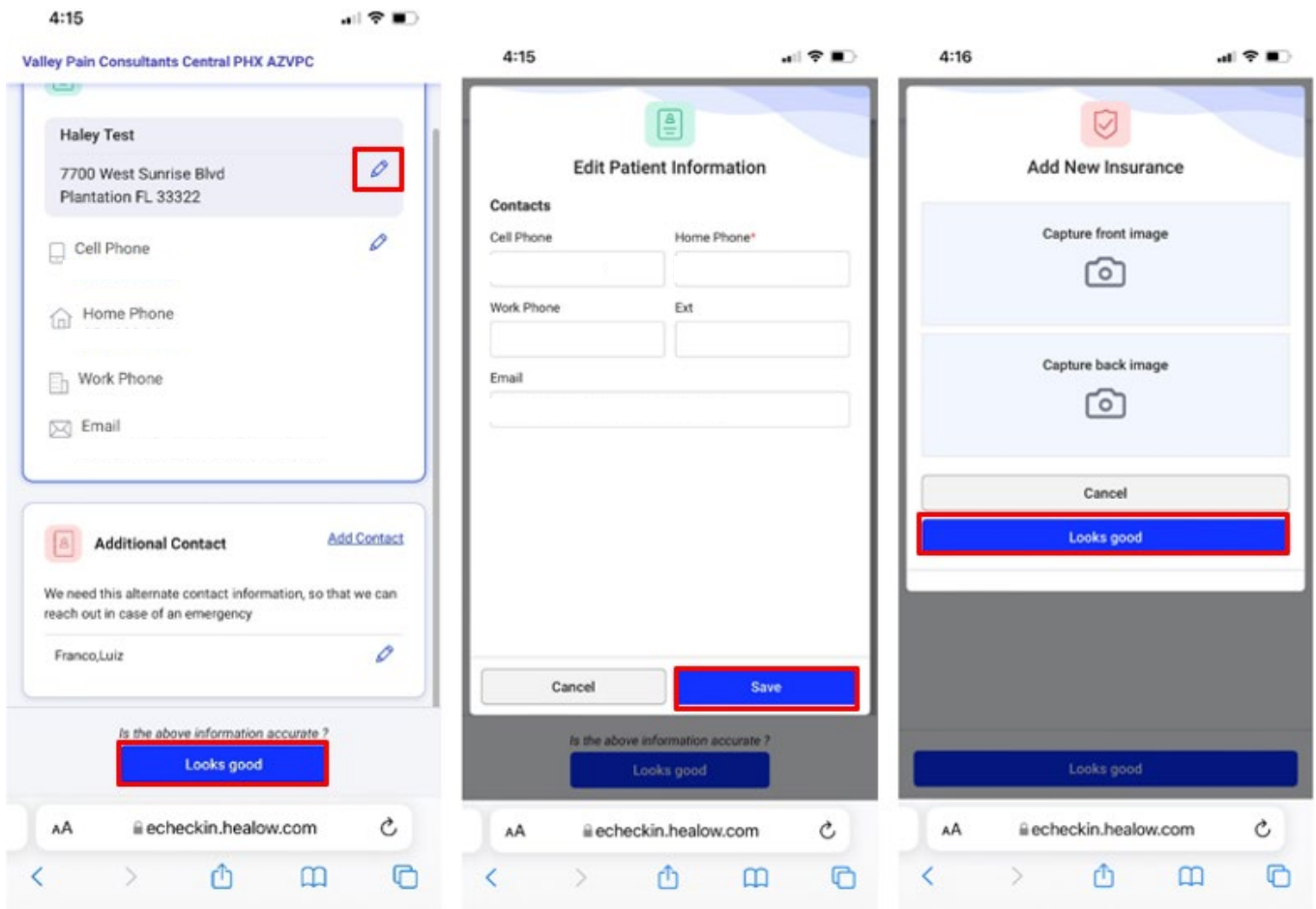


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3. Demographics Update

If needed, you will be able to verify and/or update your demographics; your address, home and cell phone numbers, email address, and emergency contacts all through your phone keeping your information up to date.

Reminder to click save after you make any updates and or changes. You can complete CHECK-IN days before your appointment!

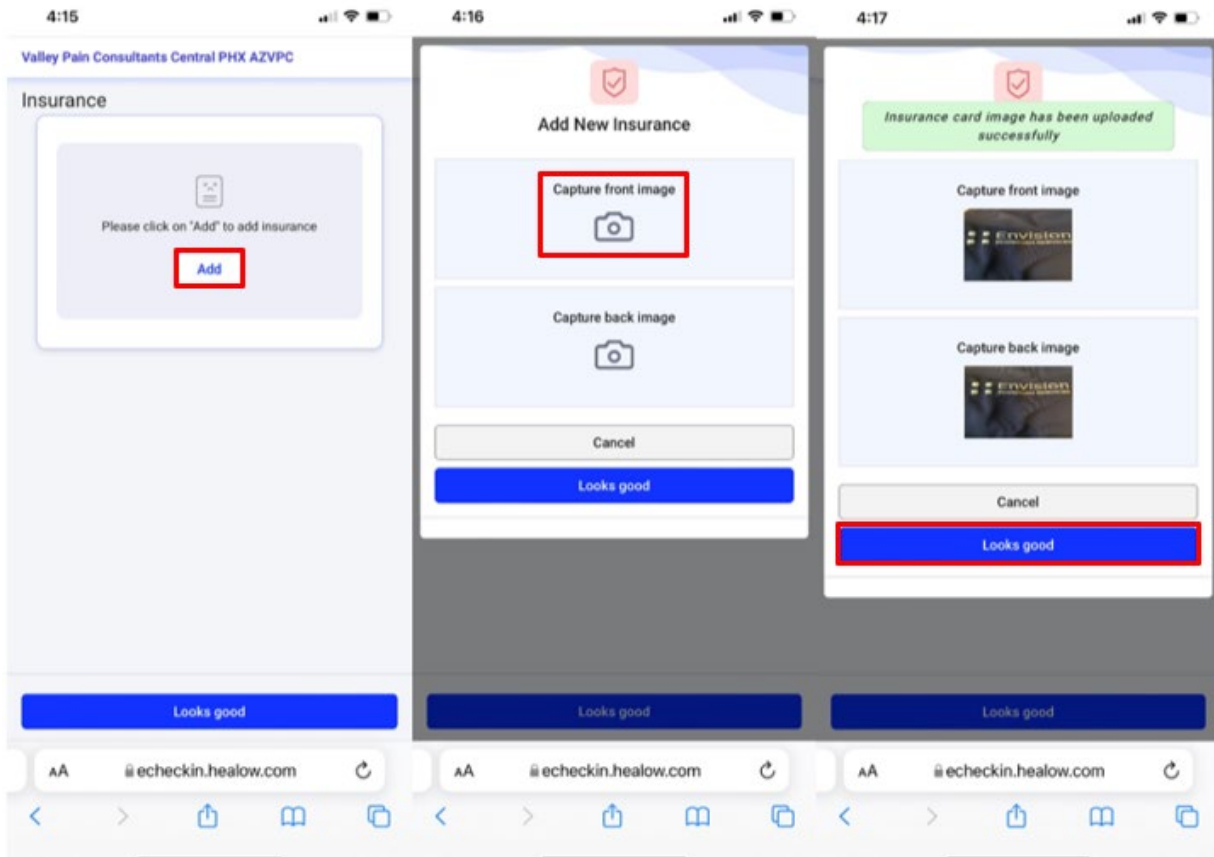


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4. Insurance Update

Click on “Add New Insurance” and once you have made any changes you can then capture a picture of your new card by clicking on the capture front image and capture back image, if these look good click “Looks Good.”

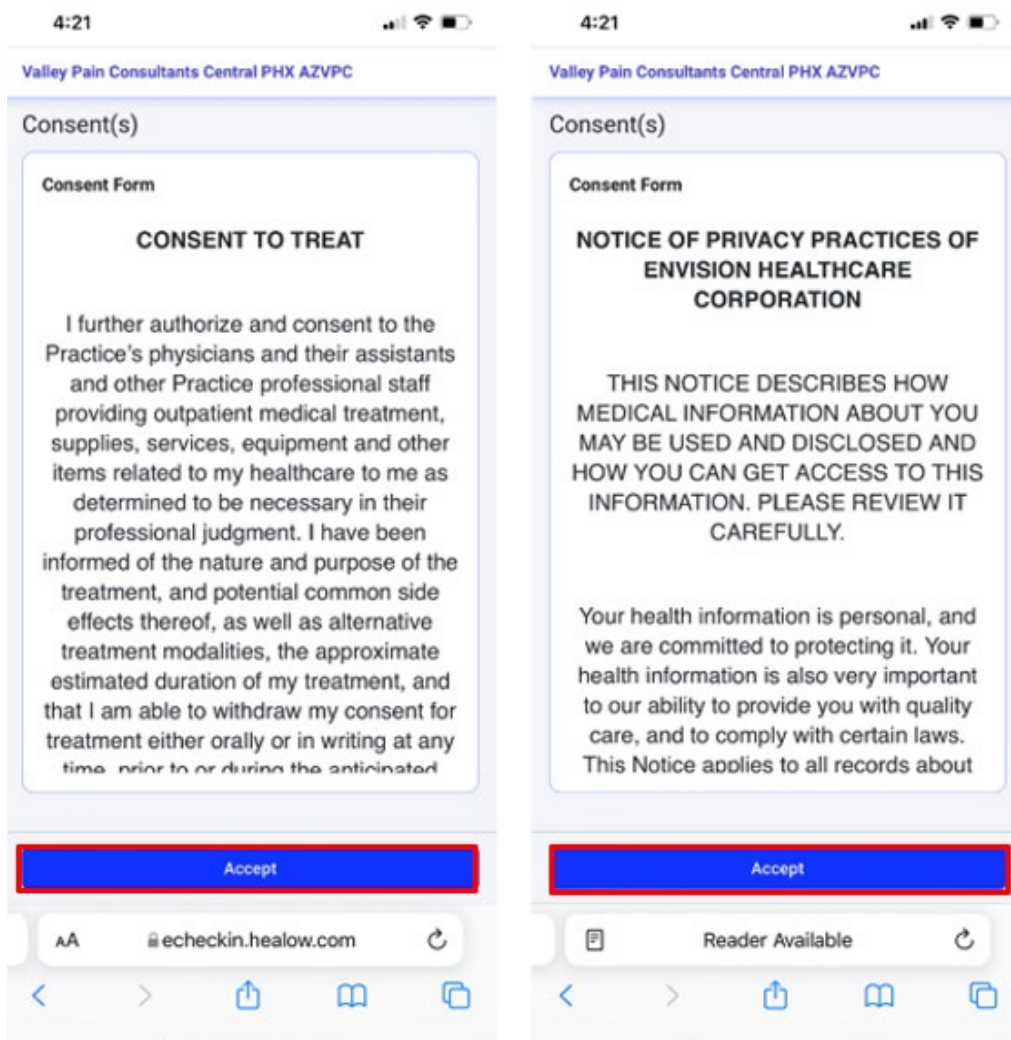
This will be marked reviewed, and time stamped then placed in your medical chart.



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5. Consent Forms

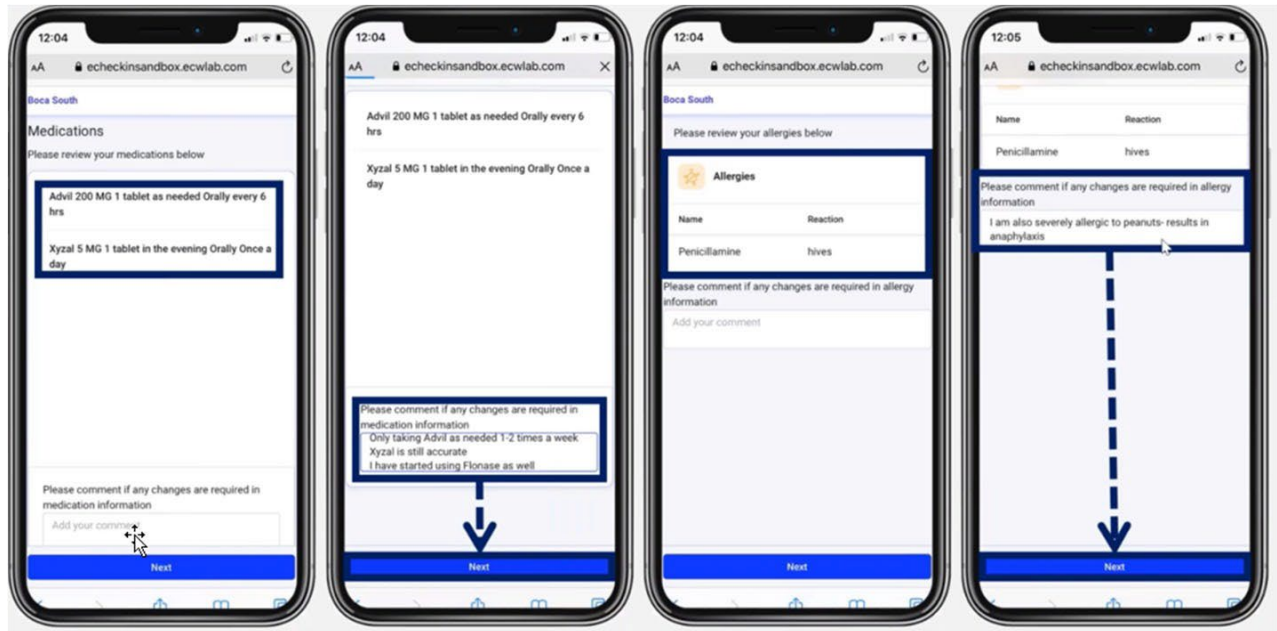
You will be prompted to accept patient consent form electronically (if you have not accepted it in the past year). Once you have completed reviewing them, please click “Accept” to proceed.



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6. Update History

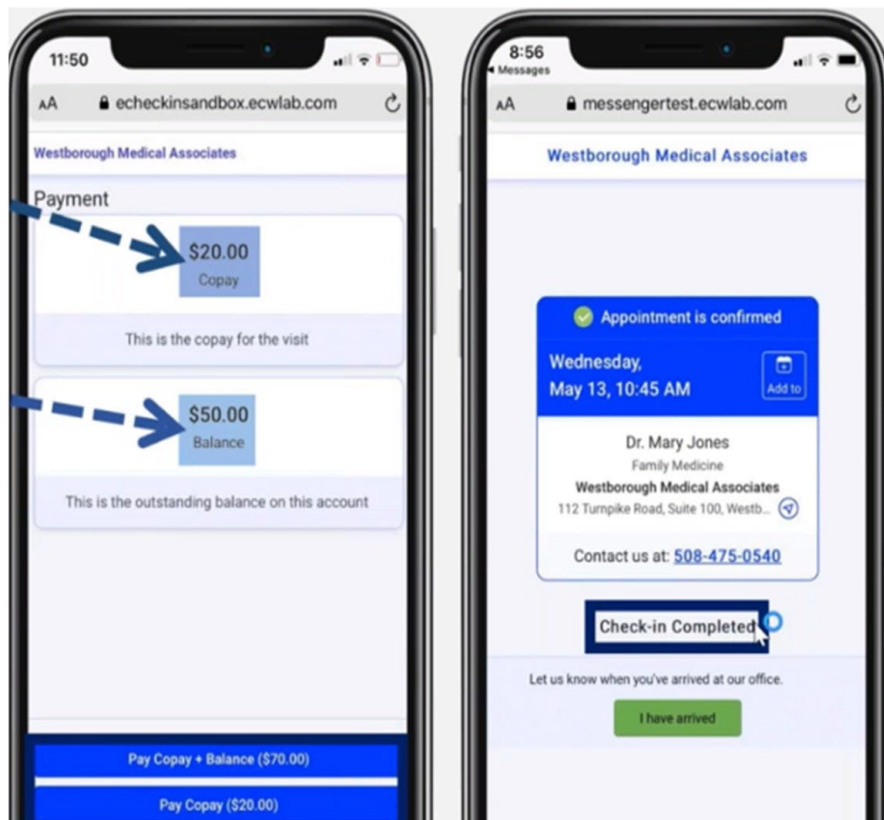
You can view and validate your current medication, allergies, surgical history, and hospitalization history in your medical chart.



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7. Collection Co-Pays

You will be prompted to pay your copay if your insurance has one. You will also be able to make a payment on any account balance you owe. You will click on the pay copay + balance or pay co-pay complete the transaction and then check in will now say completed.



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8. Arrived / Check-in Completed

You will receive an automated text the day of your appointment, one hour prior to your appointment reminding you of your appointment time, including the link to complete the Check-In process. If you have already updated your information, you will see Check-In Completed.

You will also see the “I Have Arrived” button; you will click this once you arrive at the office. You will notice a message showing that the office is aware you’re here and will connect with you shortly when they are ready for you.

