



Healow How-To

How to: Set up your patient portal

Patients with a valid email address are encouraged to utilize Vibrant Health's patient portal. The portal allows you to:

- See your visit summary
- View your lab results
- Answer questions to help the doctor with your visit
- See your scheduled appointments
- Join a TeleVisit
- Ask questions of doctors, nurses, and staff members
- View your personal health record
- All from the comfort of your home, whenever it is convenient for you!

To set-up your patient portal, you will need to provide Vibrant Health staff with a valid email address. They will generate a password for you. You can login two ways, using the app or online.

Healow App Setup

- The Healow App is a free app available on Google Play or the Apple App Store
- Download Healow directly to an Android or iOS device
 - Type *healow* in the search field and install
 - When the installation is complete, locate the Healow icon to get started.



- When you open the Healow app, tap "Get Started" and enter the practice phone number: 913-342-2552



- Enter username and password that were sent to your email.

- If you are logging in as a guarantor for a patient, you will need to change who the account belongs to (you are still able to view all patient records and join a televisit)
- Accept the Terms and Conditions, verify the account by entering your date of birth, answer security questions, then create a new password and set a 4-digit pin.

Remember this pin—you'll need it next time you log in to the app!

Online Setup

- Go to vibranthealthkc.org and click "Patient Portal" on the top right-hand corner, or use the URL provided in your welcome email
- Enter your email and temporary password provided by Vibrant Health staff or found in your welcome email

- Enter your date of birth or phone number on file with Vibrant Health to validate your account

User Validation
Welcome Bill,

As an added security measure, please answer any **One** of the questions below to authenticate yourself. By submitting this information you are confirming that you are the intended recipient of the access credentials and have not obtained the information in error.

Date Of Birth

OR

Phone Number

Ext.

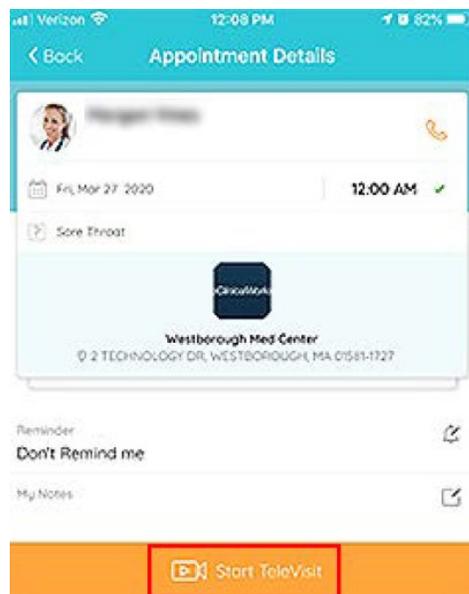
- Create a new password and security question

<p style="text-align: center;">Reset Password</p> <p style="text-align: center;">Congratulations, You have authenticated yourself. Please Select your new Password. Refer Password GuideLines to create secure passwords.</p> <p>New Password <input type="text"/></p> <p>Confirm New Password <input type="text"/></p>	<p style="text-align: center;">Security questions</p> <p style="text-align: center;">Select security question below. This question will help us verify your identity.</p> <p style="text-align: center;">Customize your security question.</p> <p>Security Question <input type="text"/></p> <p>Answer <input type="text"/></p> <p style="text-align: center;"><input type="button" value="Cancel"/> <input type="button" value="Next"/></p>
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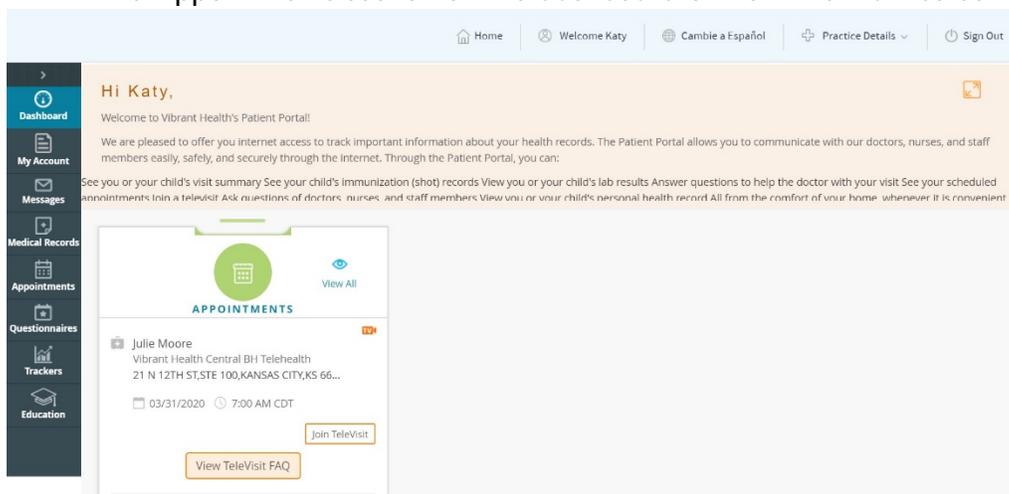
- You have successfully completed portal log in

How to: Join a TeleVisit

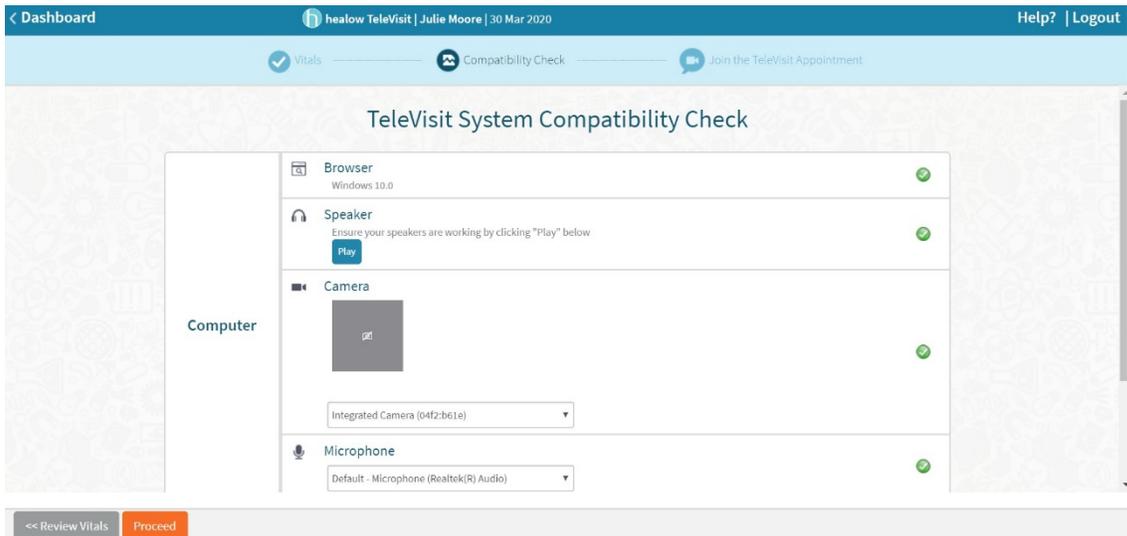
1. If you have a TeleVisit scheduled, login to the Healow app or go to <https://health.healow.com/vibranthealth> to start the visit.
 - If in the app, select “Appointments” and then select the orange “Start Televisit” button



- By logging on the portal through your computer, click “Join Televisit” button in the Appointments section on the dashboard or from the main screen



2. Fill out any patient questionnaires and provide requested personal information
3. Complete the vitals (blood pressure, weight, temperature, height). Skip these if you are unable to self-report.
4. Click “Proceed” to check your computer, tablet or phone’s speed and ability to support a Televisit.
5. Accept the consent form and click proceed.



6. Click "Start Televisit" to enter the virtual waiting room
7. Your provider will begin the face-to-face Televisit, and disconnect when the visit ends
 - If there are audio or video issues during your visit, you may use the chat feature on the righthand side of the screen.
 - Clicking the "Help?" icon will open the eClinicalWorks Live Chat window. You can chat directly with an eClinicalWorks representative if you encounter any problems during the Televisit.

Healow FAQ's

How can I schedule a telehealth appointment?

Call Vibrant Health at 913.342.2552 or request an appointment at appointments@vibranthealthkc.org. A valid email address will be required for a televisit. Once your visit is scheduled, you will receive an email with instructions on how to login to the patient portal. Once activated, you will be able to join a televisit when logged in.

What technology do I need to have a telehealth visit?

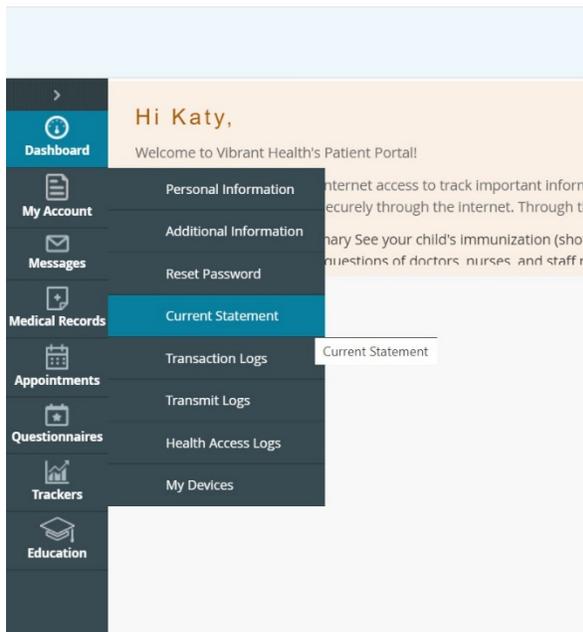
- A valid email address
- Internet access
- Computer, tablet, or smartphone with webcam and audio

How much do televisits cost?

Telehealth visits cost the same as in-person behavioral health visits. You can use insurance if applicable, or use pricing based off the sliding fee scale, if you have completed an application. You can submit an ePayment through your patient portal.

How do I pay on the portal?

Upon log in to your account in a browser window, go to My Account → Current Statement on the left hand side menu. You will follow the prompts and type in your credit card information. There is currently no ability to submit a payment through the Healow app



What if I get locked out of my account?

Contact Vibrant Health by calling 913.342.2552.

Is telehealth private and secure?

Telehealth visits are conducted through our patient portal, which is private, secure, and HIPAA-compliant.

What are the benefits of televisits?

Through televisits, you are able to stay home, avoiding physical interaction and eliminating the need to drive to the clinic. You are also able to “arrive” yourself for the visit, eliminating the check-in process.

Is the quality of care the same as an in-person visit?

Yes. All visits are conducted by our licensed and credentialed Vibrant Health staff. You can expect the same amount of care and attention as you would in a face to face appointment.