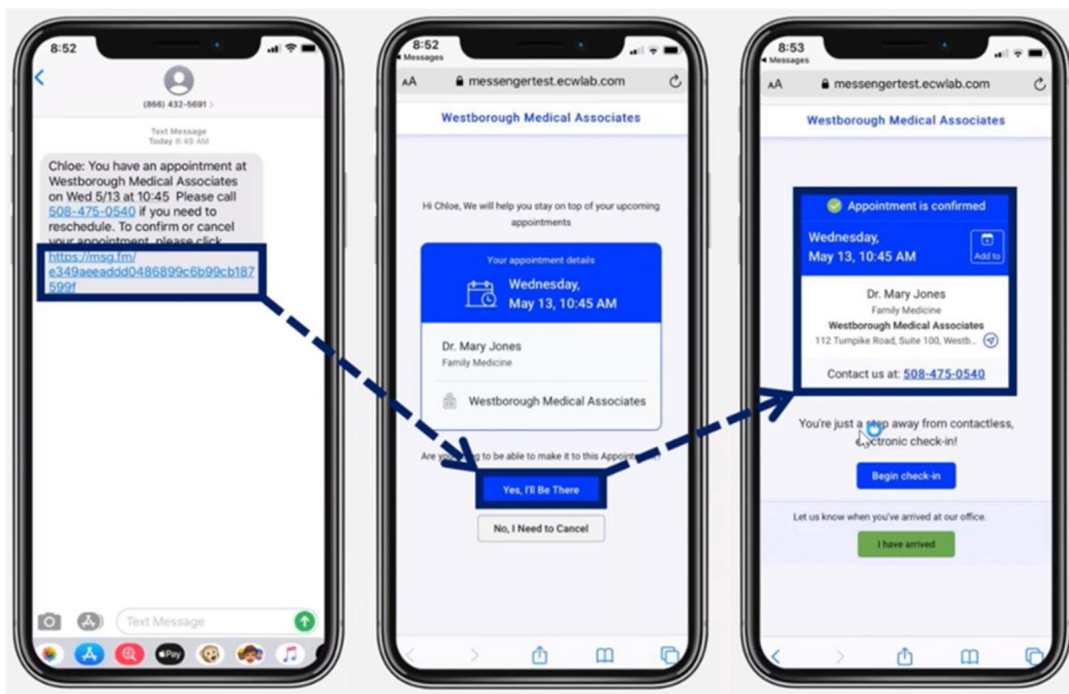


# Healow® Contactless CHECK-IN Patient Instructions

## 1. Appointment Confirmation – TEXT



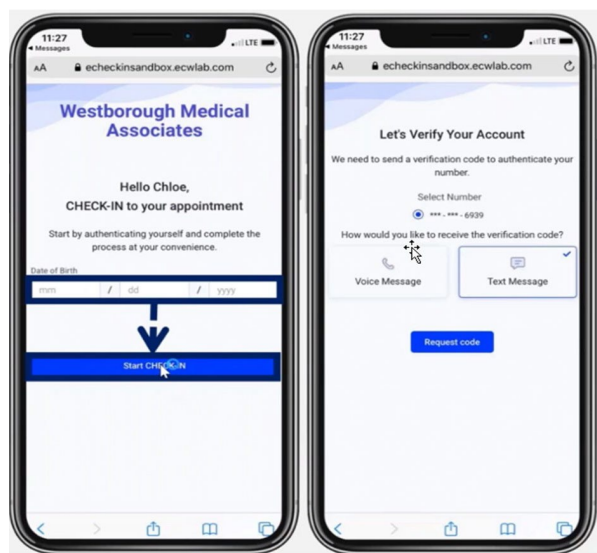
The Appointment Confirmation text message will allow you to confirm or cancel your scheduled appointment by clicking on the link in the text message and making your selection in the browser page that opens. You will confirm or cancel your appointment by clicking on the relevant button, which will automatically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

You can add your appointment to your phone's calendar by clicking on the "Add to" icon next to the appointment date and time;

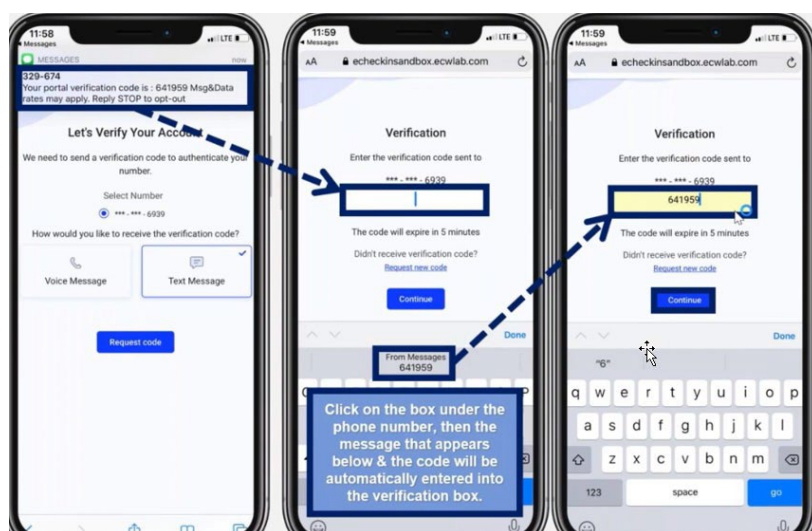
You can even map the route to the office by clicking on the Arrow next to the office address, and you can call the office directly by clicking on the phone number. The "I have arrived" button will remain grayed out until the day of your appointment; this will be reviewed later in this document.

# Healow® Contactless CHECK-IN Patient Instructions

## 2. Check-in and Patient Verification



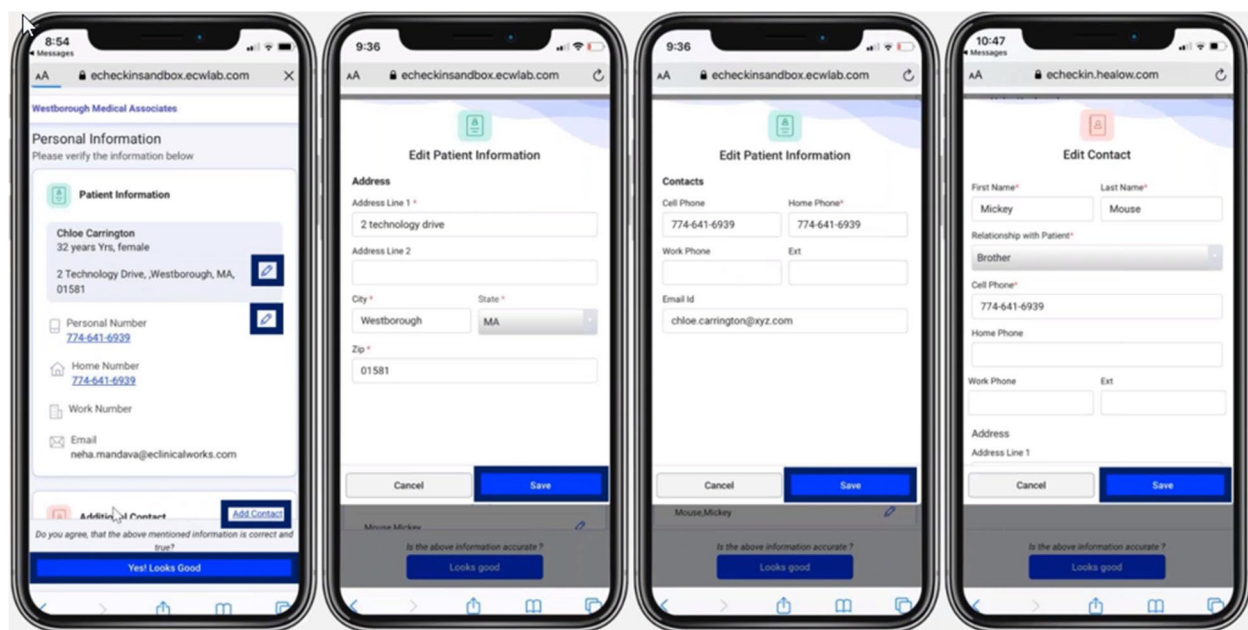
You will enter your date of birth and click on the **Start CHECK-IN** to begin the verification process by either clicking Voice (phone call) or Text to receive a one-time passcode.



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

## Healow® Contactless CHECK-IN Patient Instructions

### 3. Demographics Update

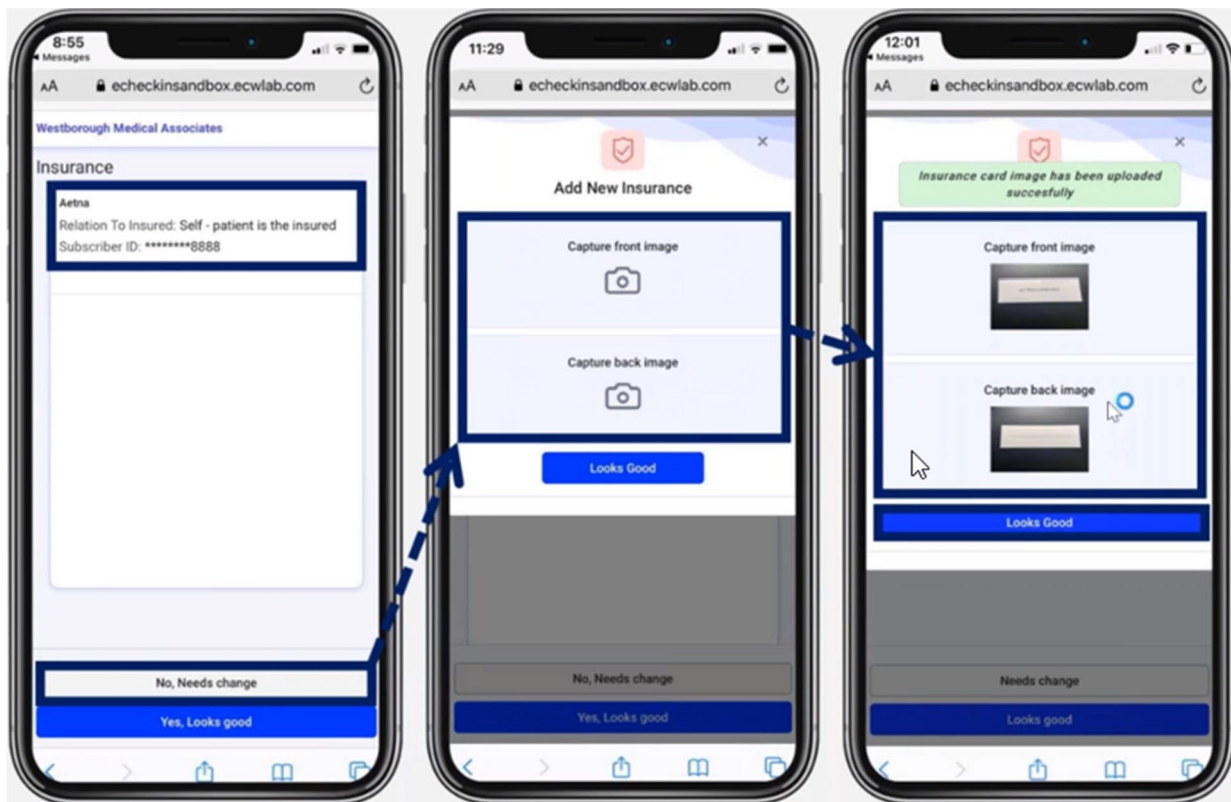


If needed, you will be able to verify and/or update your demographics — your address, home and cell phone numbers, email address and emergency contacts — all through your phone, keeping your information up to date. Remember to click “Save” after you make any updates and/or changes. You can complete CHECK-IN days before your appointment!

**Any numbers you provide, you are consenting our office to use for communication.**

## Healow® Contactless CHECK-IN Patient Instructions

### 4. Insurance Update



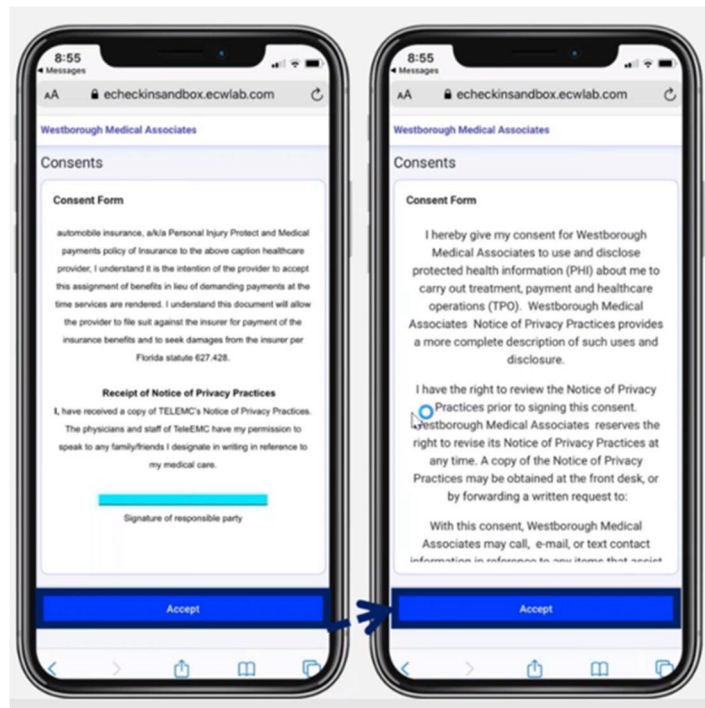
You will be able to verify and/or update your insurance, ensuring your insurance information is up to date, along with submitting a copy of your card to your medical chart. If you need to make changes and/or updates click the “No, Needs change.”

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” buttons in turn. If the images are to your satisfaction, click “Looks Good.”

This will be marked “Reviewed” and time stamped then placed in your medical chart.

## Healow® Contactless CHECK-IN Patient Instructions

### 5. Consent Forms

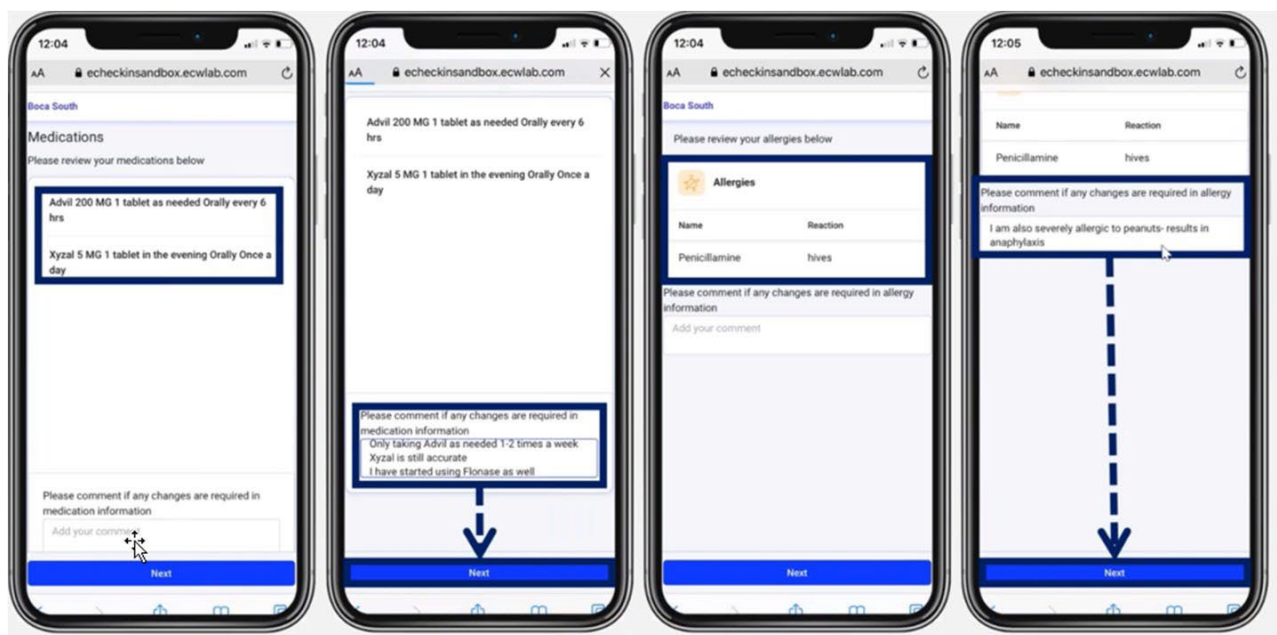


You will be prompted to accept patient consent form electronically (if you have not accepted it in the past year). Once you have completed reviewing them, please click “Accept” to proceed.

**These forms include the HIPAA Agreement and Financial Consent**

# Healow® Contactless CHECK-IN Patient Instructions

## 6. Update History



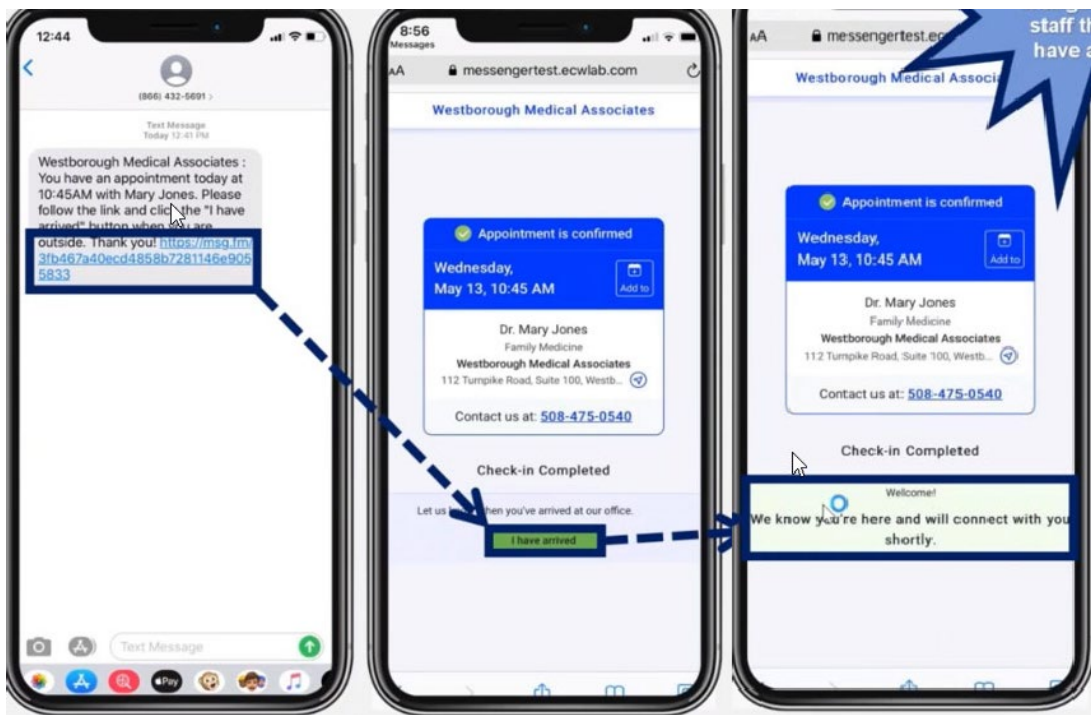
**For existing patients:** You can view and validate your current medication, allergies, surgical history and hospitalization history in your medical chart.

**\*Please ignore the HOSPITALIZATION SECTION. We document in the surgical history field.**



## Healow® Contactless CHECK-IN Patient Instructions

On the day of your appointment, Click the link on the confirmation text.  
You can complete check in if you have not done so.



NEW PATIENTS AND MINORS PLEASE CHECK IN WITH THE FRONT DESK.

All others: 3 options

In Person - Kiosk - "I have arrived" via text

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.