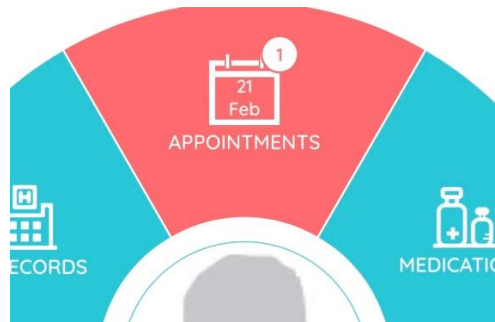


How to have a Televisit

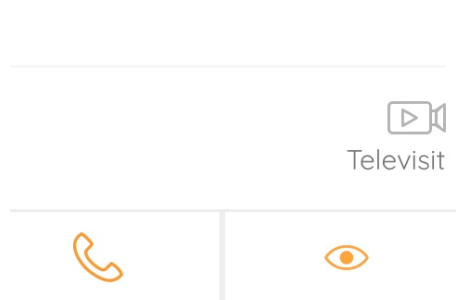
*Note: you must have the **Healow** app installed on your smartphone or tablet device. Depending on your device, you may need to give permission to the app to access your camera and microphone.*

To do a Televisit follow these steps:

1. **Schedule an appointment** by calling our office at (972) 480-8877. Make sure to specify that you are requesting a televisit.
2. At the time of your scheduled appointment, **log in to the Healow app** on your smartphone or tablet device.
3. Click on **APPOINTMENTS** (red wedge at the top of the screen).



4. Click on the **Televisit camera icon** at the upper right of the screen.



5. Click on **Start TeleVisit** at the bottom of the screen. If desired, you may enter vital signs at this time, or just click "submit" at the bottom of the screen.



6. Click once again on **Start TeleVisit**. The doctor will then be notified that you are waiting and will join the visit shortly.

Patient Portal User Navigation Instructions

Once a North Dallas Ear Nose and Throat staff member activates your Patient Portal account, you will receive an email with your User ID and Temporary Password.

NOTE: You will have 48 hours to activate your portal

Make note of your username and password, as you will need to enter them *exactly* (uppercase and lowercase) as they appear to login.

This email also provides the internet link to our Patient Portal. You may click the first link, copy the second into your browser, or visit our website at <https://www.northdallasearnoseandthroat.com/>, click asterisk *at* the top right, then patient portal.

This email also provides the internet link to our Patient Portal. <https://health.healow.com/NDENT>

North Dallas Ear Nose and Throat

Dr. Morris Gottlieb

Dear

We have exciting news regarding your health care!

As we continue in our efforts to provide you, our patients, with the highest quality of care, we want to ensure that you are involved in the maintenance and improvement of your health.

To that end, we are proud to announce that our practice now offers you the opportunity to use the power of the Web to track all aspects of your health care throughout our office. The Patient Portal enables our patients to communicate with our practice easily, safely, and securely over the Internet.

Login Credentials

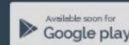
Login URL <https://health.healow.com/NDENT>

User ID

Set up Portal Account

Let's Connect Via Our healow App

Get started in 3 simple steps!



1. Download

Download the free iOS or Android app

CAJDBD

2. Enter this code

Search for our practice using unique code: CAJDBD



3. Login

Login with your portal credentials given by our practice

Login to Your Account

After you have made note of your login credentials, click the first URL link. This will take you to the Patient Portal login screen.

You can also login via the FREE healow iOS app using your credentials and our Practice Code:
You have two options to login: **CAJDBD**

1. Enter your mobile phone number to receive a verification code
2. Login entering your username and password from your welcome email

Healow App

Download the healow app:

1. From your phone, go to the App Store (iPhone) or Google Play (Android)
2. Find and download the healow (*eClinicalWorks LLC Health & Fitness* app)

Enter your username and password, and our Practice Code: **CAJDBD**

Activate healow

After installing the app(s), open and click "Get Started" followed by "Find my Doctor".

NOTE: Directions are based on Android set up

1. Chose the third icon and enter our Practice Code: **CAJDBD**
2. When North Dallas Ear Nose and Throat is found, select to begin set up.
3. Login with your portal username and password provided in the welcome email.
4. Set up an easy to remember four-digit pin and re-enter to confirm.
5. Review the in-app tutorials for use.



Navigating: Messages

WHAT'S INCLUDED

Inbox: see messages the practice has sent you

Refill Requests: view and request a refill of your current medication(s)

Create Message: compose message from your inbox, a quick link to send a message

NOTE: You will not be able to see test results in the portal.

You can request results via message but if you would like a copy of the report we can provide that upon request.

Navigating: My Account

WHAT'S INCLUDED

Personal Information: update your demographics

Additional Information: enter your preferred pharmacy, additional address information and emergency contacts

Reset Password: change your password

Current Statement: view your current statement and balance and pay your bill

Past Statement: view prior statement balances

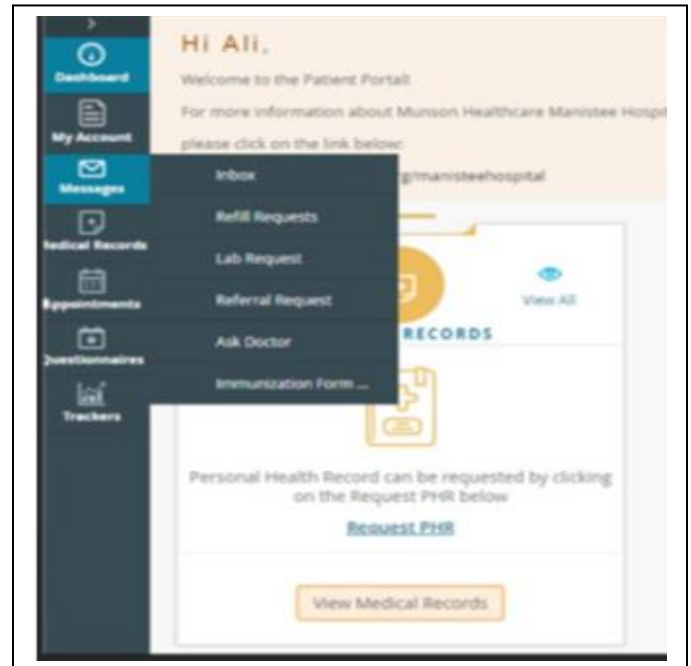
NOTE: the posted balance does not reflect payments made between statement cycles.

Transaction Logs: view electronic payment history

Transmit Logs: view history/status of the Personal Health Records you have sent

Health Access Logs: view history of the times you view your portal

My Devices: if you use healow, click here to show what devices it is installed on and retrieve your PIN if you forget it.



Keep Your Data Safe & Use Your Portal Often

Each patient will have an individual Patient Portal. Families may choose to set up a single password for each account, but an individual username must be unique to each patient.

All portal information and communication are directly linked to your medical record in the practice, so requires each patient account to be unique.

Patients can easily manage multiple accounts by downloading the healow app and linking all family members under an easy to manage group account.

Please always keep your login credentials private and in a safe location

We strongly encourage all patients to set up and use their personal Patient Portal. Your portal opens communication between you and our providers and staff, without the need for a phone call or office visit.

Manage your health information, request refills, referrals, and appointments, track your health, and review test results from the convenience of your own home- at any hour of the day!

Because the portal securely stores your personal health information, login and view your medical records anywhere on your mobile device, to share during specialist visits or hospitalizations.

Call your provider's office with any questions regarding your portal.

NOTE: If you forget your username or password, you can reset it yourself from the login screen, using the "Trouble logging in" link or call the office to have it reset (972)-480-8877