CATAWBA VALLEY MEDICAL CENTER

Patient Portal- Instructions Overview

Your Healthcare Provider will now be able to send you results and other health information via our secure Patient Portal. When your Provider has sent something to the portal for you to review, you will be notified via email to the email address that you gave our front office staff.

Go to the Portal at: https://health.healow.com/cvidc

Login using the username and password that was given in your email. (You should also have received it via email) **NOTE: Usernames and passwords are case-sensitive**

Click Lab/Diagnostic Reports (Under Medical records Heading) to view any lab/x-ray/other radiology results that your Healthcare Provider has sent to the portal for your review

Click Visit Summary to view a list of all past appointments including date, time, provider and reason.

Click Personal Health Record (Under Medical records Heading) to view Patient demographics, allergies, problem lists, medication lists and lab results. (this section may take a few moments to load)

Click My Account to reset password

Click Inbox (Under Messages Heading) to check messages sent to you from your Healthcare Provider or click Compose to send a message to the practice

Click on Appointments to view all past and future appointments or click new appointment to request an appointment

Click Education to view diagnosis or medication education that has been sent to you from your provider
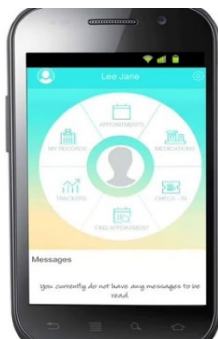
Check out the mobile app Healow. Download the app on your smart phone today!
search by provider

05/10/2017

Patient Portal- PATIENT INSTRUCTIONS

To Log-on to the Patient Portal for the first time:

- Go to the portal website: https://health.healow.com/cvidc
- In the boxes on the right (circled below) enter the username and password that were given to you in your email. Click in the first box and enter your Username. Click in the second box and enter your password. NOTE: username and password are case sensitive, so enter exactly as given to you.
- You can also log into your account using your mobile phone. By choosing the "Using Mobile Phone" icon below. This will prompt you to enter your first and last name with date of birth. It will then send a verification code to the number shown. The code will be sent to your code in a text message and you will be prompted to enter the code. Please note the code is only good for 5 minutes or three attempts to log into the portal. ****Delete any characters that are in the fields before entering your username and password.**

- The first time you log-in, 2 questions will pop up to verify that you are the patient, answer either one, click submit

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User Validation

Welcome ███████,
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

Submit   Cancel

- You will then be directed to the screen to change your password. Password should be 6 or more characters. (Click on Password Guidelines if you need help creating a secure password).
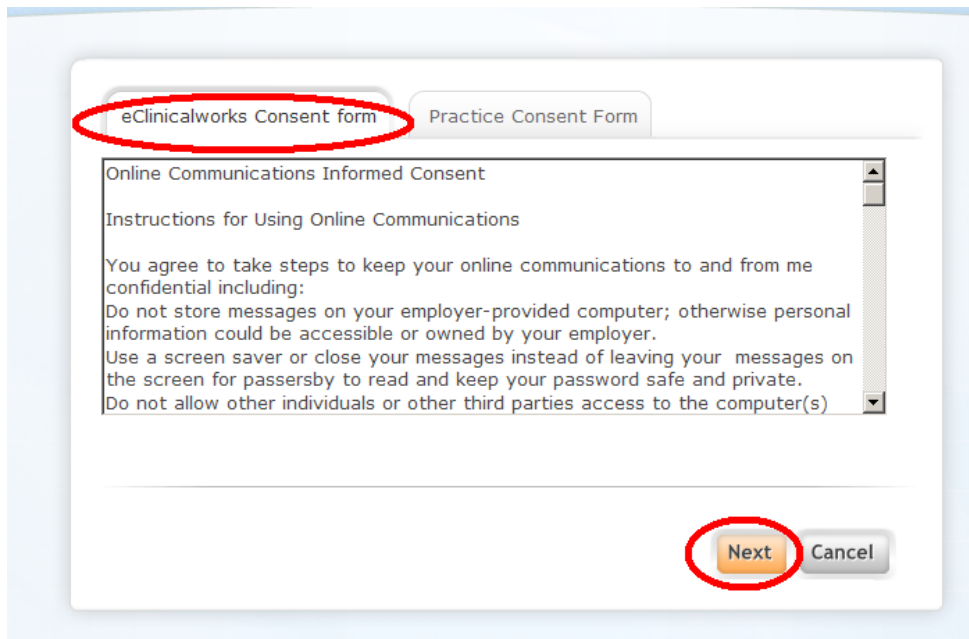
Reset Password

Congratulations, you have authenticated yourself.
Please select your new password.
Refer Password Guidelines to create secure passwords.

New Credentials
User Name

New Password

Confirm New Password

Customize your security question.
Security Question

Answer

Submit   Cancel

- Choose one of the Security Questions & enter the answer
- Click Submit
- On the next screen, read the 1st Consent form – titled eClinicalWorks Consent form , click Next

- NOTE: After logging in the first time, you will only have to enter your username and password and you will be sent directly to your Portal homepage.

Forgot your password?:

- Click on the Forgot Password? Link on the Log-in screen. (Under Sign In) An email will be sent to you on instructions for getting a new password. If this doesn't work for you, call your Doctor's office and ask to speak with the Systems Administrator to get a new password.
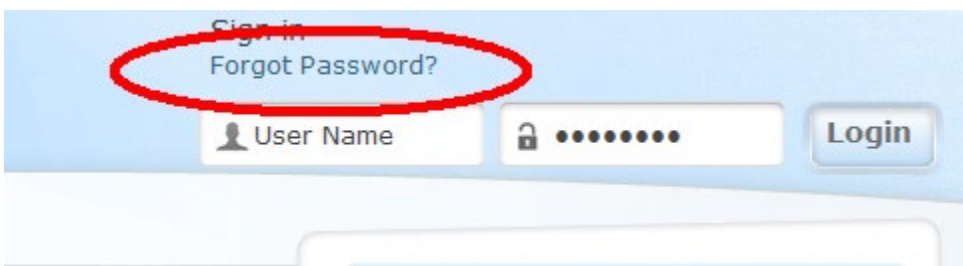
Using the Patient Portal

Portal Home Screen/ Dashboard: to log out of the portal click Sign Out at the top right

- The navigation band is on the left-hand side of the page.

Portal Menu

- Click on the headings to expand each section

- Click on the items below the headings to be directed to that section of the patient portal- detailed in the following pages

- Clicking Dashboard will take you back to the homepage of the portal

Medical Records

Lab / Diagnostic Reports:

- Click Lab / Diagnostic Reports to view results that your Provider has sent to you for review.
- Click on the lab result that you want to review

Note: When your Doctor has results for you to review, you will get an email notification at the email address you provided the practice, letting you know that you have a new message. You will be directed to the Portal to Log-in to check the message.

Visit Summary:

- Click Visit Summary to view a list of all visit summaries- a list of visits populates

(Example on Next page)

Visit Summaries

Date	Time	Facility	Provider
06/06/2016	08:30 AM	Fairgrove Primary Health	Katherine Crowder
05/10/2016	01:30 PM	Fairgrove Primary Health	Vicki Morris
07/22/2015	01:00 PM	Fairgrove Primary Health	Vicki Morris
07/20/2015	01:30 PM	Fairgrove Primary Health	Vicki Morris
03/02/2015	04:00 PM	Fairgrove Primary Health	Katherine Crowder
02/09/2015	04:00 PM	Fairgrove Primary Health	Katherine Crowder
02/03/2015	01:30 PM	Fairgrove Primary Health	Wheaton Williams

- Click on the row to open the corresponding visit summary- this may take a moment to load
- Print the Visit Summary by clicking the print icon at the top right

Personal Health Record (PHR):

- Click Personal Health Record to view your Patient demographics, allergies, problem lists, medications and lab results. (It may take a few moments to load) ** Note that the medications list is a cumulative list of all of the medications that you have been on while you have been a patient of our practice. This list includes all dosage changes and refills as separate items. You will receive a list of your current medications when you check out at each office visit from our practice.
- The report can be printed by clicking 'Print' in the top right hand corner under the Sign Out option.

  NOTE: The Request PHR button on the home screen/ Dashboard brings up the same information

PHR- View:

- Click PHR-View allows the patient to view one segment of his/her personal health record at a time, rather than the consolidated content shown in the PHR Complete Report.

- Click on any of the tabs to expand that section and see information about Allergies, Problems, Procedures, Vitals, Meds, Immunizations, Labs, etc.

Clinical Information

- ▸ Allergies
- ▸ Problems
- ▸ Procedures
- ▸ Vitals
- ▸ Meds
- ▸ Immunization
- ▸ Labs
- ▸ Social_Hx
- ▸ Family_Hx

Note: This list of labs is not cumulative. The way the system displays the labs is hard to understand. To view any lab/x-ray/other radiology results that your Healthcare Provider has sent to the portal for your review, go under the Messages tab.

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My Account

- Click on My Account header to expand section
- Click Reset Password to change your password
- Click Personal Information to update or view your personal contact information.
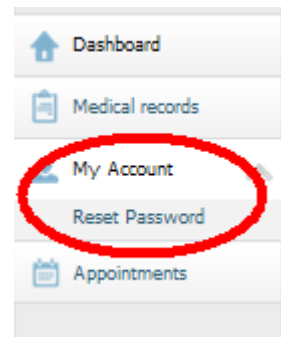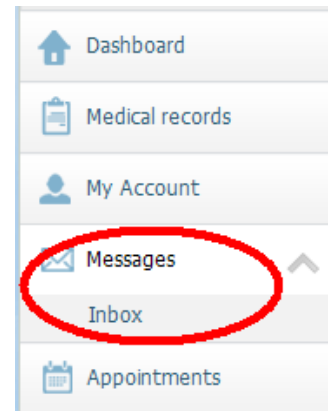
Messages

Inbox: Your Doctor can send you secure messages that show up in your inbox.

When your Doctor sends you a message, you will get an email notification at the email address you provided the practice letting you know that you have a new message. You will be directed to the Portal to Log-in to check the message.

- Click on Messages in the menu band on the left of the portal screen
- Click Inbox, your Inbox appears
- Click Compose to send a message to the practice

- Click on the subject of the message that you want to view. Messages that have not been opened are highlighted in **bold** type. All messages will stay in your inbox until you delete them. If you have more than

one page of messages, click the Next button at the bottom to see the next window.
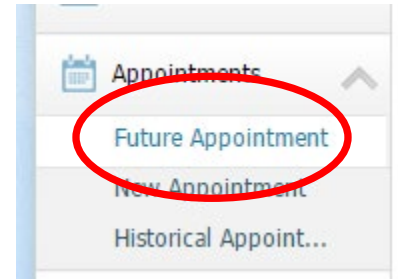

- The message can be printed by clicking 'Print' in the top right hand corner under the Sign Out option.
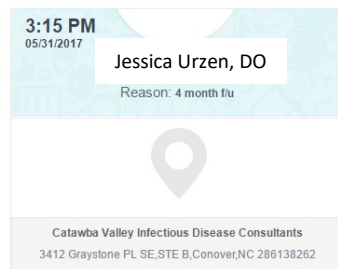
Appointments

Upcoming Appointments:

- Click Future Appointments to view upcoming appointments that are scheduled. The list populates with the Appointment Date & Time, Reason for appointment, Appointment Provider, and Appointment Facility. (example below)

- You will receive an email appointment reminder 2 days before your scheduled appointment.

Scheduled Upcoming Appointment Details

3:15 PM
05/31/2017
Jessica Urzen, DO
Reason: 4 month f/u

Catawba Valley Infectious Disease Consultants
3412 Graystone PL SE,STE B,Conover,NC 286138262

New Appointment:

- Click the new appointment tab to request an appointment. Make sure to fill in all necessary boxes with the red asterisk *

- Click submit and the message will be sent to the office.

Historical Appointments:

- Click Historical Appointments to view past appointments

NOTE: This screen is just a log of appointment dates. You cannot view anything other than what's on this screen from this section of the portal.

05/10/2017