

HOW TO USE THE PATIENT PORTAL

Anyone can participate in telemedicine visits! All you need is portal access and a smart phone, tablet or computer with a camera.

Our patient portal allows you to make requests (for medical records, prescription refills and specialist referrals, communicate with your health care provider (send them a message and book an appointment), view your lab results, update your personal information, and view a summary of your visits.

Signing up is easy!

Step 1

Schedule an appointment

Call our office to schedule a TeleVisit appointment. The number is 937-642-2053.

Step 2

Our office will provide you with a username and password to give you Patient Portal access.

For Apple/iOS users, download the Healow app on the App Store.

For Google/Android users, download the Healow app on the Play Store.

You will receive a confirmation email after scheduling a TeleVisit appointment with your provider. You will also receive a notification email or text before the appointment time.

Step 3

Sign into your Portal Account. Search for Union County Health Department by entering the code: **IEHDAA**

Step 4

Open the Healow app on your device and click Appointments. Click Start TeleVisit on the bottom of your screen.

Step 5

You may be asked to complete a questionnaire and/or enter your vital signs (height, weight, blood pressure, temperature, respiratory rate, pulse rate). If you don't have access to this information, that's OK. **This is optional.** Click on "Submit Vitals" when you finish

Ways to Prepare for Your TeleVisit

1. Download the Healow app to your device or log in using your web browser on a computer or tablet.
2. Choose a location that has good lighting. This can be in the comfort of your own home!
3. If possible, remove pets or other family members from the room to decrease noise.
4. If you need to discuss private information, it is best to avoid public spaces where someone could overhear your conversation.
5. Do not use your device while driving.
6. You may want to download and complete medical forms before your appointment to save time. To download and complete these forms, go to the “Request an appointment” tab on our Here4U website.
7. Most appointments last 15 to 30 minutes.