

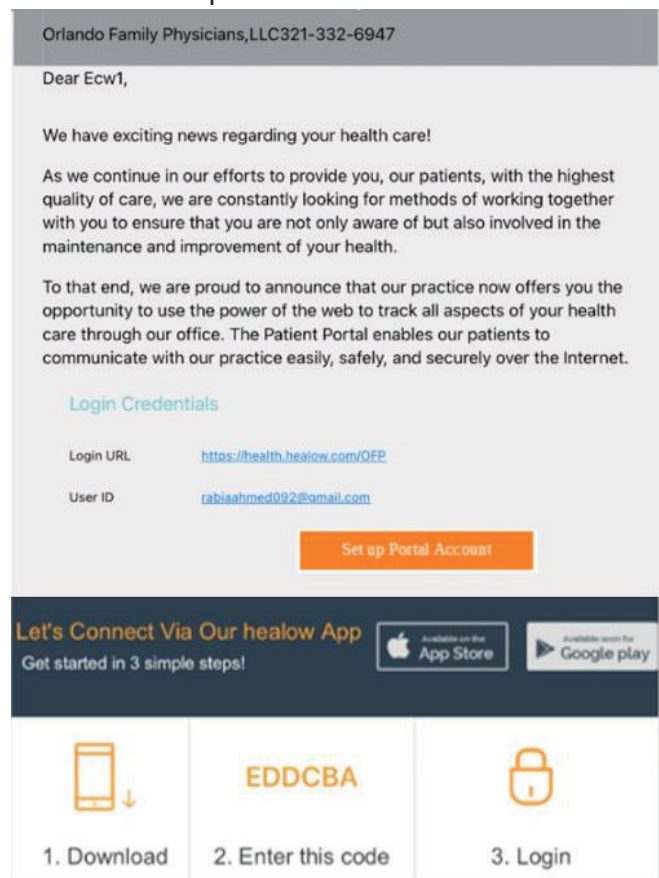
Patient Portal User Navigation Instructions

Once an Orlando Family Physician Services 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.



Orlando Family Physicians, LLC 321-332-6947

Dear Ecw1,

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 are constantly looking for methods of working together with you to ensure that you are not only aware of but also 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 through 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/OFP>

User ID: rabiaahmed092@gmail.com

[Set up Portal Account](#)

Let's Connect Via Our healow App
Get started in 3 simple steps!

Available on the App Store | Available on Google Play

1. Download
2. Enter this code: EDDCBA
3. Login



The Portal is a secure and convenient place to manage your health records and those of your family members as well. Here are just some of the many features that think you will find useful.

Some of the portal features

- Medical History**
View your medical history (and that of family members). Medical History includes your Problem List, Allergies, Immunization Record, Lab/imaging/procedure results, and Medication List.
- Appointments**
Schedule, re-schedule, or cancel appointments online. Receive appointment confirmation/reminder notifications.
- Request Refills from your doctor**
Request refills of authorized medications before you run out. Improved compliance means improved health outcomes.
- Lab Reports**
View the results of labs, imaging studies, and procedures once your healthcare provider has reviewed them.

Begin today to take an active role in managing your health care!

Thank you,
Orlando Family Physicians

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](#): **EDDCBA**

You have two options to login:

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



Welcome to Orlando Family Physicians, LLC.

HealthCare Support Portal facilitates better communication with your physician's office by providing convenient 24 x 7 access from the comfort and privacy of your own home or office.



healow
Access your health records through the healow mobile app

DOWNLOAD THE FREE HEALOW APP

Find us using our unique practice code on the healow app

EDDCBA

LOGIN TO YOUR ACCOUNT

We will send verification code to confirm access to this number. Standard text messaging rates apply.

[Using Mobile Phone](#) 

OR

Enter the details below

 User Name

 Password

[Trouble logging in](#)

[Login](#)

Would You Like To Join Our Practice?

[Pre-Register](#)

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
3. Enter your username and password, and our Practice Code: **EDDCBA**

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: **EDDCBA**
2. When Orlando family physicians office 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.
6. To link other family member accounts, ○ Click the down arrow next to your name at the top of the screen and choose “Link Another Account”.
 - Follow steps 1 and 2 above, ○ Login with the portal username and password of the individual you are linking and set the appropriate relationship status.
 - Swipe the screen to the left to access each linked account and manage by using the settings icon (upper left). Or

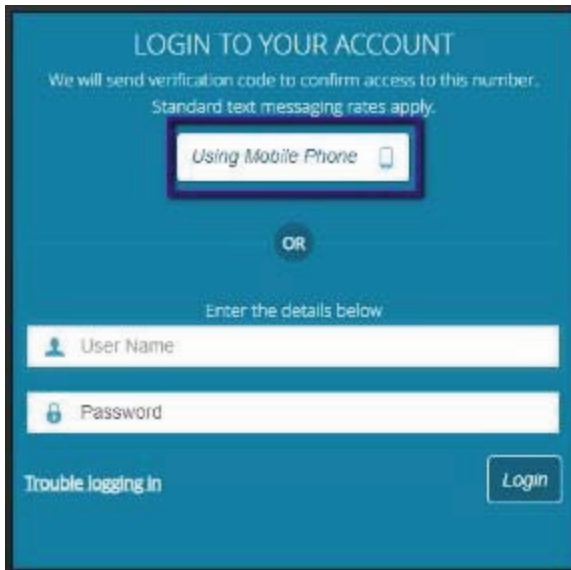


Login w/Verification Code


To login in with a verification code, enter your mobile number in the box labeled Using Mobile Phone

- Select “Send Code”
- You will receive a verification code via text

NOTE: The code will expire within 5 minutes or after 3 incorrect login attempts





LOGIN TO YOUR ACCOUNT
We will send verification code to confirm access to this number.
Standard text messaging rates apply.

Using Mobile Phone 

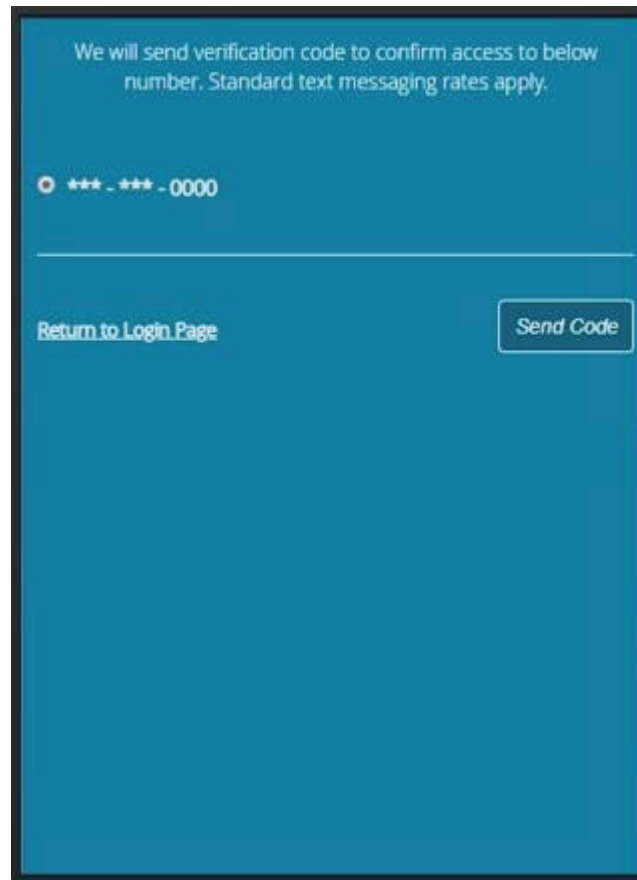
OR

Enter the details below

 User Name

 Password

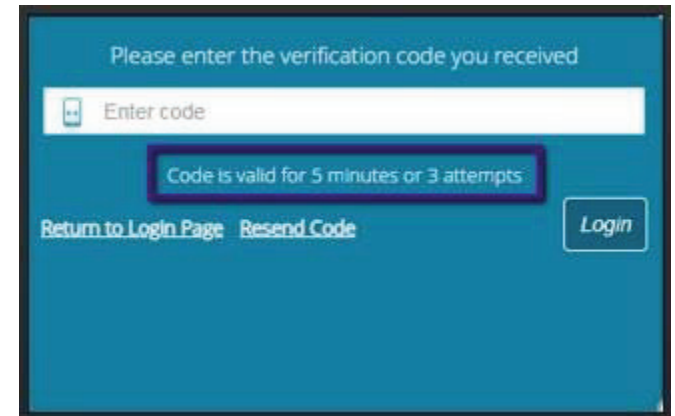
[Trouble logging in](#) [Login](#)




We will send verification code to confirm access to below number. Standard text messaging rates apply.

○ *** - *** - 0000

[Return to Login Page](#) [Send Code](#)



Please enter the verification code you received

 Enter code

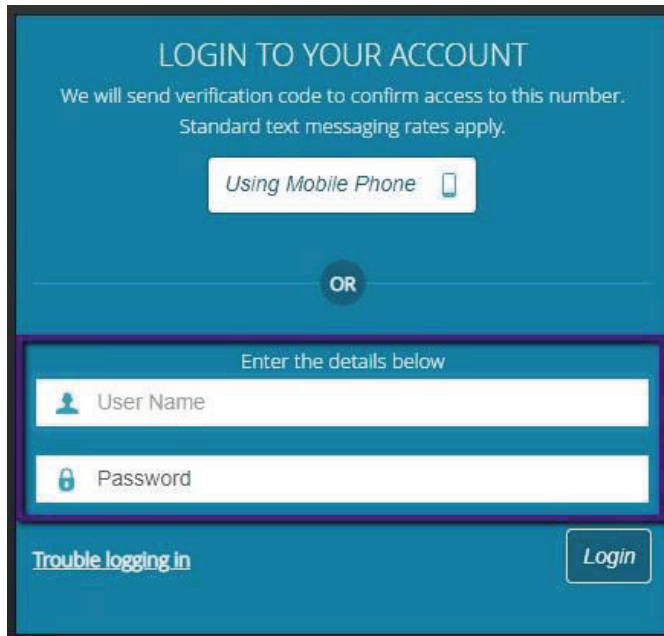
Code is valid for 5 minutes or 3 attempts

[Return to Login Page](#) [Resend Code](#) [Login](#)

Login w/Username and Password


To login using your username and password provided in the practice welcome email, enter your data below EXACTLY as was provided in the email.

- You will then be asked to validate your submission by entering your date of birth or phone number. ○
- Once you submit this information, for security purposes, you will be required to reset your password.




LOGIN TO YOUR ACCOUNT


We will send verification code to confirm access to this number.
Standard text messaging rates apply.

Using Mobile Phone 

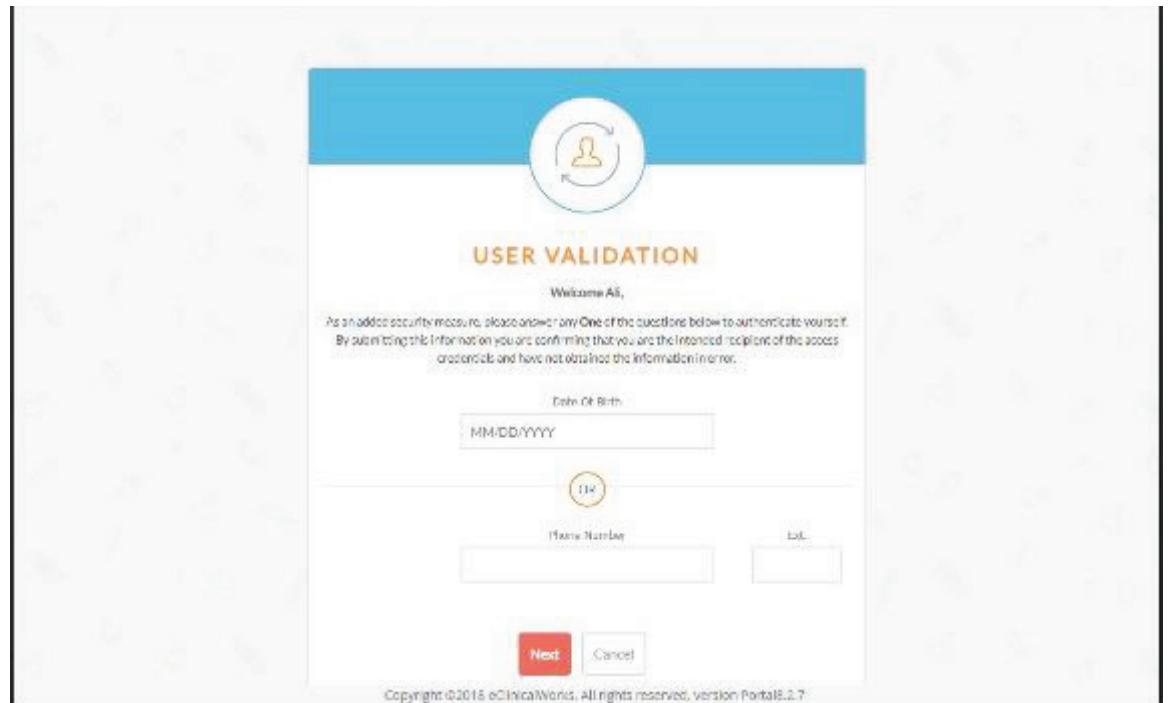
OR


Enter the details below

 User Name

 Password

[Trouble logging in](#) [Login](#)






USER VALIDATION

Welcome Ali,

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 this information in error.

Date Of Birth

MM/DD/YYYY



Phone Number

EXT.

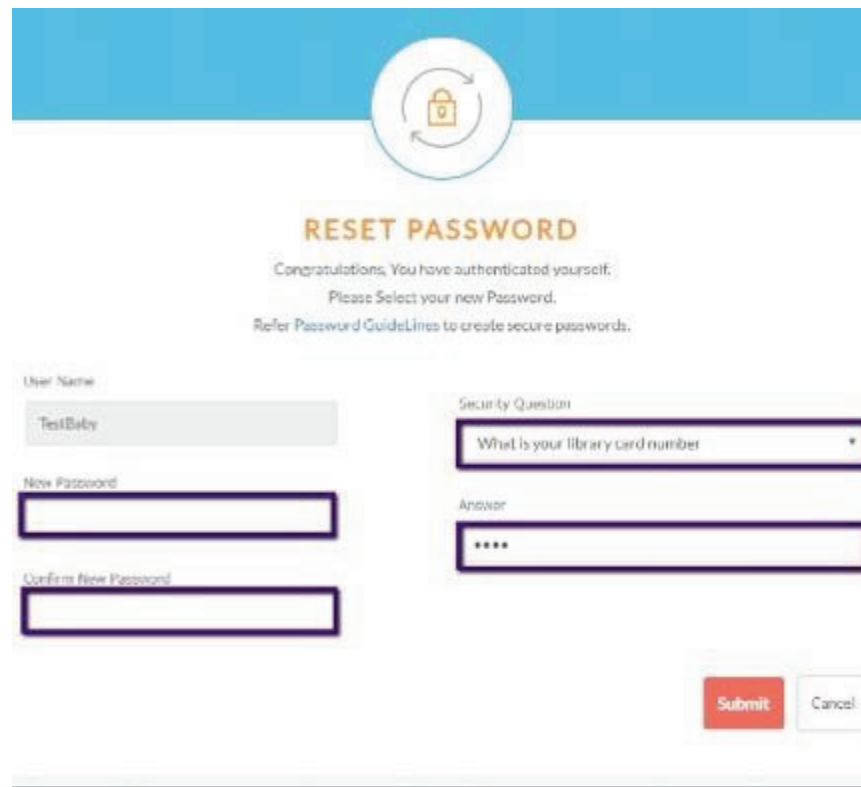
[Next](#) [Cancel](#)

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Reset Your Password

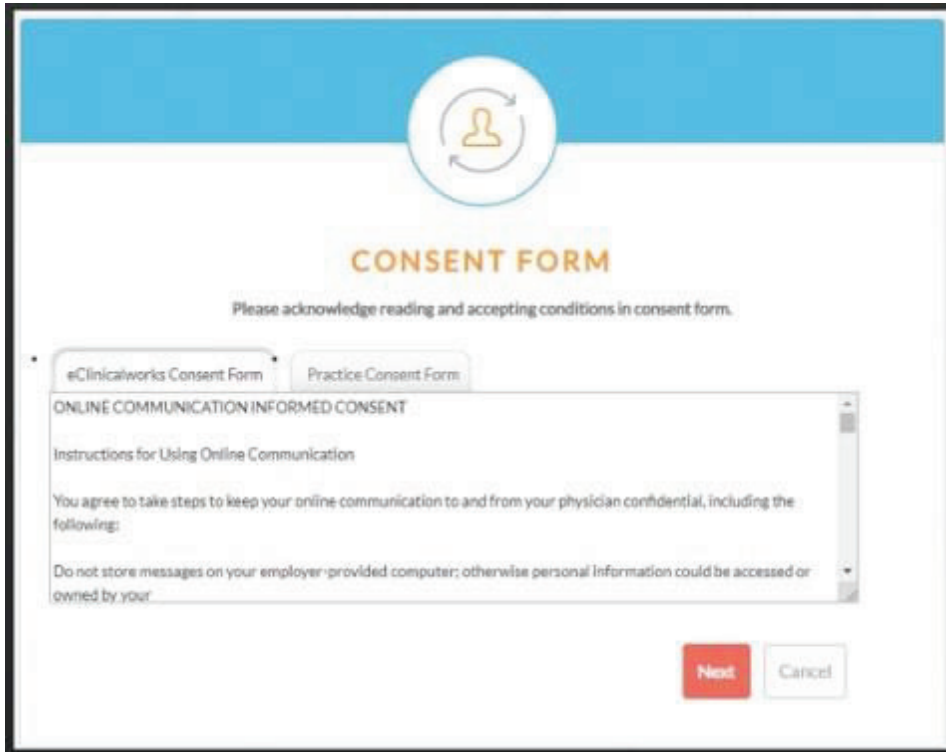
Upon login, you will be required to reset your password.

- Select a password familiar to you that has **alphabetical characters** AND *at least one number* and is **8 or more characters** in length.
 - Enter it under “New Password” and then re-enter under “Confirm New Password”
 - Chose a default security question, or create your own, then provide your answer in the space provided.
 - Make sure the answer to your question is easily remembered and try to keep it short. When finished, click “Submit”



Acknowledge Consent

Please read each tab of the consent form then check, “I have read the consent form and the above information” and select “Agree”.

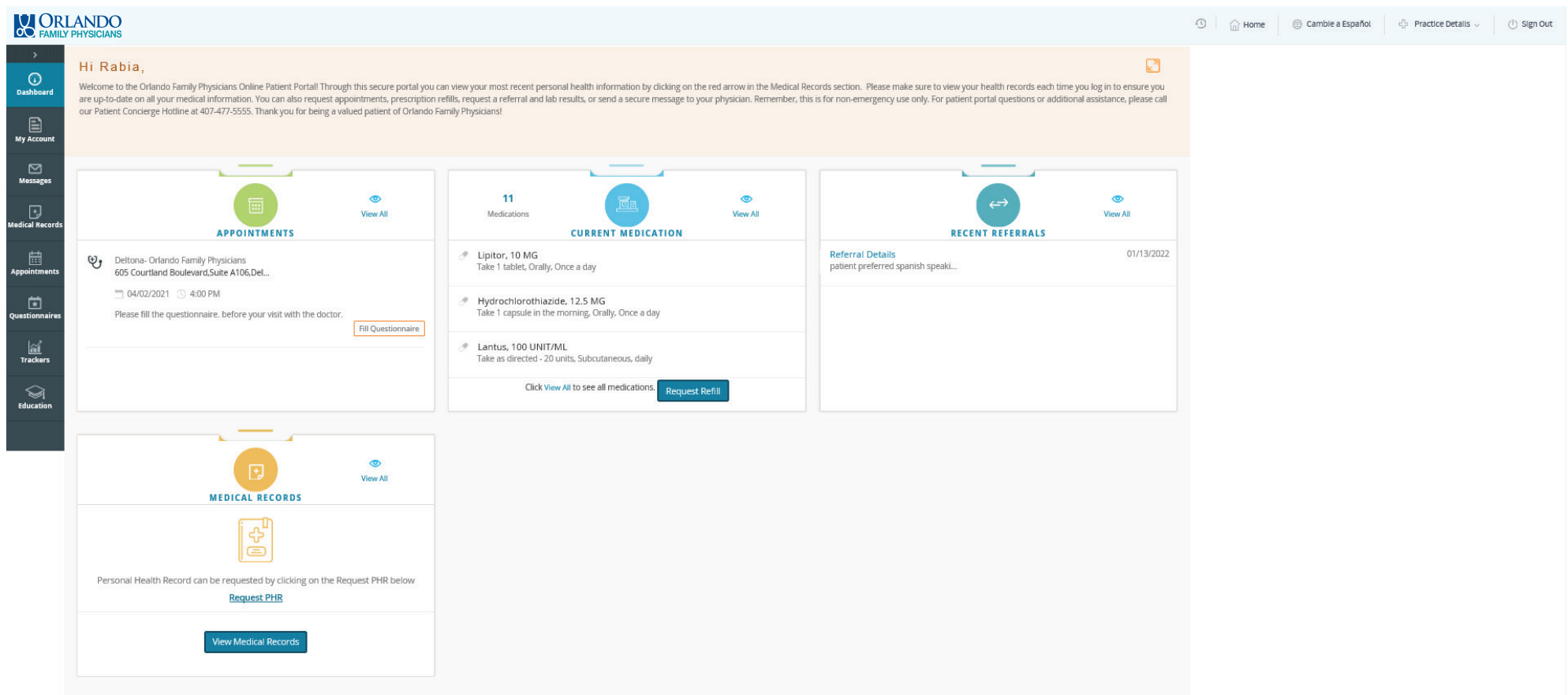


The screenshot shows a web-based consent form interface. At the top, there is a blue header bar with a circular icon containing a person silhouette and a refresh symbol. Below the header, the title "CONSENT FORM" is displayed in orange. A instruction reads: "Please acknowledge reading and accepting conditions in consent form." Below this, there are two tabs: "eClinicalworks Consent Form" (selected) and "Practice Consent Form". The selected tab displays the "ONLINE COMMUNICATION INFORMED CONSENT" section. This section includes the heading "Instructions for Using Online Communication" and the text: "You agree to take steps to keep your online communication to and from your physician confidential, including the following: Do not store messages on your employer-provided computer; otherwise personal information could be accessed or owned by your". At the bottom right of the form, there are two buttons: a red "Next" button and a grey "Cancel" button.

Welcome to your Patient Portal

Congratulations, you have successfully activated your patient portal!


This is your “Dashboard” or home screen. From here, you can use the left chart panel to navigate and view your upcoming appointments, messages, medical records, statements, current mediations and lab results. The “Tiles” act as shortcuts to overviews of the same. Hover your mouse over each icon in the left chart panel to view navigation options or select a tile on the dashboard.



The screenshot shows the Orlando Family Physicians Patient Portal Dashboard. The top navigation bar includes the logo, a home icon, a language toggle for Spanish, a practice details dropdown, and a sign out button. The main content area is divided into four tiles: Appointments, Current Medication, Recent Referrals, and Medical Records. The Appointments tile shows an upcoming appointment with Dr. Deltona on 04/02/2021 at 4:00 PM, with a link to fill a questionnaire. The Current Medication tile lists three medications: Lipitor, Hydrochlorothiazide, and Lantus, with a request refill button. The Recent Referrals tile shows a referral from 01/13/2022. The Medical Records tile has a link to request a PHR and a button to view medical records. A left sidebar contains icons for Dashboard, My Account, Messages, Medical Records, Appointments, Questionnaires, Trackers, and Education.

Example: Dashboard Tiles

1
unread




View All

MESSAGES

RE:first day on the job 04/06/2015

You are due for your flu shot. Please call offic...

3
Taking



View All

CURRENT MEDICATION

Metformin 1000 MG

Twice a day

Topamax(Topiramate) 25 mg


Once a day

Bayer Contour Test(Blood Glucose Test)

- test once a day

Request Refill

23
New



View All

LATEST LAB RESULTS

TYPE AND SCREEN (A...


10/31/2017

TSH (THYR STIM HOR...

09/06/2017

CA125

09/06/2017



View All


LATEST STATEMENT

Please check your latest statement. If payment is pending check details.

Bill Date: 07/15/2016

See Statement Details

Your account Balance: (\$0.02)



View All

RECENT REFERRALS

Douglas Richley spot on leg


12/06/2019

Pulmonary DeVos Peds consult and treat

07/18/2019


Orthopaedics DeVos Peds right shoulder pain

03/07/2019



View All

MEDICAL RECORDS



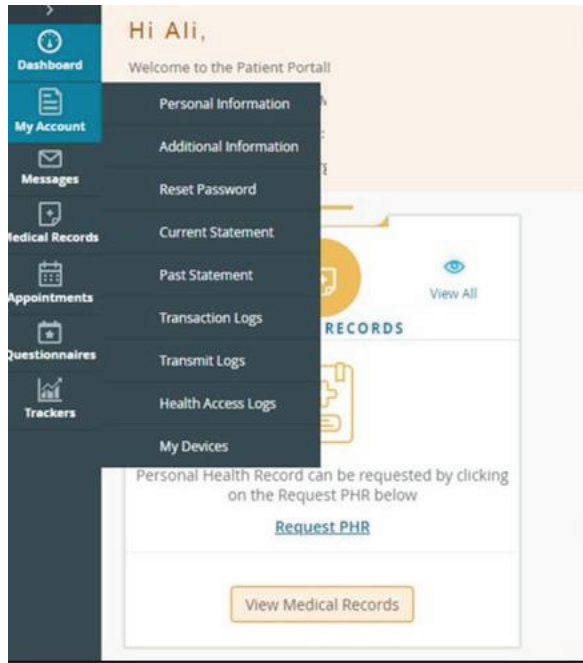
Personal Health Record can be requested by clicking on the Request PHR below

Request PHR

View Medical Records

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.

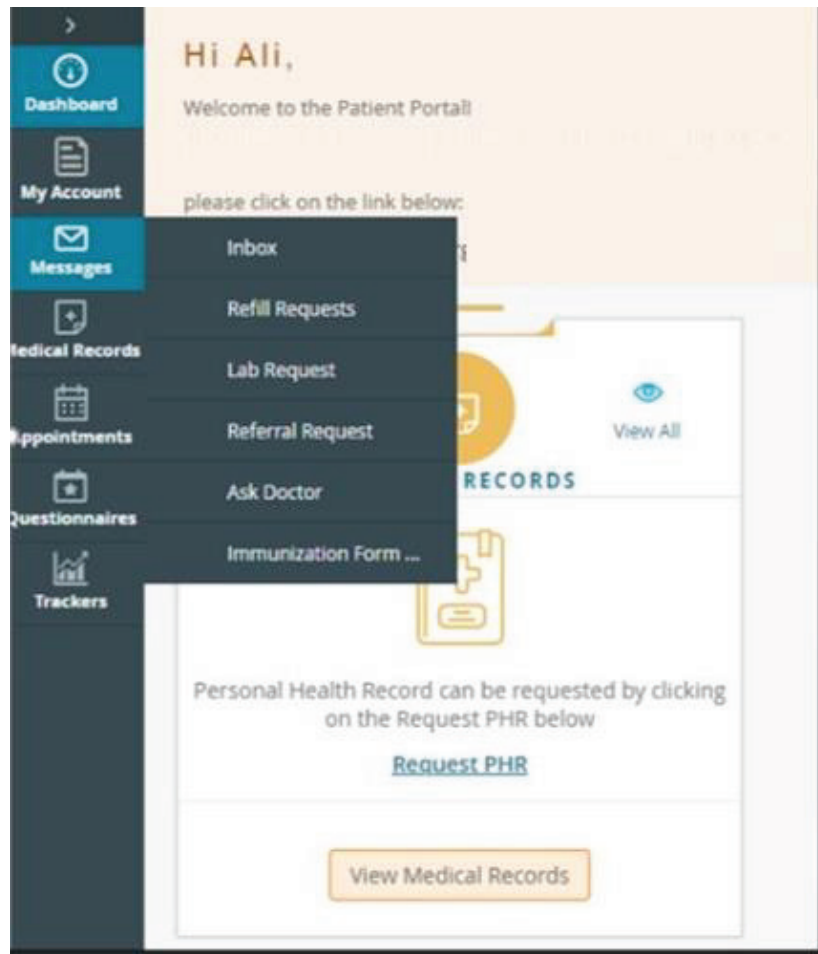
Transaction Logs: view electronic payment history

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

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)

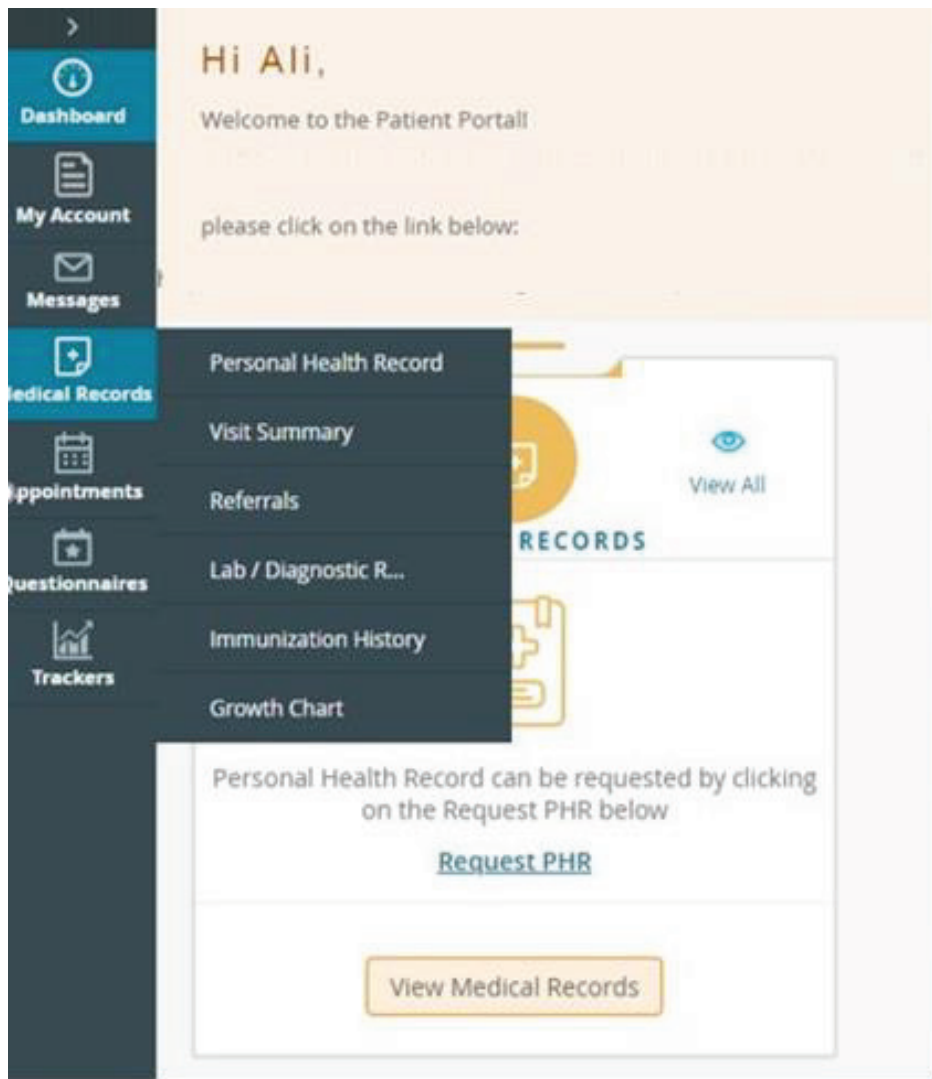
Lab Requests: request a lab order from your provider

Referral Requests request a referral to a specialist

Ask Doctor: same functionality as composing a message from your inbox, a quick link to send a message

Immunization Form Request send a message requesting your MCIR (Michigan Care Improvement Registry) report/Immunization history

Navigating: Medical Records



WHAT'S INCLUDED

Personal Health Record: generate and share your health record which will contain your demographics, smoking status, problem list, medications, allergies, immunizations, health concerns

Visit Summary: view and share the visit summary from all your visits with the practice

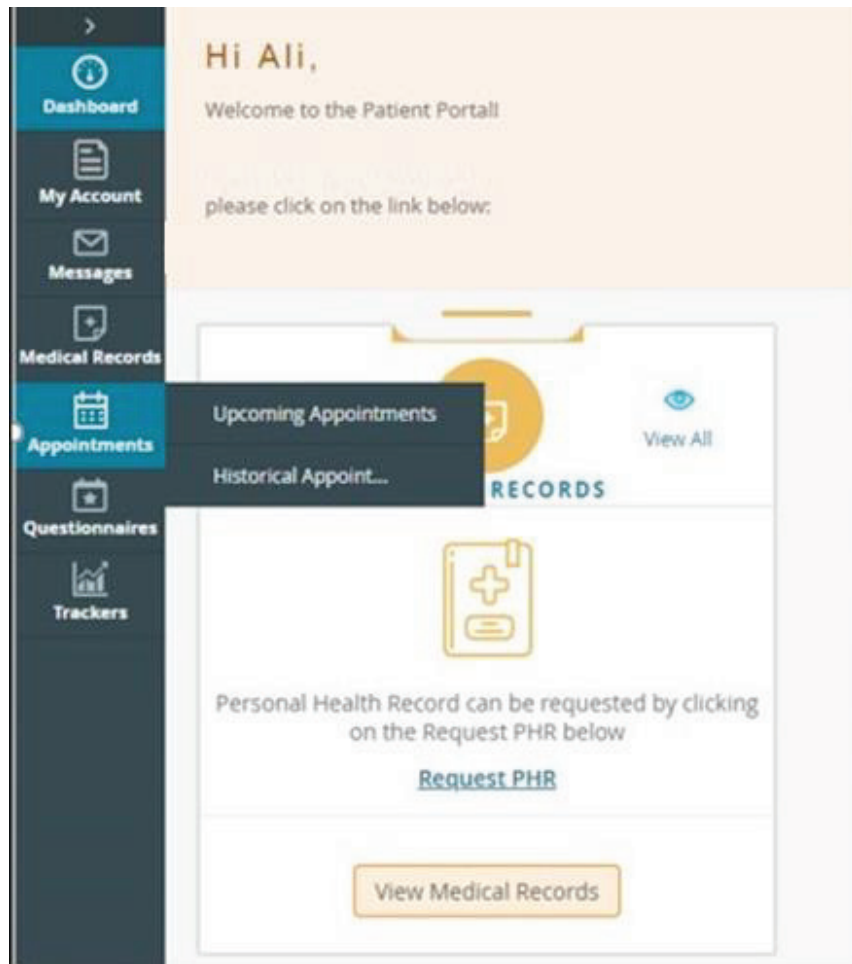
Referrals: view your past referrals or request a new referral from your provider

Lab/Diagnostic Reports: view past results or request a new order from your provider

Immunization History: view the immunization history from your patient chart

Growth Chart: view and print the pediatric growth charts (up to age 20 years)

Navigating: Appointments



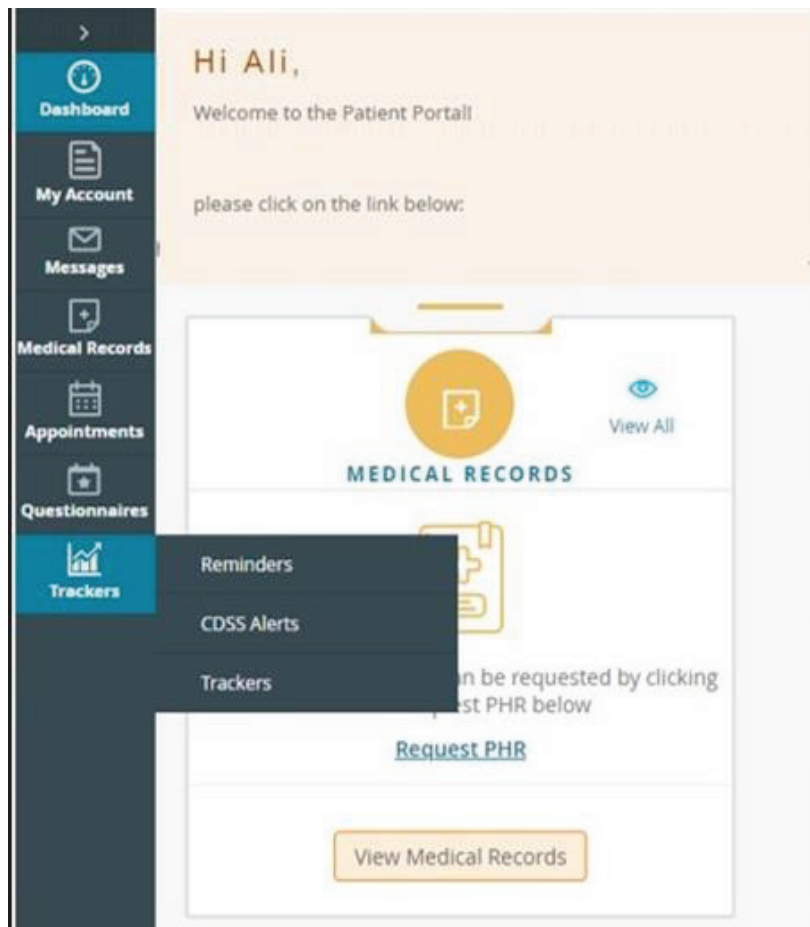
WHAT'S INCLUDED

Upcoming Appointments view all current appointments you have with the practice

Historical Appointments view previous appointment listings with the practice

Navigating: Questionnaires

Navigating: Trackers



WHAT'S INCLUDED

Reminders: health status alerts to remind you to any upcoming or overdue testing/services, i.e. Flu Shot

CDSS Alerts: health status alert to remind you of preventive testing/procedures that are required, i.e. Colonoscopy, Mammogram, Cervical Cancer Screening

Trackers: allows you to capture, calculate and display your vitals manually or in conjunction with fitness technology, i.e. fit bit, for import into your chart for provider review

Options to Monitor Include:
Steps, Distance, Calories, BMI, Sleep,
Blood Pressure and Blood Sugar

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.

Thank you for using your Patient Portal!!