

# PATIENT INSTRUCTIONS FOR TELEMEDICINE

**Diagnostic Partners of North Texas  
Murphy Medical Clinic**



PROVIDERS:  
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# What is Healow?

- The healow app provides a secure means to manage your health and wellness by telemedicine.
- The app can be used on any Apple® or Android® enabled device.
- The app can also be used on a computer with a WEBCAM and MICROPHONE ([www.healow.com](http://www.healow.com)). Please check the status of your headphones and speakers (please use either or).
- Healow is acronym for Health and Online Wellness.
- You can link multiple accounts (spouse, child, etc.) to the same app.

# HOW TO start your telemedicine set up.

1. Call the office by dialing (972) 867-9507 OR (972) 578-7700 and request your patient portal credentials.
2. If you have a valid email, the office staff will provide you with a username and password.
3. Once you have your patient portal credentials, WRITE THEM DOWN. You will need these to set up your Healow account, by using the following steps.

# Step 1

If you are using a computer:

1. Go to [www.Healow.com](http://www.Healow.com)

If you are using a smartphone:

1. Download the Healow app from your app store on Apple® or Android®

# Step 2

If you are using a computer:

1. On the healow.com home page, click on Access your Health Record, in the top right corner.



2. Find your doctor by PRACTICE CODE and hit GO. Then click on Diagnostic Partners of North Texas.

 Sign In To Access Your Health Record ⓧ  
If your doctor has given you online access start by finding your doctor

Search By:  Provider Name  Practice Name  Practice Code/Phone

Go

PRACTICE CODE IS: **HIAJAA**

If you are using a smartphone:

1. On the Welcome to healow screen, search to find your provider by PRACTICE CODE.
2. Enter the PRACTICE CODE and hit LOGIN.

Sign into your portal account,  
if your doctor has given you online access to  
your health record

 FIND MY DOCTOR

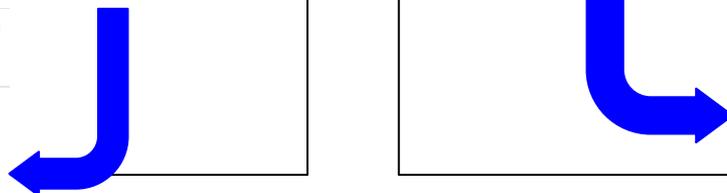
OR

Please enter the code given to you by your doctor's office OR  
enter your doctor's contact number.



Enter Practice Code / Phone No.

LOGIN



# Step 3

If you are using a computer:

1. Login using the patient portal credentials.
2. Follow the prompts on the screen to complete your set up.
3. Book or access your appointment by using the tabs on the left side of your screen.
4. Begin **TELEVISIT** to initiate the video call.

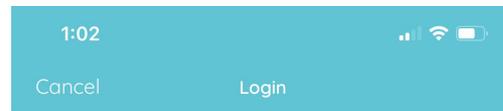
If you are using a smartphone:

1. Login using the patient portal credentials.

# Step 4 - If you are using a smartphone:

If you are using a smartphone:

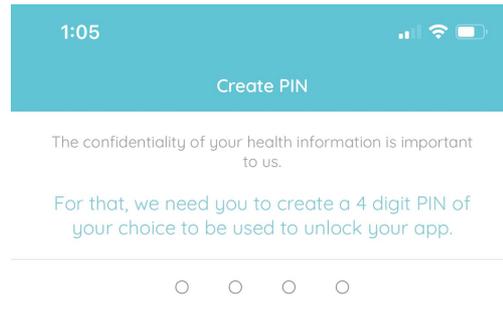
1. Hit "I AGREE TO THE TERMS & CONDITIONS."
2. If you experience trouble signing in, follow the steps below:



# Step 5 - If you are using a smartphone

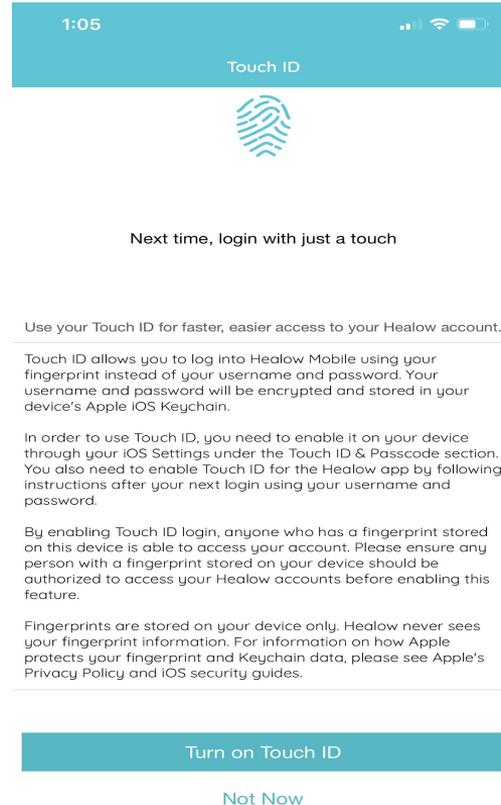
If you are using a smartphone:

- Create a 4 digit pin, which will be used going forward to log in. After this initial login, the only step in logging in will be entering your PIN.

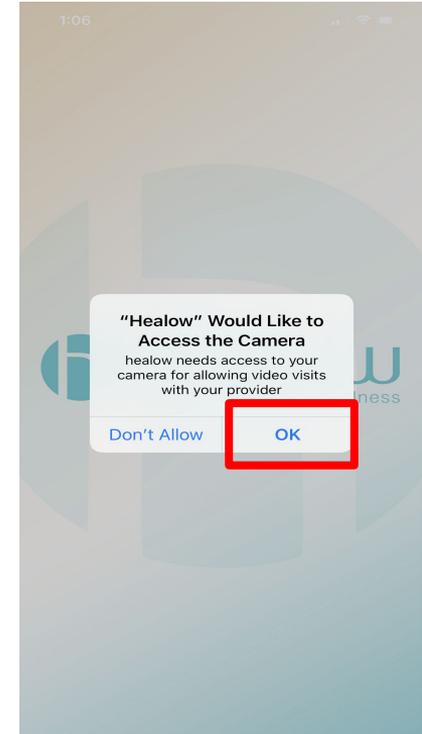
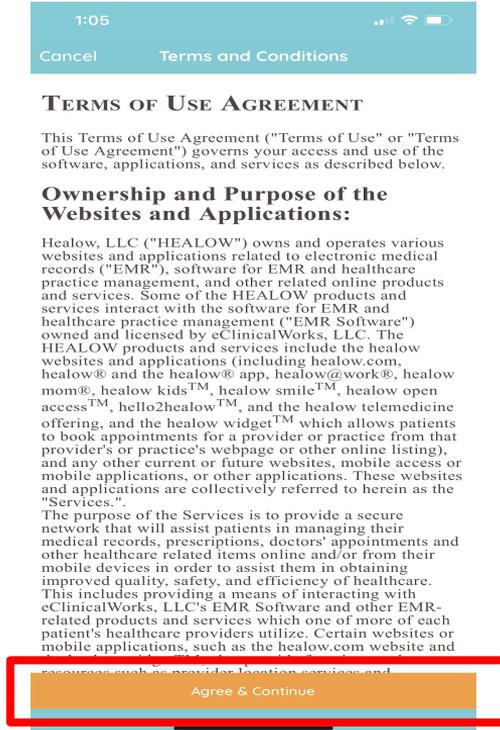
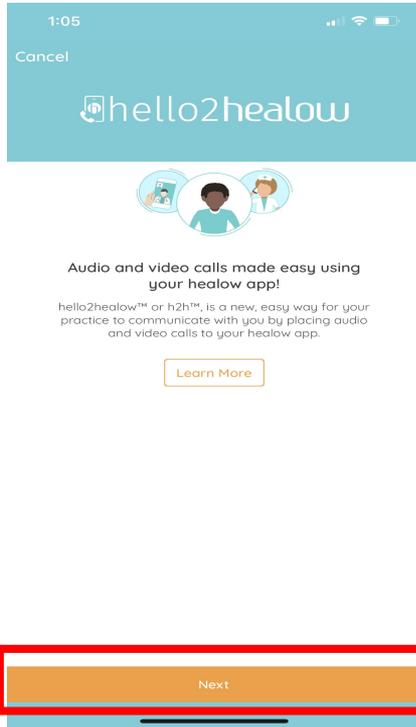


# Step 6 - If you are using a smartphone

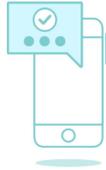
- If you have a Apple®, you may be required to register with Touch ID.
- You can also skip this step by hitting NOT NOW.



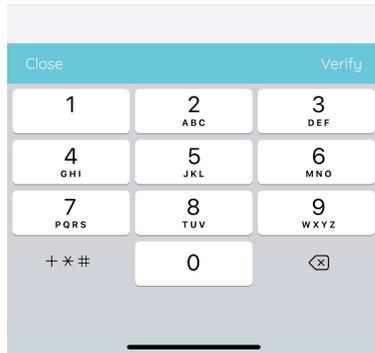
# Step 7,8,9 - If you are using a smartphone



# Step 10, 11 - If you are using a smartphone



A code will be sent for validation purposes.  
Standard text messaging charges apply.



Below are the practices eligible for h2h™ enrollment.  
Click Complete Enrollment to start receiving h2h™  
audio and video calls.



# Step 12, 13 - If you are using a smartphone

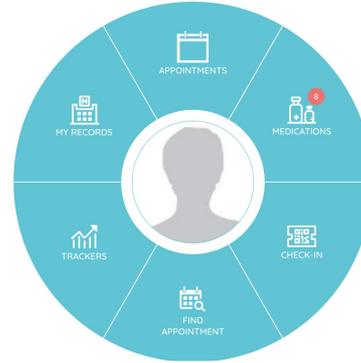


Congratulations!  
You're ready to receive h2h™ calls!



You can modify your preferences at any time by visiting the **h2h™** section in your healow app settings

[Learn more about h2h™](#)



## Step 14 - If you are using a smartphone

- Once you are logged in, you are **READY TO BOOK!**
- Hit find appointment and follow the prompts on the screen to book your appointment.
- If you have already booked your appointment, select **APPOINTMENTS** to **initiate the TELEVISIT.**

# Healow or Telemedicine Questions

If you have any questions or concerns, use the link below:

<https://www.healow.com/support/jsp/faq/index.html>

OR

Contact our office.