

## Patient Portal Highlights

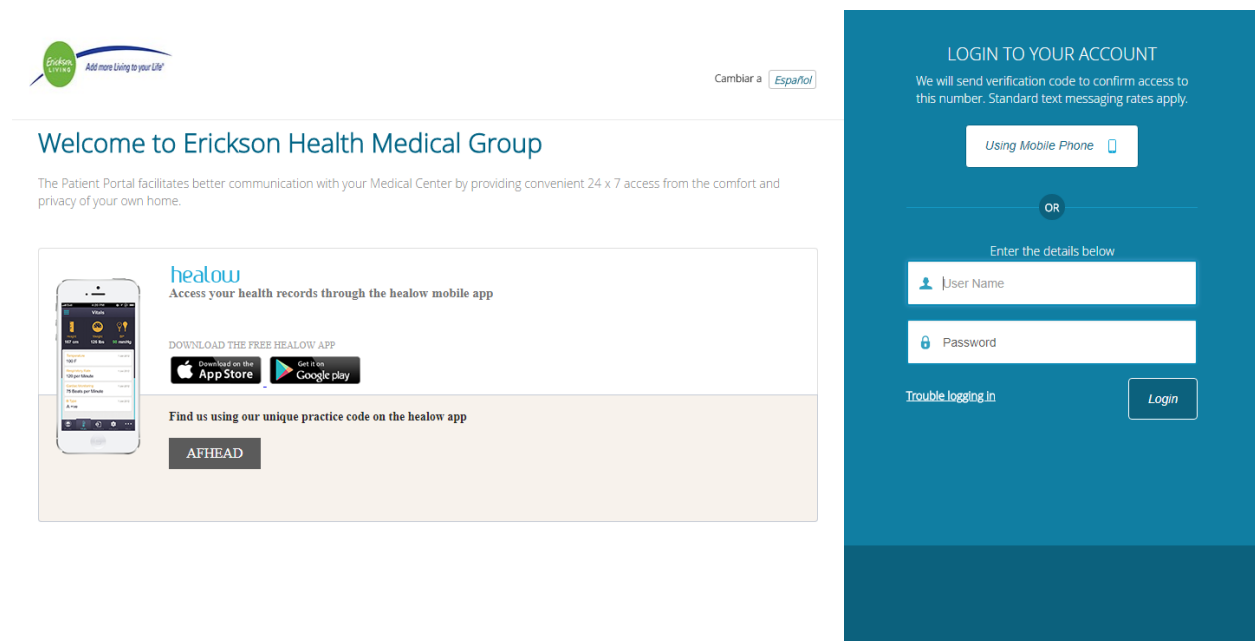
1. Log into the Portal
2. The Dashboard
3. Navigation
4. Sending a Message
5. Request an appointment

### Step 1: Log into the portal

In a web browser address bar type in

<https://health.healow.com/ericksonliving>

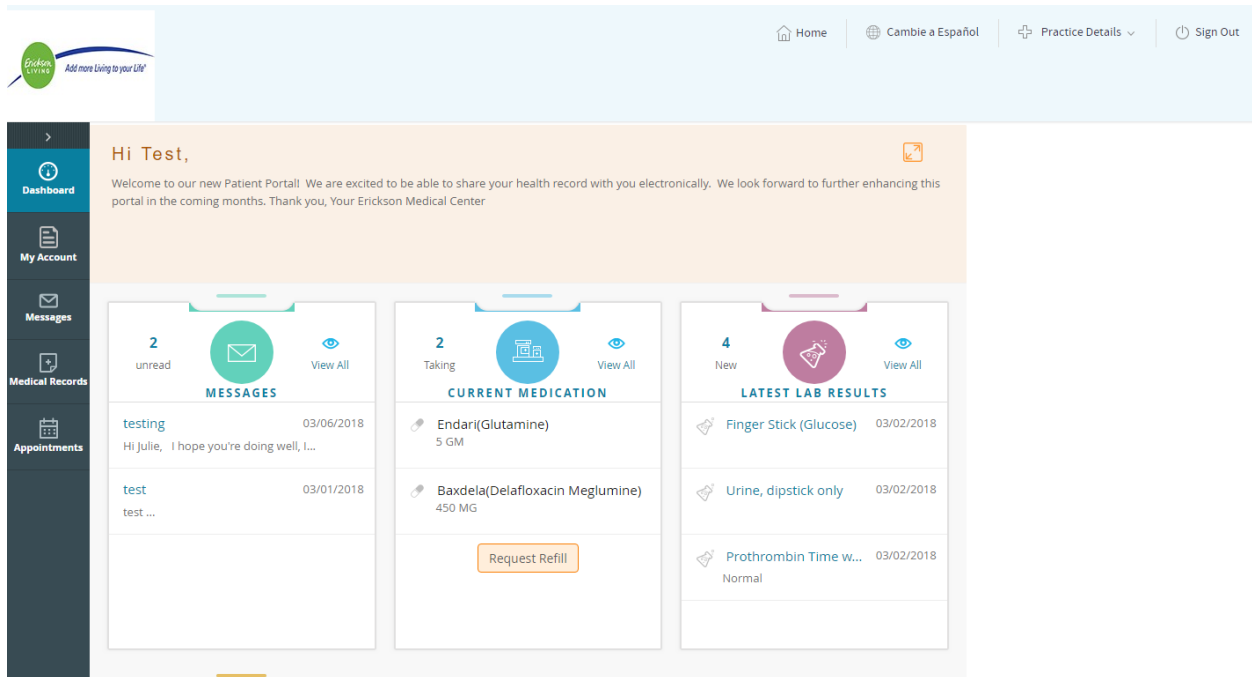
You need to type it directly into the address bar, googling the portal does not work.



Enter in your username and password

- A. If this is the first time you are logging in, you will be asked to:
  - a. Create a personalized password.
  - b. Set a password reminder question/answer
- B. If you download the Healow app, you want to use AFHEAD as the practice code.

## Step 2: The Dashboard



**Hi Test,**

Welcome to our new Patient Portal! We are excited to be able to share your health record with you electronically. We look forward to further enhancing this portal in the coming months. Thank you, Your Erickson Medical Center

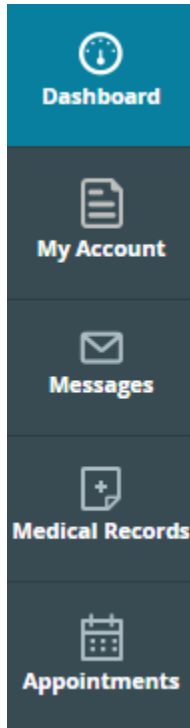
MESSAGES	CURRENT MEDICATION	LATEST LAB RESULTS
<p>2 unread <span>View All</span></p> <p>testing 03/06/2018 Hi Julie, I hope you're doing well, I...</p> <p>test 03/01/2018 test ...</p>	<p>2 Taking <span>View All</span></p> <p>Endari(Glutamine) 5 GM</p> <p>Baxdela(Delafloxacin Meglumine) 450 MG</p> <p><a href="#">Request Refill</a></p>	<p>4 New <span>View All</span></p> <p>Finger Stick (Glucose) 03/02/2018</p> <p>Urine, dipstick only 03/02/2018</p> <p>Prothrombin Time w... 03/02/2018 Normal</p>

When you log into the portal, you will go to the Dashboard where you can see any new messages, current medications list, lab results and download your medical records. There are two areas of navigation on this screen; the left side bar and the links on the main screen.

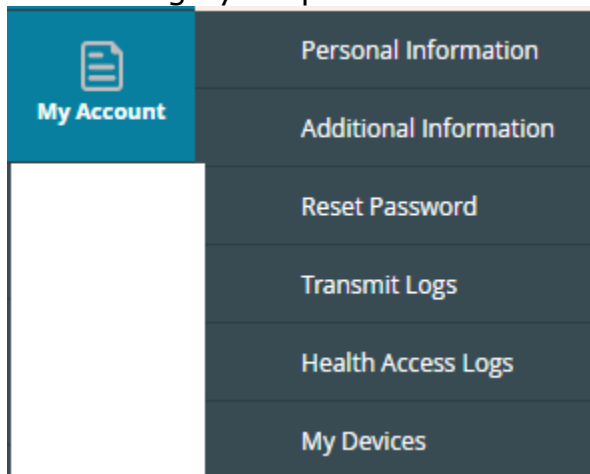
### Step 3: Navigation

The left side bar navigation:

**Dashboard:** takes you to the main screen




**My Account:** Allows you to review and update addresses and phone numbers the medical center has on file. You can also reset your password and manage your portal access devices.




## Erickson Living Patient Portal

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**Messages:** Where you can send messages to your providers and review messages sent to you.

 Messages	Inbox
	Refill Requests
	Referral Request
	Ask Your Medical C...

**Medical Records:** Where you can view, print or download your medical information.

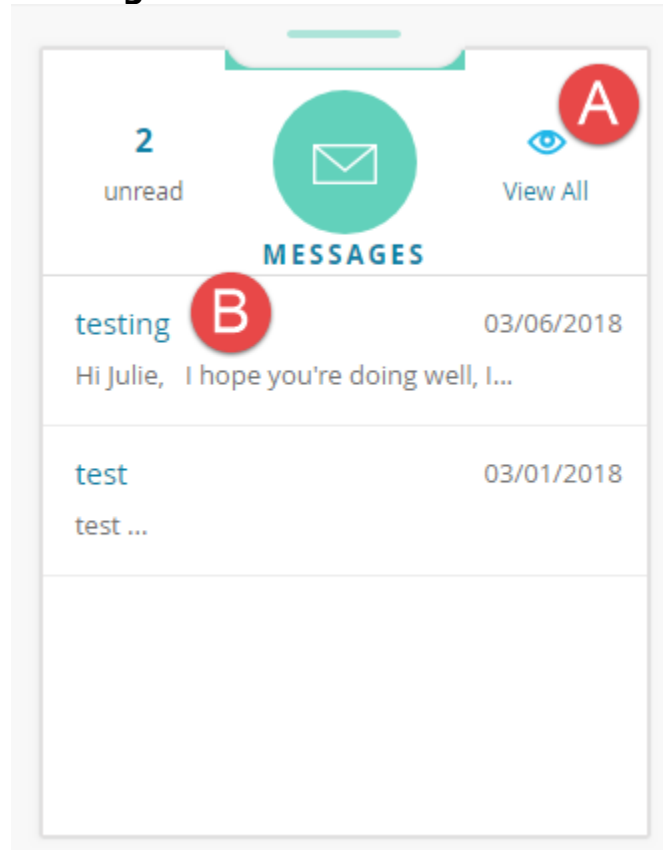
 Medical Records	Personal Health Record
	Visit Summary
	Referrals
	Lab/Diagnostic Reports

**Appointments:** Where you can view current appointments and request new/change appointments.


 Appointments	Upcoming Appointments
	New Appointment

**Navigation from the Dashboard:**

**Messages:**



A. Click on View All to go to the list of Messages.

 MESSAGES

Compose Delete


Inbox Sent Items

<input type="checkbox"/>	Received From	Subject	Date Time
<input type="checkbox"/>	General Messages	test	03/08/2018 02:08 PM
<input type="checkbox"/>	General Messages	testing	03/06/2018 02:02 PM
<input type="checkbox"/>	General Messages	test	03/01/2018 10:10 AM
<input type="checkbox"/>	General Messages	test	03/01/2018 10:10 AM
<input type="checkbox"/>	General Messages	test	03/01/2018 10:08 AM
<input type="checkbox"/>	General Messages	Welcome	03/01/2018 09:54 AM

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## B. Click on the Message Subject to see the specific message

Dashboard

 General Message

 [Reply](#)  [Print](#)

**testing**

General Messages

🕒 03/06/2018



Hi Julie,

I hope you're doing well, I more hope that this message make it to you!!



[Reply](#)

[Close](#)

**Medications:**


2 Taking   **A** View All

**CURRENT MEDICATION**

-  Endari(Glutamine) 5 GM
-  Baxdela(Delafloxacin Meglumine) 450 MG

**B** Request Refill

A. Click on View All to see a list of all medications.

 **CURRENT MEDICATION**  Print



<input type="checkbox"/>	Medication Info
<input type="checkbox"/>	Endari(Glutamine) 5 GM Orally with no refill(s)
<input type="checkbox"/>	Baxdela(Delafloxacin Meglumine) 450 MG Orally with no refill(s)

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**Refill Request**


B. Click on Request Refill to send a message to the practice for a refill.  
*NOTE: This will not send a message to the pharmacy.*

Current Medication > New Refill Request

 REFILL REQUEST 

To:\*  × ▼ Facility:\*  × ▼

Subject:

Pharmacy:  
 × ▼ 

- AME Pharmacy, LLC, 731 Frederick Rd, [410-719-2020],Catonsville, MD, 21228
- Catonsville Pharmacy, 6350 Frederick Rd, [410-744-5959],Catonsville, MD, 21228
- Catonsville-MED LLC, 700 Geipe Road, [410-747-7100],Baltimore, MD, 21228
- CVS/pharmacy #4079, 5603 BALTIMORE NATIONAL PIKE, [410-744-1424],BALTIMORE, MD, 21228
- CVS/pharmacy #4602, 900 EDMONDSON AVE, [410-719-6690],BALTIMORE, MD, 21228
- GIANT PHARMACY #117, 6223-25 Baltimore National Pike, [410-788-6220],Baltimore, MD, 21228

If your pharmacy is not listed, it may be easiest to search by zip code, the list is nationwide.



**Lab Results:**

**4**  
New

**A**  
View All

**LATEST LAB RESULTS**

- Finger Stick (Glucose) **B** 03/02/2018
- Urine, dipstick only 03/02/2018
- Prothrombin Time w... 03/02/2018  
Normal

A. Click on View All to see a list of all recent labs.

YOUR LAB / DIAGNOSTIC REPORTS

Order Date	Name	Reason	Result
03/02/2018	Finger Stick (Glucose)		
03/02/2018	Urine, dipstick only		
03/02/2018	Prothrombin Time with INR (PT/INR)		Normal
03/01/2018	Depression Screening		

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B. Click on the specific lab to see the results of just that lab.

**RESULT**

Patient  
Test Test  
DOB  
12/17/1992  
Address  
Test, Test, Test, AL 40009  
Phone  
508-329-3356

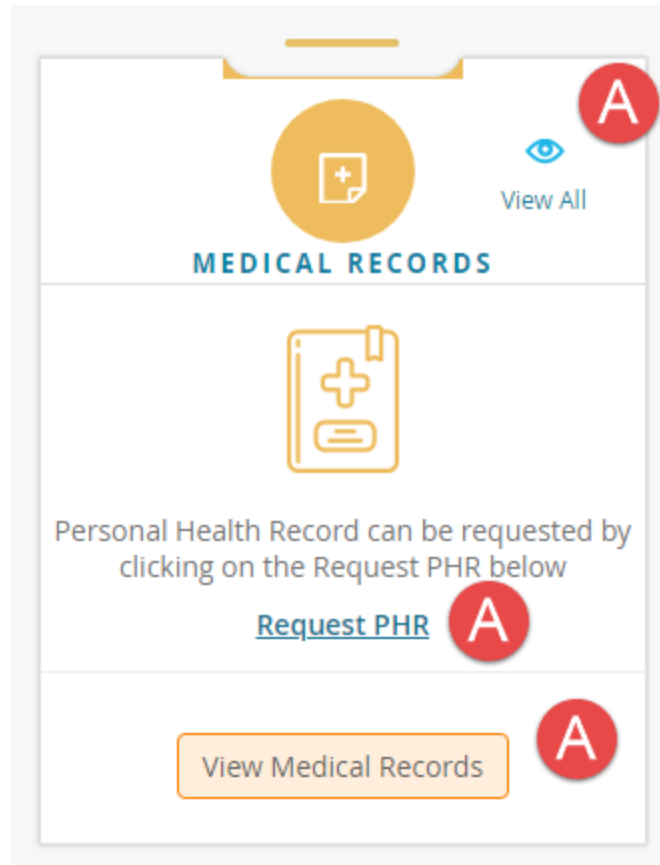
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Ordered Date  
03/02/2018  
Test Name  
**Finger Stick (Glucose)**  
Assessments  
Type 2 diabetes mellitus without complication, unspecified long term insulin use status

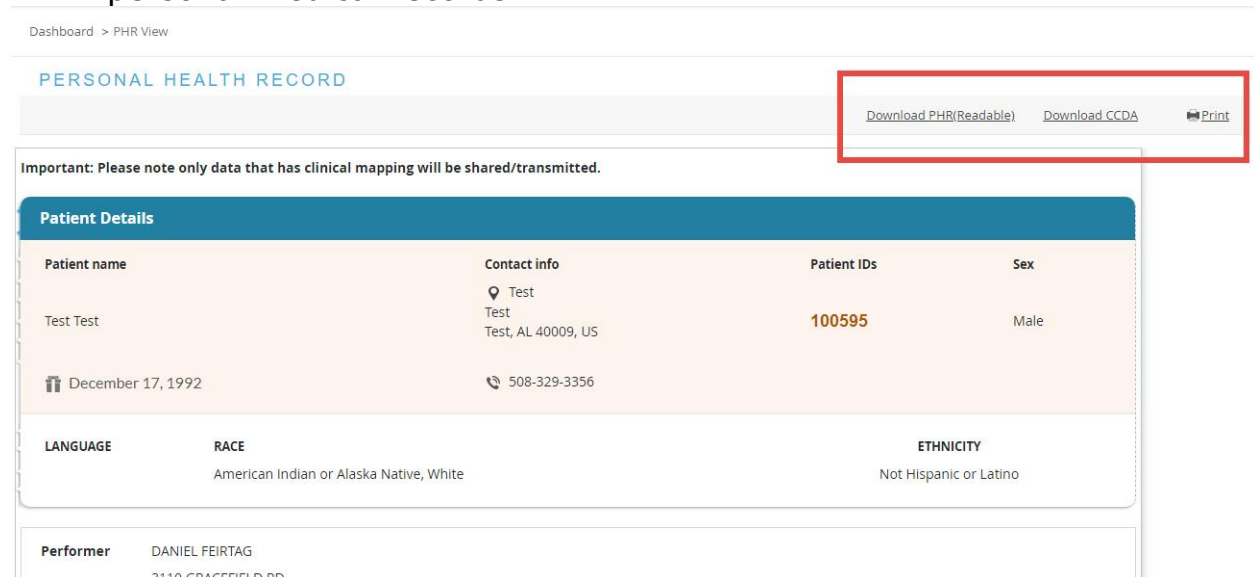
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Name	Value	Reference Range
<b>Result</b>	98	

**Medical Records:**





A. Click on View All or Request PHR or View Medical Records to see your personal medical records.



To save an electronic copy, use Download PHR (readable) or to print a copy, use Print.

## Step 4: Sending a message

Messages > Compose New General Message

 **COMPOSE NEW GENERAL MESSAGE** 

Please use messages for non-urgent communication only.  
If this is an URGENT or EMERGENT patient care issue, please call 911. DO NOT LEAVE A MESSAGE HERE.

To:\* **A**  × ▾

Facility:\* **B**  × ▾

Subject: \* **C**

Message: \* **D**

**E**

To get to messages, you can either use the left hand navigation band or the dashboard.

- A. Choose the provider you wish to send the message. Your provider list will only include the providers with whom you have had an appointment.
- B. Choose the facility, there should be only one in the list.
- C. Enter a subject.
- D. Enter your message.
- E. Click Submit to send the message.

## Step 5: Request an appointment

**NEW APPOINTMENT REQUEST**

Provider: \*  **A** Facility: \*

Appointment Type: \*  **B** Reason For Visit: \*

**PREFERRED DATE RANGE:** **C**

From: \*  To: \*

**FIRST PREFERENCE:** **D**

Preference Day\*  Time\*

**SECOND PREFERENCE:**

Preference Day:\*  Time\*

**CONTACT DETAILS:** **E**

Preferred Method Of Contact: \*  Email: \*

Contact Number:

**MESSAGE:** **F**

**G**

Requesting an appointment with the medical center through the portal is not setting an appointment. It will need to be confirmed by the medical center, please wait for a return message from the medical center.

Please enter:

- A. The provider you wish to see
- B. Appointment type and reason for visit
- C. Date range for the visit
- D. A first and second preference for date and time.
- E. (Scroll down on the portal page) Your contact details
- F. Any additional information as needed
- G. Click Submit to send the message