

Instructions for signing onto and using the Healow App and the Patient Portal

To use the Healow phone app (easier but less complete than the Patient Portal):

1. On your Smart Phone or Android, go to the app store. In the search box, type in "Healow app". When "Healow" comes up, hit enter. Once the app uploads, click "Get started" and enter the office code, which is JHACBA (all caps), and then click "Log in". Then enter the username and password you were given in the office. Click on the orange box at the bottom of the page to accept the conditions:
2. The app will ask you to verify your name and DOB- type those in. Set a 4 digit PIN. This is the first page you will see when you open the app in the future. The app will then take you to an introduction/instruction page.
3. One section is appointments: This section allows you to see what appointments you have pending (click on "upcoming appointment" bottom left tab) or alert yourself to future appointments. Click the bottom right "appointment alerts" button to set a time to alert yourself about an appointment and to write notes to yourself if you wish).
4. Another tab on the home page is "Medications". All your current meds should be listed on this page. You can take photos of your medicine bottle labels and connect those to the app by clicking the little circle to the left of the medicine name. Click "camera". Take a picture of the medicine label and click "Send photo". Position the box and then click "Done". You can label the type of medicine or health problem this is for by clicking the name of the medicine and then typing into the Nickname box. You can also use this to send yourself reminders to take your medicine. This information does not come to us- It is only for self-management. If you finish a medicine, you can remove it from the list by clicking on the "Hide Medicine" tab at the bottom. If you wish, bring your phone and your medicine bottles in and we can help you with this.
5. Another tab is on the home page is the "Check In" button. We are not using this feature at present.
6. Another tab is the "Find Appointments" tab. This is not working at present.
7. Another tab is "Trackers": This allows you to link your fitness tracker, like Fitbit, to the Healow app so you can easily show us your data at an appointment. You can also track your glucose, BMI, blood pressure, activity, heart rate and steps.
8. Another tab is "My records". Clicking on "My Records" at the bottom left connects you to lab and imaging results (results that we receive by fax will usually not appear.) Clicking on the "My chart" tab shows your vital signs, insurance, allergies and problem list. "Messages" will show any messages that we have sent to you. To send us a message, click the pencil in the top right corner and send us a message under the appropriate tab. **DO NOT USE THIS FOR URGENT MESSAGES- CALL US INSTEAD.** The appointment box shows past and pending appointments. The medication tab lists your medicines that our doctors (but not other doctors) have given you.
9. If you click the picture tab on the upper left side of the home page, it will take you to your "My Records" tab. If you click on the picture in the center of the home page, you can add a "selfie". If you click on the setting "gear" icon in the upper right corner, you can change settings, take a tour, or contact eClinicalworks to report a problem or get help. You can also log-out on this page. To link family members to 1 Healow account, log-out. It will then take you to a log-in screen and then click "I am a first-time user on this device- click Begin Now". Go through the registration process for another family member.

To use the Patient Portal:

The Portal has the same features as the Healow app but is trickier to log onto. Be careful with case sensitivity on both the user name and password! If you get a "invalid user name or password" message, log out of your browser and log in again. If you use Chrome, you have to type in <https://tinyurl.com/lmfportal> in the very top browser address box to reach the site.

In addition to all of the features in Healow, there are more in the Patient Portals. You can see the health education information that we sent you at an appointment. You can update your personal information, look at your present and past billing statements, where we have sent referrals for you, a list of when you have accessed your Portal, your medical history (this is helpful to print out to take to other doctors at first appointments). The "Request appointment" tab does work on the Portal.

Living Will Declaration

I, _____ being of sound mind, willfully and voluntarily make this declaration to be followed if I become incompetent. This declaration reflects my firm and settled commitment to refuse life-sustaining treatment under the circumstances indicated below.

I direct my attending physician to withhold or withdraw life-sustaining treatment that serves only to prolong the process of my dying, if I should be in a terminal condition or in a state of permanent unconsciousness.

I direct that treatment be limited to measures to keep me comfortable and to relieve pain, including any pain that might occur by withholding or withdrawing life-sustaining treatment.

In addition, if I am in the condition described above, I feel especially strong about the following forms of treatment:

I ____ () do ____ () do not want cardiac resuscitation.

I ____ () do ____ () do not want mechanical respiration.

I ____ () do ____ () do not want tube feeding or any other artificial or invasive form of nutrition
(food) or hydration (water).

I ____ () do ____ () do not want blood or blood products.

I ____ () do ____ () do not want any form of surgery or invasive diagnostic tests.

I ____ () do ____ () do not want kidney dialysis.

I ____ () do ____ () do not want antibiotics.

I realize that if I do not specifically indicate my preference regarding any of the forms of treatment listed above, I may receive that form of treatment.

Other instructions:

I ____ () do ____ () do not want to designate another person as my surrogate to make medical treatment decisions for me if I should be incompetent and in a terminal condition or in a state of permanent unconsciousness.

Name and address of surrogate (if applicable):

Name and address of substitute surrogate (if surrogate designated above is unable to serve):

I made this declaration on the ____ day of _____ (month, year).

Declarant's signature: _____

Declarant's address: _____

The declarant or the person on behalf of and at the direction of the declarant knowingly and voluntarily signed this writing by signature or mark in my presence.

Witness's signature: _____

Witness's address: _____

Witness's signature: _____

Witness's address: _____

(c) Invalidity of specific direction.—Should any specific direction in the declaration be held to be invalid, the invalidity shall not offset other directions of the declaration which can be effected without the invalid direction.

(d) Medical record.—A physician or other health care provider who is furnished a copy of the declaration shall make it a part of the declarant's medical record and, if unwilling to comply with the declaration, promptly so advise the declarant.

The Pennsylvania Declaration

The Pennsylvania Declaration lets you express your wishes about life support and allows you to appoint someone to speak on your behalf in the event that you become terminally ill or permanently unconscious and can no longer speak for yourself.

Who may complete a declaration?

If you are at least 18 years old, or a high school graduate, or married, and are of sound mind, you may complete a declaration.

When does the declaration take effect?

The declaration will take effect when all of the following conditions are met:

- your declaration is given to your attending physician; and
- your attending physician and a second physician determine that you have a terminal condition or are permanently unconscious, and you can no longer speak for your self.

What are the witnessing requirements?

You must sign the declaration, or have another person sign it on your behalf and at your direction, in the presence of at least two individuals who are 18 years of age or older. (If someone signed the declaration on your behalf, he or she may not also act as a witness.) In addition, it is advisable to choose someone other than your surrogate as your witness.

What should I write under “other instructions”?

You may want to refuse, or request, particular treatments—for example, “In addition to the above list, the types of medical treatment that I do not want include but are not limited to surgery...” You may also wish to give your surrogate more flexibility in making decisions for you by stating “I do not intend the above list to limit my surrogate’s decision making ability.”

What if a physician or health care provider refuses to comply with my declaration?

A physician or health care provider who will not or cannot comply with your declaration must make “every effort” to transfer you to the care of another physician or health care provider who will honor your declaration.

What if I change my mind?

You may revoke your declaration at any time and in any manner (for example, by destroying the document), whether or not you are competent at the time of revocation. You must tell your attending physician that you have revoked your declaration.