



# ST. LUCIE COUNTY

Employee Health & Wellness Centers



— Welcome to —

**MY HEALTH**  
ONSITE<sup>SM</sup>

Proactive. Engaged. Personalized.



## The Patient is the **HEART** of our Service

**HOSPITALITY:** We are dedicated to anticipating needs and developing relationships that exceed patient and client expectations.

**EXCELLENCE:** We are committed to improving individual outcomes by encouraging health education and creating personalized proactive care plans for each patient.

**ACCESSIBILITY:** We promote the highest quality of care by providing easy access to screenings, preventive services, health programs and integrated primary care.

**RESPONSIBILITY:** We take responsibility for the safe and cost-effective delivery of care to our patients.

**TEAMWORK:** We are committed to respect, communication and collaboration.

**PROACTIVE. ENGAGED. PERSONALIZED.**



### **Our Vision**

My Health Onsite will transform healthcare in the employer space by promoting a culture of health and well-being, including patient care that is high quality, cost-efficient and inviting of individual preferences, fostering a **culture of compassionate care.**



### **Our Mission**

My Health Onsite delivers advanced **personalized** healthcare solutions to employers that enhance patient **engagement** while **proactively** improving health outcomes.





## GET TO KNOW OUR SERVICES

### **My Health Onsite Employee Health & Wellness Center:**

Employee Health Center includes **FREE** routine checkups, sick visits, and acute condition treatment. Providers see employees, spouses, dependents, retirees and children from the ages of 6 and up for non-urgent acute care such as sore throats, ear aches, bumps and scrapes.

### **Personalized Health Assessment - Vital Health Profile (VHP):**

My Health Onsite offers a complimentary personalized health assessment called the **Vital Health Profile (VHP)**, which includes biometric screening and laboratory studies. The VHP gives patients an opportunity to review their results with our medical provider and receive a complete physical.

### **Registered Dietitian & Nurse Educator Available at NO COST to You:**

Our comprehensive Health & Wellness Program provides over 40 services offered totally **FREE** including the addition of diabetic and nutrition counseling with a dietitian nutritionist. Plus, personalized one-on-one health coaching is available. Please contact your provider to be referred to our **FREE** Wellness Programs.

### **No Deductible or Co-Pays at My Health Onsite for:**

- **Generic medications**—most available onsite at Health Center
- **Personalized wellness program with one-on-one health coach**
- **X-rays and diagnostic testing**
- **Laboratory testing** ordered at the health center and labs ordered outside by your provider
- **Pre-diabetes & hypertension management, nutritional counseling, immunizations and more!**



Schedule an appointment today via the [healow app](#) (*practice code: DAAEBD*), through our online patient portal at [www.my-patientportal.com](http://www.my-patientportal.com) or by contacting the **Patient Support Team at: 772-300-9090**.

All services are provided by My Health Onsite. St. Lucie County does not have access to any My Health Onsite's patient medical records. My Health Onsite abides by all federal HIPAA and confidentiality regulations.



## VITAL HEALTH PROFILE (VHP)

### My Health Onsite Offers a **FREE** Annual Health Assessment

My Health Onsite offers a complimentary personalized health assessment called the **Vital Health Profile (VHP)**, which includes biometric screening and laboratory studies. The VHP gives patients an opportunity to review their results with our medical provider and receive a complete physical.

### 3 EASY STEPS TO COMPLETE YOUR VHP\*:

1



#### Vital Health History

History questionnaire which can be completed at the Health Center or from the Patient Portal

2



#### Nurse/Lab Visit

Complete biometrics & annual labs

3



#### Provider Visit

Annual labs & biometrics are reviewed and physical performed in person

*\*If you're new to My Health Onsite or haven't visited us in the past three years, we kindly ask that you schedule an appointment to establish or reestablish care before booking your VHP lab draw.*

- Your **FREE** annual labs include the following:  
**Complete Metabolic Profile** (14 tests including: glucose, electrolytes, kidney, and liver functions), **Comprehensive Lipid Profile** and **Complete Blood Count**. In addition, reflex labs may be added which are personalized to you.
- Based on your history, reflex labs may include: hemoglobin A1C, thyroid testing, uric acid, hepatitis c and/or urine microalbumin/creatinine ratio. **VHP Reflex Labs are reviewed annually and selected based upon their predictive associations with preventable diseases.**
- You can request confidential HIV testing on your first visit with the nurse as part of your baseline labs.



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# VITAL INVESTMENT PROGRAM (VIP)

## ENGAGED COACHING & PERSONALIZED CARE

My Health Onsite offers **over 40 free wellness programs** called the Vital Investment Program (VIP) facilitated by onsite registered nurse educators, registered dietitians, health coaches and tobacco treatment specialists.

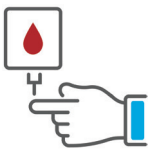
VIP's include topics such as *Diabetes, Hypertension, Weight Management, Stress Management, Tobacco Cessation, Hyperlipidemia and much more!* Each program is personalized to meet individuals where they are to support goal setting and behavior change.



- ▶ Nutrition & wellness counseling with Dietitian & Nurse Educator
- ▶ Personalized wellness services with one-on-one health coaching
- ▶ Additional online programs include webinars, weight loss program & wellness challenges
- ▶ Treating high-risk conditions early such as diabetes & hypertension
- ▶ All services we offer are completely free for all eligible patients

**ASK YOUR PROVIDER TO BE REFERRED INTO OUR FREE WELLNESS PROGRAMS**

## PATIENTS MAY ACCESS A RANGE OF MEDICAL SERVICES AT NO COST



Diabetic Testing Supplies



Lab Services



Personalized Wellness & Nutrition Coaching



Well-Woman Appointments



Medical Care for Chronic Conditions



Preventative Care Appointments

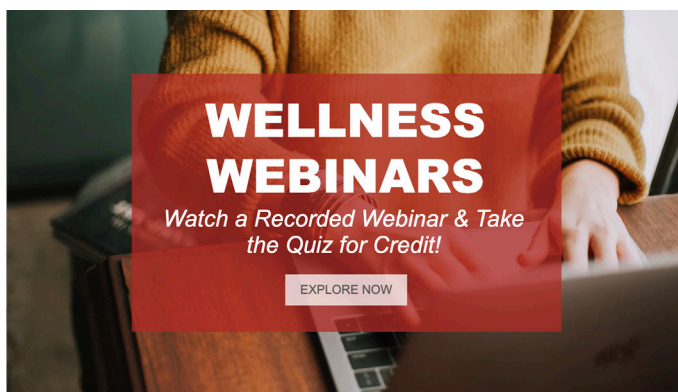
Schedule an appointment today via the [healow app](#) (practice code: DAAEBD), through our online patient portal at [www.my-patientportal.com](http://www.my-patientportal.com) or by contacting the **Patient Support Team at: 772-300-9090**.



# GET ACQUAINTED WITH THE MY HEALTH ONSITE WELLNESS PORTAL

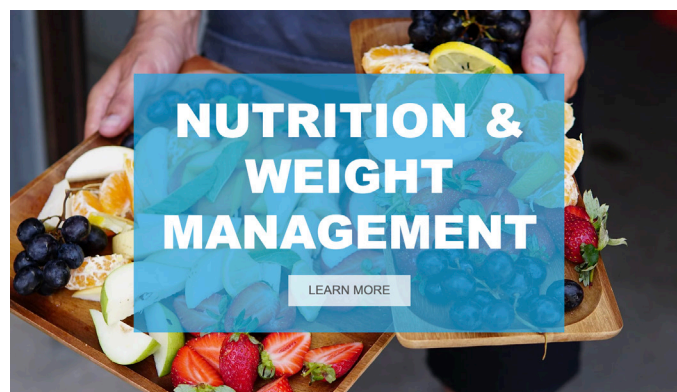
[www.my-wellnessportal.com](http://www.my-wellnessportal.com)

Password: Wellness1



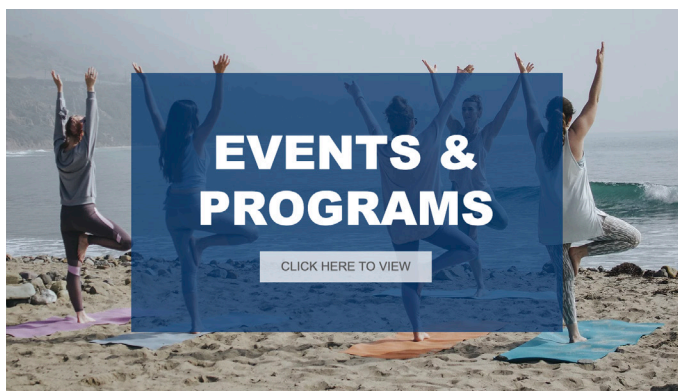
## Wellness Webinars

Watch *recorded webinars hosted by our knowledgeable dietitians, health coaches, and nurse educators* then take the quiz for incentive credit (\*where applicable). You will have access to more than 15 Wellness Webinars with new presentations being added monthly!



## Nutrition & Weight Management

We have gathered up our top resources to help you succeed in your *nutrition & weight management journey*. Whether you are looking for a new and delicious recipe to try or need help figuring what should go on your plate each meal, it's here!



## Events & Programs

From *live webinars to information about our Weight Loss programs*, My Health Onsite is your complete source for improving health and boosting productivity. Our Events & Programs section is your hub to see all we have to offer.



## Resources & Helpful Tips

Explore the path that leads to a *healthier you!* Check out resources on our top *Vital Investment Programs (VIP)*. From Cholesterol & Heart Health to Better Sleep, we have helpful resources that will help you achieve your wellness goals.

Schedule an appointment today via the [healow app](https://www.healow.com) (*practice code: DAAEBD*), through our online patient portal at [www.my-patientportal.com](http://www.my-patientportal.com) or by contacting the **Patient Support Team at: 772-300-9090**.



## LEARN MORE ABOUT YOUR NO-COST PRESCRIPTIONS AT MY HEALTH ONSITE

**All prescriptions dispensed at My Health Onsite have no out-of-pocket expense to you!**

Medications dispensed at My Health Onsite, including refills, require an appointment with an Employee Health & Wellness Center Provider. It is important to bring all your current prescribed medications in the original bottle with you for a first-time provider visit and evaluation.

Getting a prescription dispensed at the Health Center is fast and convenient. Typically, prescriptions are dispensed at the time of your provider appointment.

The Health Center has over **200+ generic medications** ready to dispense onsite for acute treatments and chronic conditions like *hypertension, diabetes, hyperlipidemia and much more!*

Schedule an appointment today and learn more about your medication options via the [healow app](#) (practice code: DAAEBD), through our online patient portal at [www.my-patientportal.com](http://www.my-patientportal.com) or by contacting the **Patient Support Team at: 772-300-9090**.





# WELCOME TO YOUR NO-COST PRESCRIPTION MAIL ORDER PROGRAM

My Health Onsite offers the MyRx mail order program for chronic medications to get recurring prescriptions conveniently delivered directly to your home.

## THE MyRX MAIL ORDER PROGRAM WILL BENEFIT YOU BY:

- ✓ Hassle-free prescription refills for chronic conditions
- ✓ Quicker appointment visits
- ✓ NO COPAYS for medications dispensed by your provider at the Employee Health & Wellness Center



## *We Make It Easy.*

Once you have been seen by your MHO provider at the Employee Health & Wellness Center, received an evaluation and enrolled in the MyRX mail order program, your chronic prescriptions will begin arriving directly to your mailbox. No more refill appointments needed, unless directed by your MHO provider.



## HELPFUL THINGS TO KNOW:

- Bring all your current prescribed medications in the original bottle with you for your first-time provider appointment visit and evaluation
  - Be sure to note any lab tests needed when scheduling your appointment for routine maintenance medications
- Please Note:** medication refills will not be authorized without up-to-date lab results or as directed by your My Health Onsite provider

Schedule an appointment with your My Health Onsite provider today to renew your medications! Make an appointment via the [healow app](#) (practice code: DAAEBD), through our online patient portal at [www.my-patientportal.com](http://www.my-patientportal.com) or by contacting the **Patient Support Team at: 772-300-9090**.

*Be sure to schedule appointments at least 14 days in advance for chronic medication refills to ensure adequate time for delivery to your home.*

## DO YOU NEED A LAB DRAWN FOR AN OUTSIDE PROVIDER?

An outside lab order is one in which a provider in the community not affiliated with the Employee Health & Wellness Center has written an order for laboratory tests for a patient under his/her direct care.

### HERE'S WHAT YOU NEED TO KNOW:



You have to be an established patient in order to have outside lab orders performed at the health center.



As we are not a drawing station, all outside lab orders must be approved by a provider on-site and must be on the approved lab list prior to the lab draw.



The patient may have the orders faxed to the health center prior to the lab draw date to obtain approval and verification ahead of time. If the patient elects to bring the order in the same day, the staff can verify the order with an on-site provider, but it is subject to their approval.

**Note:** All lab results shall be faxed to the outside ordering provider's office. In addition, the My Health Onsite provider who approved the labs will review them.

For assistance accessing the patient portal, please contact our

**Patient Support Team at:**  
**772-300-9090**

My Health Onsite abides by all federal HIPAA and confidentiality regulations.



# NO-COST DIAGNOSTIC IMAGING AVAILABLE

through the St. Lucie County Employee Health & Wellness Centers\*



The Employee Health & Wellness Center can coordinate the below services with **NO OUT-OF-POCKET COSTS TO YOU:**



*MRI*



*CT SCAN*



*ULTRASOUND*



*MAMMOGRAM*

*Note:* The above services are only a sample of tests being offered.

## REQUIREMENTS

### 1. Diagnostic Imaging must be ordered by one of the Providers at the Employee Health Center.

If you have an order from a Provider outside of the health center and would like to utilize this program please make an appointment with one of the My Health Onsite Employee Health Center Providers to use these free imaging services.

### 2. Only orders from a My Health Onsite Employee Health Center will be applicable.

These imaging services will not be billed to you or your Employer's Health Plan.

*\*Excludes Workers' Compensation*

Schedule an appointment today via the [healow app](#) (practice code: DAAEBD), through our online patient portal at [www.my-patientportal.com](http://www.my-patientportal.com) or by contacting the [Patient Support Team at: 772-300-9090](#).



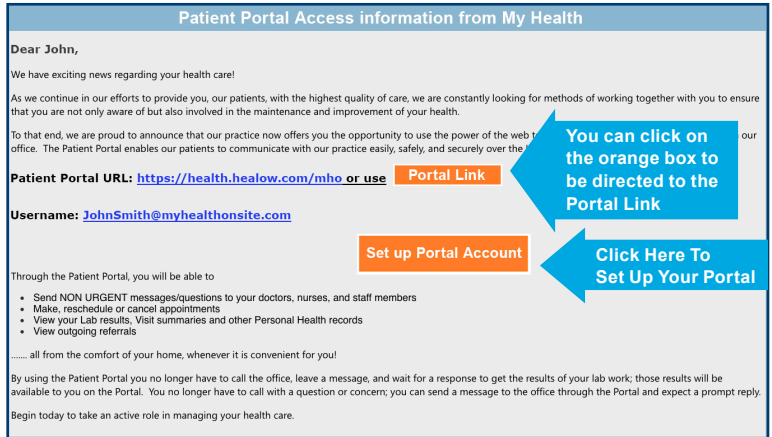
# HOW TO REGISTER & ACCESS THE PATIENT PORTAL

## How to Register

All patients with a unique valid email address should receive an email invitation from **"no-reply@eclinicalmail.com"** with the subject line: **Patient Portal Access Information from My Health Onsite.**

*(Please check spam/junk folders)*

To access your New Patient Portal, simply follow instructions in the email.



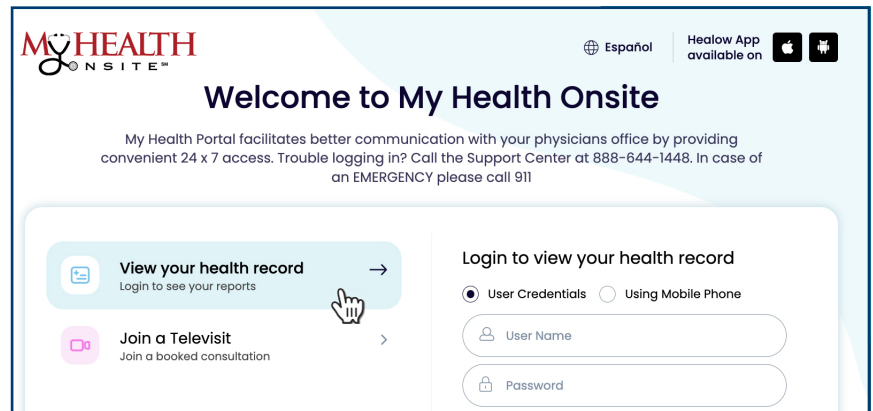
If you have not received the email invitation, please call **772-300-9090** to update your email address.

For patients younger than 18 or adults wishing to provide web portal access to another person, a Patient Portal Proxy Authorization Form must be completed to comply with regulatory requirements. The proxy form can be obtained at the Employee Health & Wellness Center or downloaded from My Health Onsite's web site at the following URL: [www.myhealthonsite.com/patient-forms](http://www.myhealthonsite.com/patient-forms). The form must be completed and turned into the Employee Health and Wellness Center staff to establish web portal access for proxy accounts.

## How to Login (Once Registered)

**STEP 1** Go to [www.my-patientportal.com](http://www.my-patientportal.com) to take you to the **Patient Portal Login** page.

**STEP 2** Click **"View your health record"**. Enter your Username & Password to log in to view health history, book or cancel and appointment, and more!



For assistance accessing the patient portal, please contact our **Patient Support Team at: 772-300-9090**

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PROACTIVE. ENGAGED. PERSONALIZED.

[myhealthonsite.com](http://myhealthonsite.com)



## APPOINTMENT GUIDE

All eligible employees and their covered dependents are encouraged to utilize the **St. Lucie County Employee Health & Wellness Centers** to address any chronic and acute medical concerns. Schedule an appointment today via the **healow app** (practice code: DAAEBD), through your online patient portal at [www.my-patientportal.com](http://www.my-patientportal.com) or by contacting the Patient Support Team at: **772-300-9090**. The employee health and wellness center hours of operation are below:

### FORT PIERCE

2200 Virginia Ave.,  
Fort Pierce, FL 34982

#### Hours of Operation

**Monday–Saturday:**

7:00am–7:00pm

### PORT ST. LUCIE

1680 SE Lyngate Dr., Suite 101,  
Port St. Lucie, FL 34952

#### Hours of Operation

**Sunday–Friday:**

7:00am–7:00pm

**Same-Day Appointment Hours:** 9am–10am & 2pm–3pm

#### No-Shows

The demand for available appointment slots can be over-whelming; however, the practice of employees/dependents not showing for an appointment is greatly diminishing the capacity for others to be seen. Employees/dependents not showing up and not canceling appointments for lab draws and medical appointments will be reported monthly to the St. Lucie County Human Resources Department.

#### Cancellation of Appointments

If the need arises for a last-minute appointment cancellation, please cancel with enough time to allow another St. Lucie County employee to utilize the newly available appointment slot. For your convenience, please log onto your Patient Portal at [www.my-patientportal.com](http://www.my-patientportal.com) or contacting the Patient Support Team at 772-300-9090 to reach an operator to cancel or reschedule your appointment.

#### Late for Appointments

If you arrive at the My Health Onsite Employee Health and Wellness Center 10 minutes or later for your scheduled appointment time, you will be considered a no-show.

#### Acute Medical Problems

For those eligible to use the health and wellness center that have an acute medical problem that needs attention, we will make every effort to see those patients as quickly as possible. Please contact the My Health Onsite Patient Support Team at 772-300-9090 to reach an operator and ask to be transferred through to the center.

#### Face Mask Policy

My Health Onsite Patients are not required to wear a face mask in the employee health and wellness center unless experiencing Cold/Flu or COVID-19 symptoms. However, patients still have the option and discretion to wear a face mask. If a Patient would like to wear a face mask, they may request one when checking-in at the front desk.

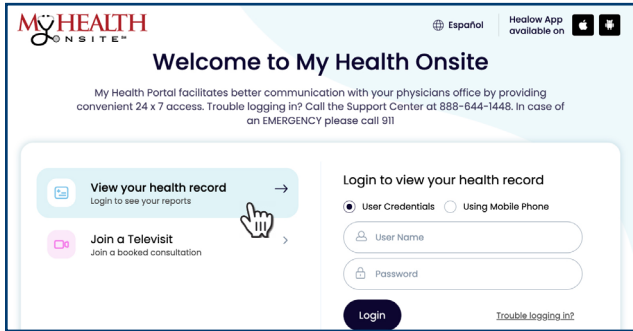
**Patient Support Team at: 772-300-9090 | [www.myhealthonsite.com](http://www.myhealthonsite.com)**

*Please be reminded that the My Health Onsite Health and Wellness Centers are not equipped nor staffed as an emergency room. Any sudden onset symptoms suggestive of a potentially life-threatening situation (shortness of breath, chest pain, fainting, etc.) should be immediately evaluated in an urgent care setting, hospital emergency room or by calling 911.*

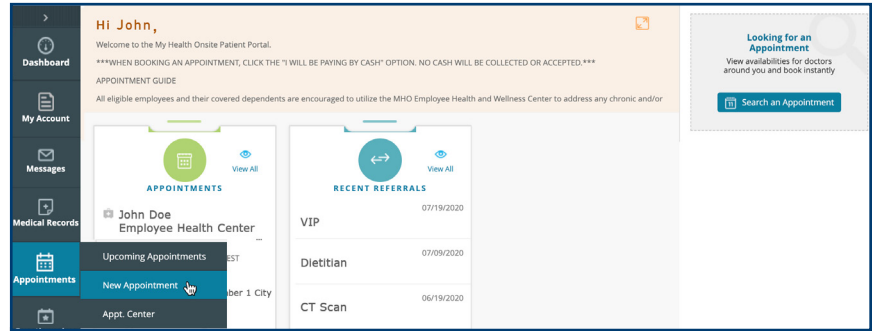
# HOW TO SCHEDULE PATIENT PORTAL APPOINTMENTS

**NEW!** Easier to Find First Available Appointments

Note: Please set zoom setting in web browser to 100% or lower.

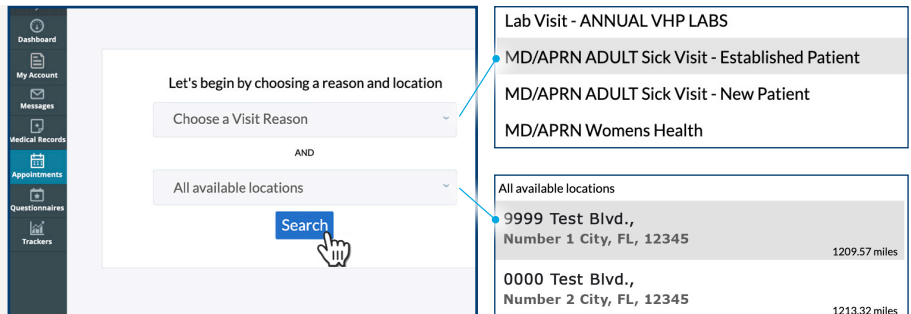


**STEP 1** Go to: [www.my-patientportal.com](http://www.my-patientportal.com) and enter your Username & Password. Click **“View your health record”** to enter Patient Portal.

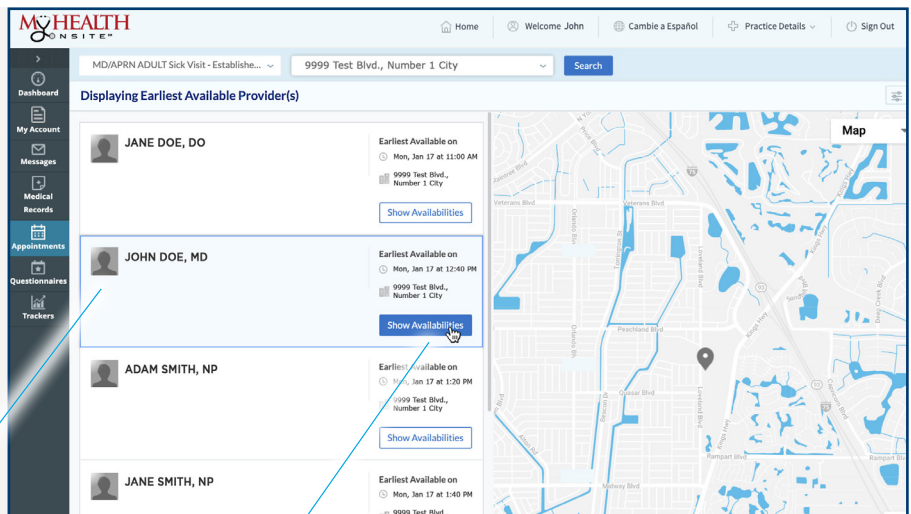


**STEP 2** Select the Appointments Tab at left and select **“New Appointment”** at drop down menu or hit the **“Search for Appointment”** tab at top right.

**STEP 3** Choose a **“Reason for Visit”** and then **“All Available Locations”** or search by a specific location.



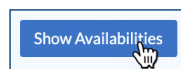
**STEP 4** Select the Provider you would like to see and then select **“Show Availabilities”**.



Select the Provider You Want to See



Select Show Availabilities

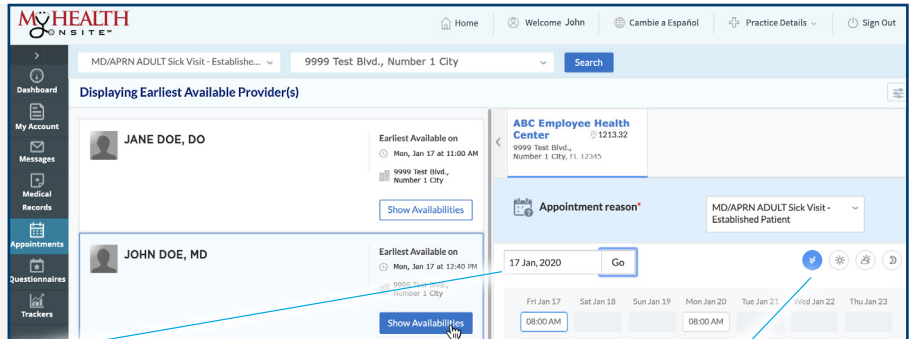


Steps Continued on Next Page

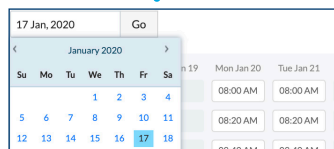
# HOW TO SCHEDULE APPOINTMENTS CONT.

**STEP 5**

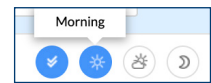
Select the desired date you wish to book. Next, under the date, “Select the Appointment Time” you would like and then it will prompt you to the Patient Details Page of the Appointment.



Select a Future Date to See Available Appointments

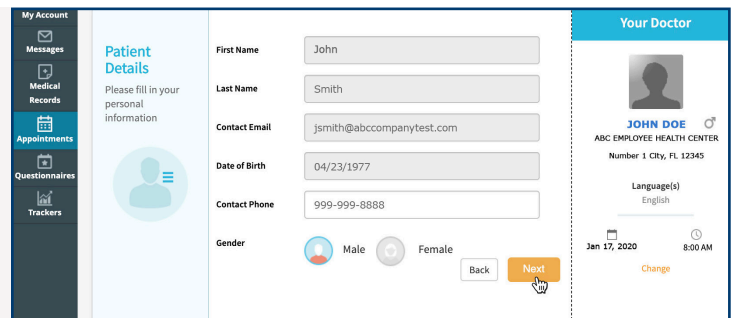


Select Morning, Afternoon, or Evening for Appointment



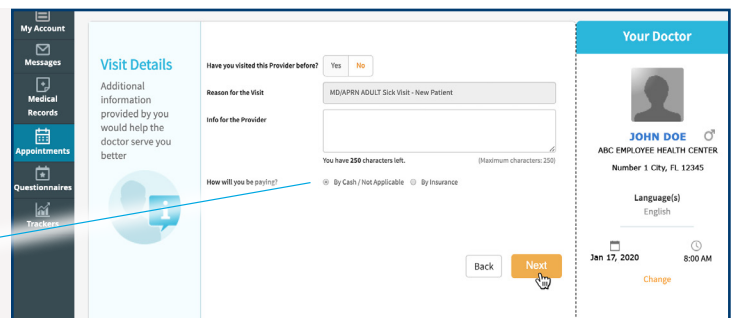
**STEP 6**

On the **Patient Details** page, it is important to confirm your information and appointment details are correct. Click “Next” to go to the “Visit Details” page. (It’s important to use a Cell Phone number as your contact phone as you will receive verification of Appointment via text message.)



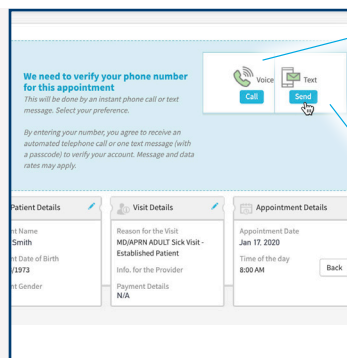
**STEP 7**

Select “Yes or No”, enter any information you would like the Provider to know about the visit, and then select the “Pay by Cash/Not Applicable” button. Select the “Next” button for Phone Verification of Appointment. (Please note: No cash or monies will be collected or exchanged.)



**STEP 8**

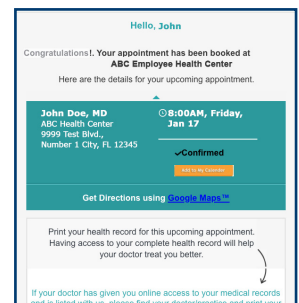
To verify by phone call or text message, click the “Voice” icon for voice call or “Text” icon for security code. Enter security code to confirm appointment & click “Book Now”.



Verify by Cell Phone Call OR

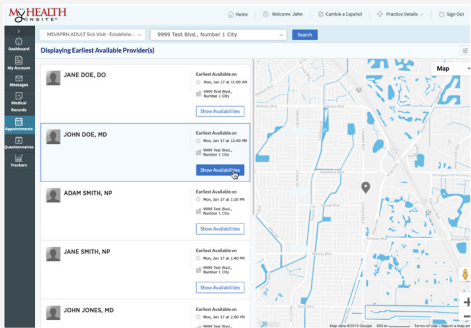
Verify by Text Message to Cell Phone

**Appointment Set!**  
Process is completed.



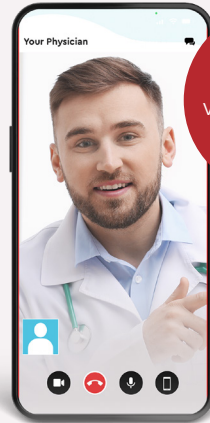
You Will Receive Email Confirmation of Appointment to Registered Email Account.

# USE THE HEALOW® APP TO SCHEDULE APPOINTMENTS WITH EASE



## Immediate access to schedule appointments

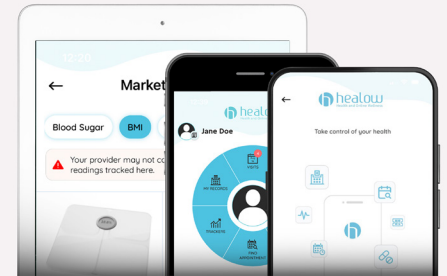
Manage important health information, including labs, medications, allergies & more.



**NOTE:**  
Download & Install the Latest Version of the App for a Seamless Experience!

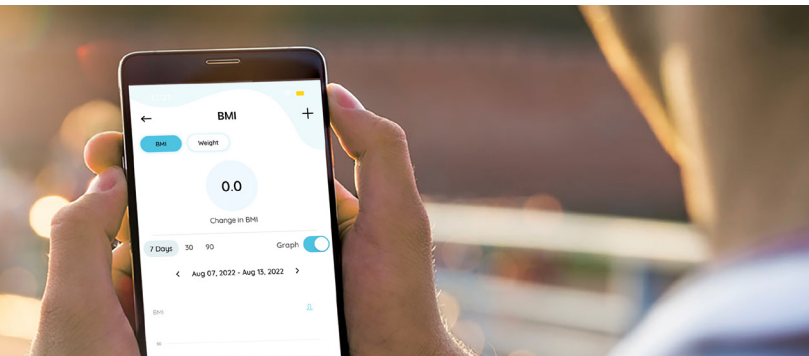
## Connect to your doctor via healow TeleVisits

Get a safe and secure way to connect to your doctor remotely, via video and audio connection either on your smartphone or your computer.



## Your health dashboard available on your smartphone or tablet

A secure app that helps you manage what's important—the health of you and your family!



## MOBILE ACCESS TO BETTER HEALTH

- Schedule appointments
- Capture your health data on the go
- View your consolidated health information
- Convenient provider TeleVisits

## HOW TO DOWNLOAD THE HEALOW APP

Open App Store® from your iPhone® or Google Play™ from your Android phone, **search healow app and download**. Tap “Get” in the App Store or “Install” in Google Play. **NOTE: Make sure to check the Developer is eClinicalWorks LLC.** When the installation is complete, the healow icon displays on the device Home screen.



Schedule an appointment today via the **healow app** (*practice code: DAAEBD*), through our online patient portal at [www.my-patientportal.com](http://www.my-patientportal.com) or by contacting the **Patient Support Team at: 772-300-9090**.

Source: <https://healow.com/apps/jsp/webview/index.jsp>. eClinicalWorks® & healow® are registered trademarks of eClinicalWorks, LLC., Apple® macOS® are trademarks of Apple Inc., Google™ Chrome™ is a registered trademark of Google, Inc., My Health Onsite abides by all federal HIPAA and confidentiality regulations.





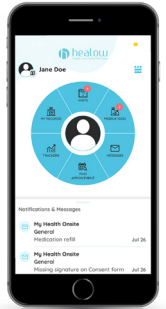
# HEALOW® TELEVISIT APPOINTMENT USER GUIDE

*Note: If you installed the healow app prior to May 1, 2020, you may need to delete the app and reinstall.*

## ▶ JOIN TELEVISIT APPOINTMENTS BY HEALOW APP

**STEP 1:** Open App Store® from your iPhone® or Google Play™ from your Android phone, *search healow app and download*. Tap in the App Store or Install in Google Play. **NOTE: Make sure the application you are installing is the one developed by eClinicalWorks®, LLC.**

**STEP 2:** Initialize a Televisit by opening healow app, a tap “Get Started”. Accept Location, Camera, & Microphone to be able to use functionality of televisit. Enter the “Practice Code” (DAAEBD) to prompt login for user name & password. Accept the Terms and Conditions for the healow application, verify the account by entering “Date of Birth”, then create and confirm a 4-digit PIN of your choice.



**Now you are ready to:**

**START TELEVISIT ▶ COMPLETE QUESTIONNAIRE ▶ SUBMIT VITALS**

*Note: questionnaire and vitals are not mandatory, but please complete as much as possible.*

## ▶ JOIN TELEVISIT APPOINTMENTS BY DESKTOP COMPUTER

**STEP 1:** To join a televisit appointment via the My Health Onsite Patient Portal, you will need the one of the following supported browsers Google™ Chrome for macOS®, Windows®, Linux®, Chrome OS™, Safari® for macOS, Firefox® for macOS, Window, or Linux or Opera™ for macOS, Windows or Linux. **NOTE: A webcam & microphone is needed for televisit via desktop computer.**

**STEP 2:** Go to [www.my-patientportal.com](http://www.my-patientportal.com), Log in to the Patient Portal with your Username and Password, click “Dashboard” on the Patient Portal homepage. Next, in the appointments section, click “Join Televisit”.

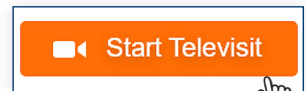


**Now you are ready to:**

**START TELEVISIT ▶ COMPLETE QUESTIONNAIRE ▶ SUBMIT VITALS**

*Note: questionnaire and vitals are not mandatory, but please complete as much as possible.*

## ▶ ACCESSING A TELEVISIT FROM AN E-MAIL LINK



**STEP 1:** To join a televisit appointment via an e-mail link, you will need the one of the following supported browsers Google™ Chrome for macOS®, Windows®, Linux®, Chrome OS™, Safari® for macOS, Firefox® for macOS, Window, or Linux or Opera™ for macOS, Windows or Linux.

**STEP 2:** To access a healow televisit appointment, click the “Start Televisit Link” sent by My Health Onsite to your registered email address. After clicking this link, the healow televisit window opens.

**Now you are ready to:**

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*Note: questionnaire and vitals are not mandatory, but please complete as much as possible.*

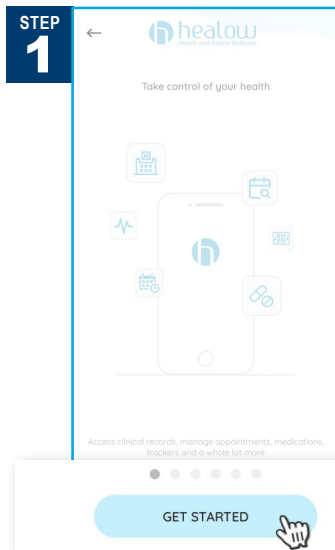
*If you experience technical difficulties, please call the Support Center at 772-300-9090 and ask to be transferred to your Health Center.*

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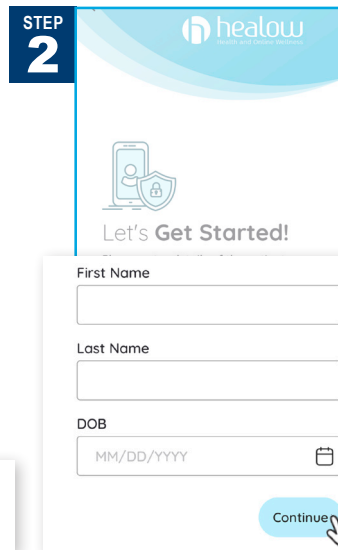
# HEALOW® APP 101

**NOTE:** to use the healow® app, you must be a registered patient with My Health Onsite. *If not a registered patient, please contact the Patient Support Team at 772-300-9090 for account setup.*

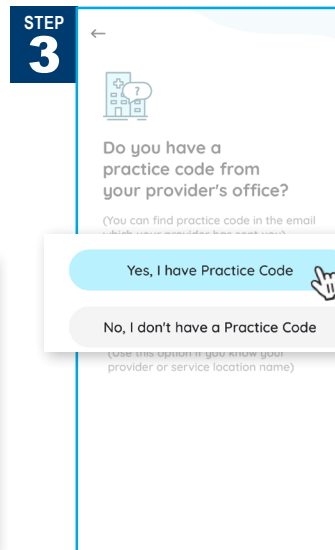
## HOW TO REGISTER YOUR ACCOUNT IN THE HEALOW APP



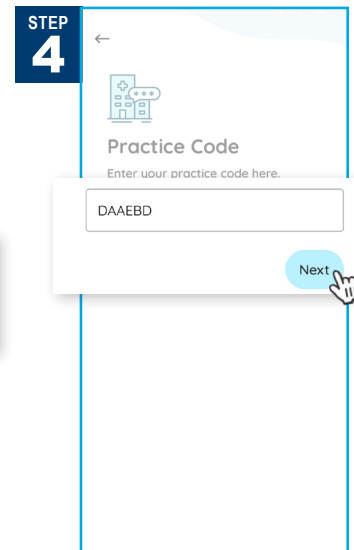
Open the healow app and click "Get Started".



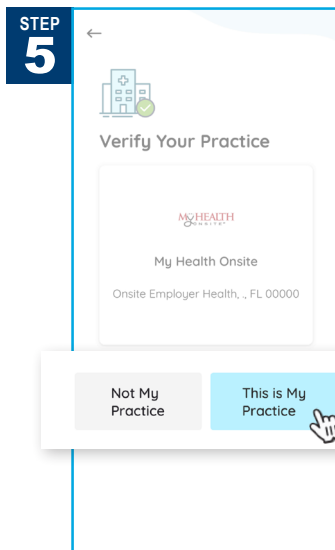
Enter First Name, Last Name, DOB, then click "Continue".



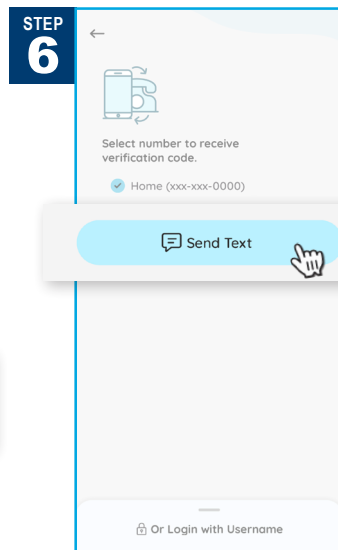
Click "Yes, I have a Practice Code".



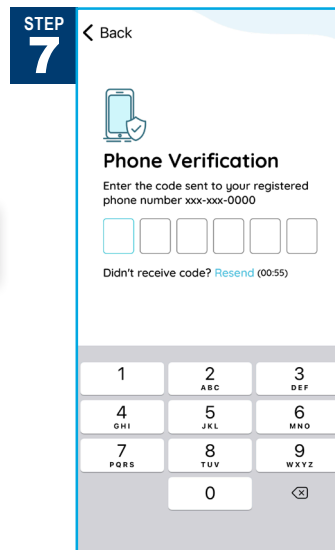
Enter the Practice Code "DAAEBD" and click "Next".



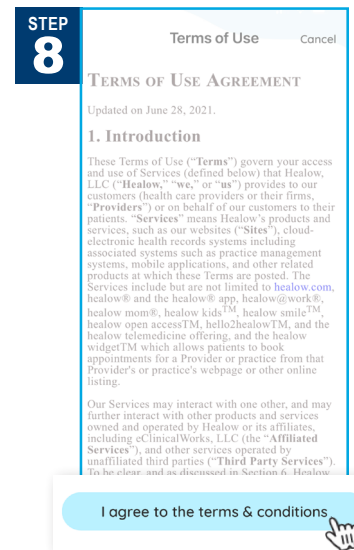
Verify your Practice by clicking "This is My Practice".



Select your phone number and click "Send Text".



Verify your phone by entering the code sent to your phone.



Read terms of use agreement. If approved, click "I agree to the terms & conditions".

# HEALOW® APP 101

## HOW TO REGISTER YOUR ACCOUNT IN THE HEALOW APP *cont.*

**STEP 9** Cancel Validate Portal User

**User Validation**

Welcome Jane,  
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 the information in error.

Date Of Birth  
[Input Field]

OR

Phone Number  
[Input Field] - [Input Field] Ext [Input Field]

Next

**Reset Password**

New Password  
[Input Field]

Confirm New Password  
[Input Field]

Customize your security question.

Security Question  
Select security question [Dropdown]

Answer  
[Input Field]

Confirm

It will prompt you to validate Date of Birth or Phone Number. Once completed it will ask you to **Reset your Password**.

**STEP 10** Cancel Validate Portal User

**Practice Consent Form**

healow mobile, healow kids, healow smile, healow open access™, hello2healow™, and the healow telemedicine offering, and the healow widget™ which allows patients to book appointments for a Provider or practice from that Provider's or practice's webpage or other online listing.

Our Services may interact with one other, and may further interact with other products and services owned and operated by Healow or its affiliates, including eClinicalWorks, LLC (the "Affiliated Parties"), and other services operated by affiliated third parties ("Third Party Services").

I have read the consent form and the above information.

Agree

**Proxy Consent Form**

customers (health care providers or their firms, "Providers") or on behalf of our customers to their patients. "Services" means Healow's products and services, such as our websites ("Sites"), cloud electronic health records systems including associated systems such as practice management systems, mobile applications, and other related products at which these Terms are posted. The Services include but are not limited to healow.com, healow® and the healow® app, healow@work®, healow mom®, healow kids™, healow smile™, healow open access™, hello2healow™, and the telemedicine offering, and the healow widget™ which allows patients to book appointments for a Provider or practice from that Provider's or practice's webpage or other online listing.

I have read the proxy consent form and the above information.

Agree

If you consent, please check the boxes marked **"I have read the consent form and the above information"** on the next two screens.

**STEP 11** Create PIN

The confidentiality of your health information is important to us.

For that, we need you to create a 6 digit PIN of your choice to be used to unlock your app.

[Progress Indicators]

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	[X]

Create a **6-digit PIN** of your choice to be used unlock your app.

**STEP 12** Cancel Enrolled Practices Done

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

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

- Jane Doe** Myself  
50 Years, Female
- My Health Onsite**  
Onsite Employer Health, FL 00000

Complete Enrollment

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

Learn more about h2h™

Click on **"Complete Enrollment"** light-blue oval at the bottom. Congratulations! Your done and ready to receive hello2healow™ (h2h) calls!

Schedule an appointment today via the **healow app** (practice code: DAAEBD), through our online patient portal at **www.my-patientportal.com** or by contacting the **Patient Support Team** at: **772-300-9090**.

Schedule an appointment today via the **healow app** (practice code: DAAEBD), through our online patient portal at **www.my-patientportal.com** or by contacting the **Patient Support Team** at: **772-300-9090**.

# HEALOW® APP 101

**NOTE:** to use the healow® app, you must be a registered patient with My Health Onsite. *If not a registered patient, please contact the Patient Support Team at 772-300-9090 for account setup.*

## HOW TO SCHEDULE AN APPOINTMENT IN THE HEALOW APP

**STEP 1**

Open the healow® app and **enter your PIN** to login.

**STEP 2**

Click on the **"Visits"** icon on the top blue bar.

**STEP 3**

Click on the bottom black oval that reads **"Book Appointment"**.

### HEALOW UPDATE:

You can toggle between home navigation views by clicking the Bar View icon or Pie View icon at the top right corner.

Switch Views

**STEP 4**

Choose a visit reason and then choose a location, then press **"Find"**.

**STEP 5**

Select an appointment by pressing the light blue **"Book"**.

**STEP 6**

Select from the choice of times.

# HEALOW® APP 101

## HOW TO SCHEDULE AN APPOINTMENT IN THE HEALOW APP *cont.*

STEP  
7

**My Info.**

Barbara Jones, MD (Female)  
Clinic/Center - Primary Care  
Anytown, USA  
123 First Ave,  
Anytown, USA 12345

**Tuesday, Aug 16, 09:00 AM**

If you think you have a medical emergency, please call 911 or go to the nearest hospital. Please do not attempt to request emergency care through this app.

Book for My Self    Book for Someone else

Book for My Self    Book for Someone else

**My Info \***

First Name  
Jane

Last Name  
Doe

Gender  
Female

**Tuesday, Aug 16, 09:00 AM**

**Visit Info \***

Reason For The Visit  
MD/APRN VIDEO MED 1-3

Info. for the Provider  
  
  
(Maximum Characters : 250)

Payment Details  
 I will be paying by cash

**Payment Details**

I will be paying by cash  
 I will be paying by insurance

**We will need to verify your phone number for this appointment**

By entering your number, you agree to receive an automated telephone call or one text message with a passcode) to verify your account. Message and data rates apply

This will be done by an instant phone call or text message. Select your preference.

Voice     Text

**Verify and Book**

**NOTE: no cash or monies will be collected or exchanged.**

As you scroll down, You have options to change some fields and add comments to the provider. When completed, at the bottom click on black oval that reads **“Verify and Book”**.

STEP  
8

**Phone Validation**

Please enter the 4 digit validation code you received on the phone number provided.

Code is valid for 15 minutes or 3 attempts

Validate

From Messages  
8409

1	2 <small>ABC</small>	3 <small>DEF</small>
4 <small>GHI</small>	5 <small>JKL</small>	6 <small>MNO</small>
7 <small>PQRS</small>	8 <small>TUV</small>	9 <small>WXYZ</small>

You should receive a four-digit code sent via text message, insert code here, then click “Validate”.

STEP  
9

Your appointment reservation has been sent to Barbara Jones, MD

Barbara Jones, MD  
Anytown, USA  
123 First Ave,  
Anytown, USA 12345

**Tuesday, Aug 16, 09:00 AM**

You should receive your appointment confirmation at:  
jdoe@myhealthonsite.com  
123-456-7890

Home

Book Another Appointment

You will receive an email confirmation of an appointment to your registered email account.

Schedule an appointment today via the **healow app** (practice code: DAAEBD), through our online patient portal at **www.my-patientportal.com** or by contacting the **Patient Support Team** at: **772-300-9090**.

Schedule an appointment today via the **healow app** (practice code: DAAEBD), through our online patient portal at **www.my-patientportal.com** or by contacting the **Patient Support Team** at: **772-300-9090**.

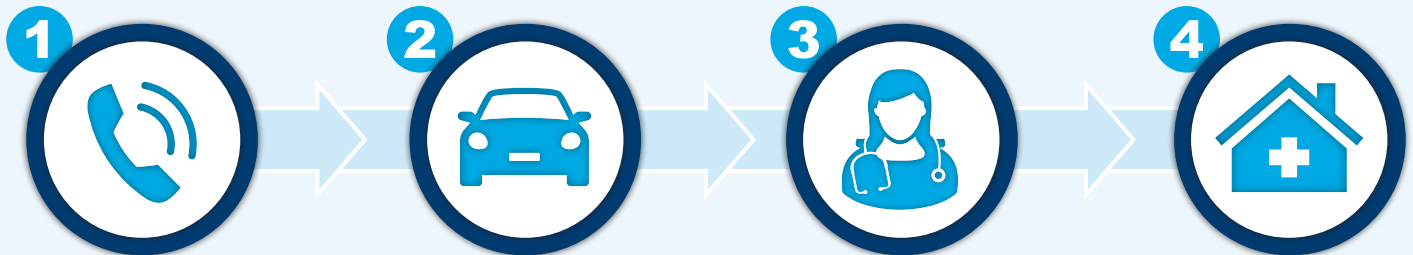
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## FEELING ILL OR UNDER THE WEATHER?

Onsite Face-to-Face Sick Visits at the Employee Health & Wellness Centers!

Our **NEW** Onsite Sick Visit Protocol Provides Convenient Care when it's needed most!

*A Kind Reminder: The Employee Health & Wellness Center is not a COVID-19 Testing Site*



Patients can make **Onsite Sick Visits** via the **healow app** (practice code: DAAEBD), through the Patient Portal at [www.my-patientportal.com](http://www.my-patientportal.com) or by contacting the Patient Support Team at: **772-300-9090**.

Patients that have scheduled sick visit appointments will be asked to **arrive 20 minutes early** to the designated parking spot and will call the sick visit number provided on the parking sign.

After initial assessment and screening, **patients may or may not be tested for Flu A/B and SARS COVID-19**. If necessary, the testing takes about 20 minutes to complete.

If the testing indicates a **COVID-19 positive result**, the visit will remain virtual with the patient remaining in their vehicle. With a negative result, the patient will proceed into the health center for a face-to-face visit with the provider.

**NOTE:** please arrive 20 minutes early for your scheduled sick visit appointment and plan on a longer than usual visit due to the new sick visit testing protocol.

## FREQUENTLY ASKED QUESTIONS



### How Do I Make An Appointment?

All patients with a unique valid email address should receive an email invitation from “no-reply@eclinicalmail.com” with the subject line: **Patient Portal Access Information from My Health Onsite**. Once registered, you can access the patient portal at [www.my-patientportal.com](http://www.my-patientportal.com). Then you can schedule an appointment and you will receive email reminders for upcoming appointments. **Appointments can be scheduled via the healow app (practice code: DAAEBD), through our online patient portal at [www.my-patientportal.com](http://www.my-patientportal.com) or by contacting the Patient Support Team at: 772-300-9090.**

### How Do I Reset My Password?

Click “**Forgot Password**” on the My Health Onsite Log In page to have a temporary password sent to your email address.

### If I Choose To Keep My Doctor, But I’m Seen For Something At The Employee Health & Wellness Center, How Will My Doctor Know?

You may sign a release of information form at the Health Center to request your information be forwarded to your doctor.

### Do I Have To Pay To Use The Employee Health & Wellness Center?

**No.** Your employer provides access to the center for all employees and their family members on medical plan.

### Can My Children Be Seen At The Employee Health & Wellness Center?

**Yes.** Children from the ages of 6 & up can be seen for non-urgent acute care such as sore throats, ear aches, bumps and scrapes. However, children between 6 & 11 must continue to see their pediatrician for regular wellness exams, school physicals and all chronic conditions. Children from the ages of 12 & up can be seen for non-urgent acute care and annual wellness exams (i.e. school physicals, sports physicals.)

*Please Note: Chronic pediatric medical conditions at any age need to be followed by a pediatrician and cannot be managed at My Health Onsite Employee Health & Wellness Centers.*

### Can I Use The Employee Health & Wellness Center Doctor For Primary Care Services?

**Yes.** Employees can see a provider at the health center for colds, sore throats, high blood pressure, high cholesterol, diabetes, asthma, annual physicals, school physicals, lab work, EKG’s, pap smears, blood work, vaccines and much more.

### What Are Some Of The Benefits Of Using The Employee Health & Wellness Center?

In addition to no charge for using the center, we offer free onsite prescriptions, lab work, vaccinations, and timely onsite/offsite imaging services. We provide confidential medical records, the convenience of scheduling your appointment online, the ability to access your medical records online, more one-on-one time with the doctor, a convenient location and an average wait time far less than you will typically experience elsewhere.

*FAQs Continued on Next Page*



## FREQUENTLY ASKED QUESTIONS CONT.

### What Is Offered In The Health & Wellness Program?

A more comprehensive health & wellness program (over 40 services) is offered including the addition of diabetic and nutrition counseling with a dietitian nutritionist. Plus, personalized one-on-one health coaching is available. Please contact your provider to be referred to our free wellness programs.

### Will My Employer Have Access To My Medical Records?

**No.** My Health Onsite is mandated by Federal HIPAA Regulations to not provide any personal medical health information to your employer, or anyone for that matter, without your written consent.

### Can I Bring In An “Outside Lab Order” From My Doctor And Get Them Drawn Through The Employee Health & Wellness Center?

**Yes,** but outside lab orders need to be discussed and approved during an appointment with the doctor at the Employee Health Center. Outside labs cannot be drawn during your “New Patient Lab” appointment (a nurse-only visit).

### What Is The Difference Between Urgent Care And Non-Urgent Acute Care?

Non-urgent acute care addresses new onset minor symptoms – i.e. sore throats, sinusitis, sprained ankle, etc. Such symptoms can be evaluated at the Employee Health & Wellness Center during a “Sick Patient” appointment.

### What If I Have A Question After Hours?

If you have a medical emergency, please call 911. To speak to a registered nurse about medical questions or to schedule an appointment by contacting the **Patient Support Team at 772-300-9090.**

### What Happens At The “New Patient Medical” Appointment After I Complete My Lab Work?

The “New Patient Medical” appointment will be scheduled before you leave your “New Patient Lab” appointment. During the “New Patient Medical” appointment, a doctor will review your medical history, lab results and current medications.

### May I Bring A Prescription From My Doctor & Have It Filled At The Employee Health & Wellness Center?

Yes, but realize that the Employee Health & Wellness Center doctor will be prescribing as a physician (not acting as a pharmacy). Per Florida statute, every outside prescription will require a medical evaluation by the Employee Health Center doctor.

### Why Is There A 10-Minute Tardy Reschedule Policy For Appointments?

The good news is this policy will help reduce the wait times to see the doctor. While late arrivals are unintentional, late appointments can disrupt the entire daily schedule.

### How Do I Cancel Or Reschedule An Appointment?

It is important to reschedule when unable to attend your scheduled appointment. This allows other employees access to that appointment time. You can cancel existing appointments and then immediately reschedule a different day or time via the patient portal at [www.my-patientportal.com](http://www.my-patientportal.com) or by contacting the **Patient Support Team at 772-300-9090.**

### Who Do I Contact With Comments, Suggestions And Feedback?

Please email [feedback@myhealthonsite.com](mailto:feedback@myhealthonsite.com).





Learn More About Our **Services & Wellness Programs**  
through your **Health & Resource Hub**

**[myhealthonsite.com/slc](https://myhealthonsite.com/slc)**



My Health Onsite has received  
**The Gold Seal of Approval®**  
for Ambulatory Health Care  
from **The Joint Commission**.