healow — CrescentCare *A Partnership for Life*

1 Activation Email:

- Upon activation of your Patient Portal account, you'll receive an email containing the link to set-up your portal access.
- Activate your portal immediately.
  (Link will expire in 24hrs)

2 Access and Validate the Portal:

- Click the link the provided internet link in the email. This will direct you to the Patient Portal login screen.
- Validate your account by verifying the phone number associated with it.

3 Verification:

- A verification code will be sent to the phone number connected to your patient account.
- Enter the verification code to proceed.

4 Password Reset:

Upon logging in, you will be prompted to reset your password.

- Follow these steps for a secure password:

  1. Select a password with alphabetical characters, at least one capital letter, and at least one number.
  2. Ensure your password is a minimum of 7 characters.
  3. Enter the new password under "New Password" and re-enter it under "Confirm New Password."
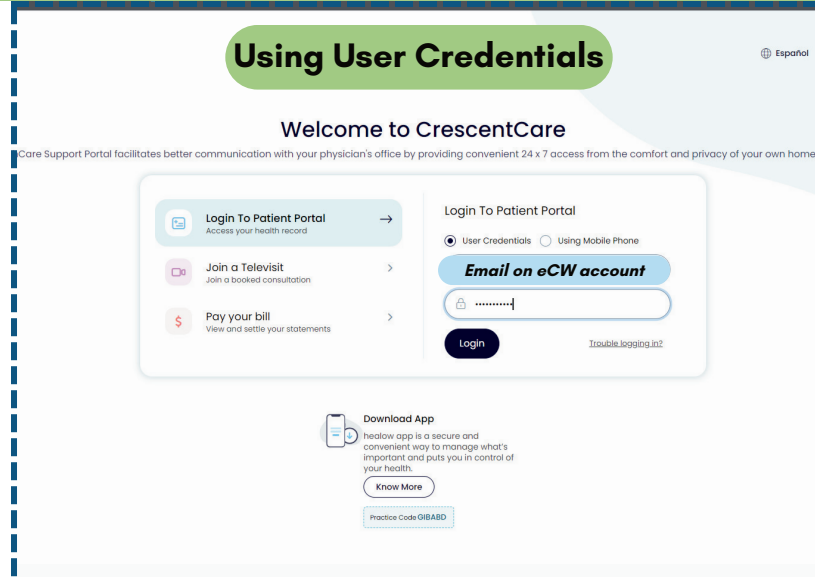 4. Click **Next** when finished.

5 Consent Acknowledgment:

- Please read and acknowledge the conditions of the consent forms.
- Click "I have read the consent form and the above information."
- Select **Agree and Next.**

Welcome to Your Patient Portal:

Congratulations on successfully activating your patient portal!

6 Dashboard Overview:

- Your dashboard serves as the home screen.
- Utilize the left chart panel to navigate upcoming appointments, messages, medical records, statements, and current medications.
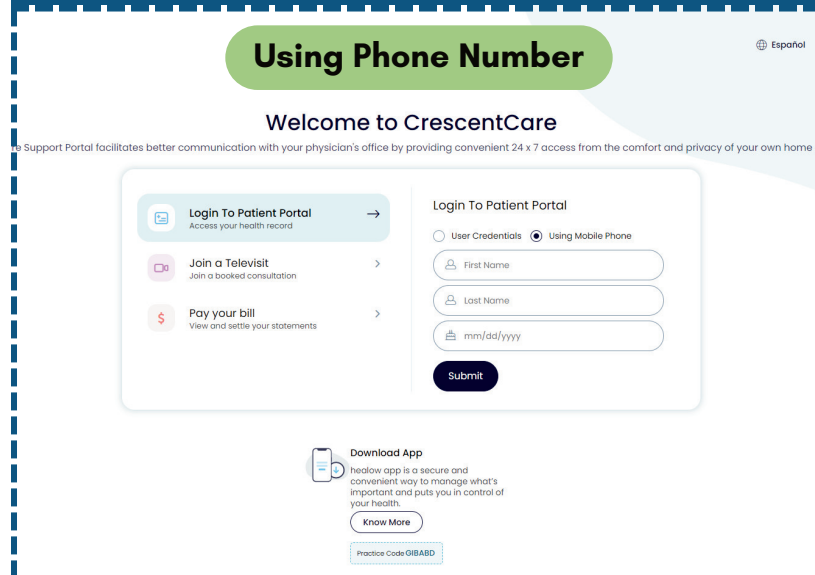- "Tiles" act as shortcuts to overviews. Hover over each icon to view navigation options.

Using User Credentials

Welcome to CrescentCare

Care 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

- Login To Patient Portal — Access your health record →
- Join a Televisit — Join a booked consultation
- Pay your bill — View and settle your statements

Login To Patient Portal
○ User Credentials ○ Using Mobile Phone

Email on eCW account

[............]

Login   Trouble logging in?

Download App — healow app is a secure and convenient way to manage what's important and puts you in control of your health.

Know More

Practice Code GIBABD

Option 1: Using User Credentials (Username and Password)

1. Open the Patient Portal login page.
2. Enter your username, which is usually your email connected to your account.
3. Input your password, created by you at the initial login.
4. Click **Login**

Option 2: Using Phone Number

1. Open the Patient Portal login page.
2. Choose the option to log in with your phone number connected to your account.
3. Enter your first and last name along with your date of birth.
4. Click **Submit** to proceed.
5. A verification code will be sent to your phone number.
6. Enter the verification code to access your Patient Portal.
7. Click **Login**

Using Phone Number

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Login To Patient Portal
○ User Credentials ○ Using Mobile Phone

[First Name]
[Last Name]
[mm/dd/yyyy]

Submit

Download App — healow app is a secure and convenient way to manage what's important and puts you in control of your health.

Know More

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1

CrescentCare

Dear TESTECW TESTECW,

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/crescentcare
User ID	*Email on eCW account*

Set up Portal Account

2

User Validation

Welcome TESTECW

Please select the phone number and the verification code will be sent to the selected number.

Phone Number

◉ *** – *** – 9443   ○ *** – *** – 9443

How would you like to receive a unique code?

[📞 Voice]   [💬 Text ✓]

3

Verification Code

Please enter the verification code you received.

Code sent to your phone number   Resend Code

Code is valid for 5 minutes or 6 attempts

4

Reset Password

Please Select your new Password.

New Password

••••••••••••

Very strong password

Confirm New Password

••••••••••••

5

Consent Form

Please acknowledge reading and accepting conditions in consent form.

eClinicalworks...   Practice Consent Form

ONLINE COMMUNICATION INFORMED CONSENT Instructions for Using Online Communication 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 employer. Use a screen saver or close your messages instead of leaving your messages on the screen for passersby to read and keep your password safe and private. Do not allow other individuals or other third parties access to the computer(s) in which you store medical communications. Do not use email for medical communications. Standard e-mail lacks security and privacy features and may expose medical communications to employers or other unintended third parties. Withdrawal of this Informed Consent must be done by a written online communication or in writing to your physician's office. Conditions of Using Online Communication The following agreements and procedures relate to online communication: Your physician's office may keep a copy of any online communication from you in your medical record. eClinicalWorks will keep a copy of all medically important online communication in your medical record in an encrypted format. You should print or store (on a computer or storage device owned and controlled by you) a copy of any online communication that is important to you. Neither eClinicalWorks nor your physician's office will forward any online communication from you to third parties except as authorized or required by law. Online communication, including through eClinicalWorks, should be used with caution. eClinicalWorks cannot be used for emergencies or other urgent or time-sensitive matters. Any emergency communication or urgent requests must occur by telephone or through other existing emergency communication tools. If there is other, non-urgent information that you do not want transmitted via online communication, you must contact your physician's practice by phone or fax. eClinicalWorks is not liable for improper disclosure of confidential information. Follow-up is solely your responsibility. You are responsible for scheduling any necessary

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

[Decline]   [**Agree & Next**]

6

CrescentCare

Hi Testecw,

Welcome to your CrescentCare Patient Portal!
We are excited to welcome you back to CrescentCare, as most appointments are now in-person.

Navigation:
- Dashboard
- My Account
- Messages
- Medical Records
- Appointments
- Questionnaires
- Trackers
- Education

MESSAGES — 2 unread — View All
Appointment with Marice Ruiz Conejo Castillo
Fri, Sep 08, 9:15 AM CST
Appointment with Marice Ruiz Conejo Castillo
Thu, Sep 07, 8:30 AM CST

CURRENT MEDICATION
You have **9** medication on your med list
[View Med List] [Request Refill]

3 New
- Glucose, Seru
- Glucose, Seru
- CC Determine

MEDICAL RECORDS — View All
Personal Health Record can be requested by clicking on the Request PHR below
Request PHR

REVOKE ACCESS
Access To User Account
Maternal, Grandmother
Account Expires on 05/01/2041   [Revoke Access]
Grandmother, Step
Account Expires on 05/01/2041   [Revoke Access]