Trinity Health System
Medical Group Enterprise

trinityhealth.com
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healow® CHECK-IN for Patients

Patients can use healow CHECK-IN to check in for appointments, update demographic information, verify medical history, sign consent forms, complete questionnaires, verify insurance information, and pay for services. healow CHECK-IN walks patients through the check-in and registration process, step-by- step.

Check-In for Appointments

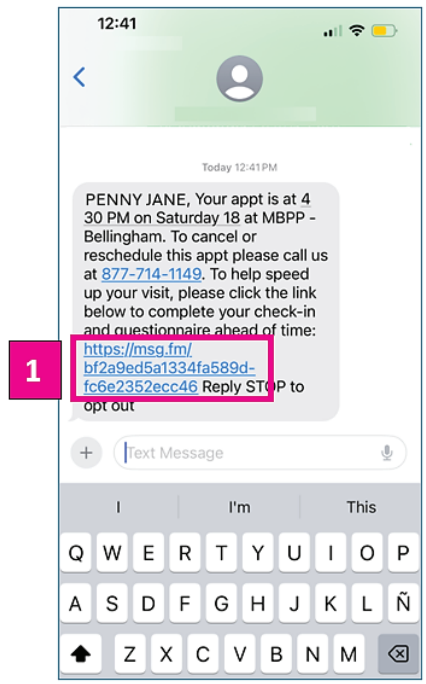
Patients can use healow CHECK-IN to complete their registration several days before by using the link included in the SMS text message appointment reminder, the healow app, or the Patient Portal. Taking advantage of these features eliminates repeat paperwork in the physician office and reduces wait time at the physician office.

Check-In Using the Link Included in SMS Text Message Appointment Reminder

The healow CHECK-IN SMS text message enables patients to check in for appointments using a web based application, compatible with most mobile web browsers. No installation is necessary.

Text-enabled patients receive an SMS appointment reminder before their appointment. The message contains a secure link to the healow CHECK-IN mobile web app, where patients can update demographic information, verify medical history, sign consent forms, complete questionnaires, verify insurance information, and pay for services before their scheduled appointment.

To start the check-in process, tap the web link in the SMS text message to launch the healow CHECK-IN mobile web app in a browser.



healow
Health and Online Wellness

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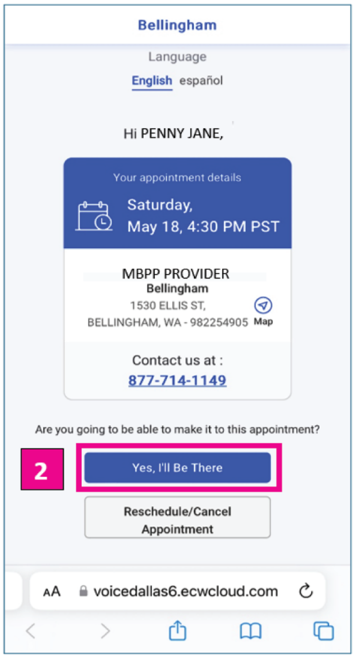
Confirming the Appointment

After the you have tapped the web link included in the text message, the healow CHECK-IN mobile web app opens in a browser, displaying your appointment details, and the confirmation options.

The appointment confirmation options are:

- **Yes, I'll Be There** – Tap this option to confirm that you intend to keep your appointment as scheduled.
- **Cancel Appointment** – Tap this button to let us know that you want to cancel or reschedule this appointment. Your appointment will be automatically canceled and the check-in process will end.
- **Contact Us** – Tap the telephone number to call us directly.

Note: Early Cancellation allows your physician office to be effective with the workflow and offer this slot to someone who needs it.



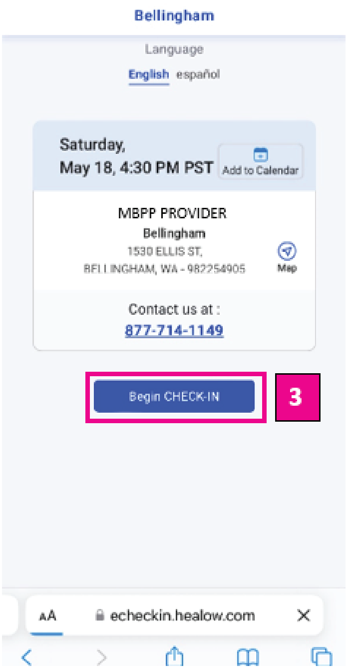
Begin Checking-In

After you have confirmed your appointment:

- Review the appointment details
- Tap the **Begin CHECK-IN** button to start the check-in process

Note: If you aren't able to complete the check in after confirmation. You can always come back to this text and begin when it is more convenient.

In addition, if you need to stop before completion, you may also return to the text and will be given the option to start over or resume where you left off in your previous session.

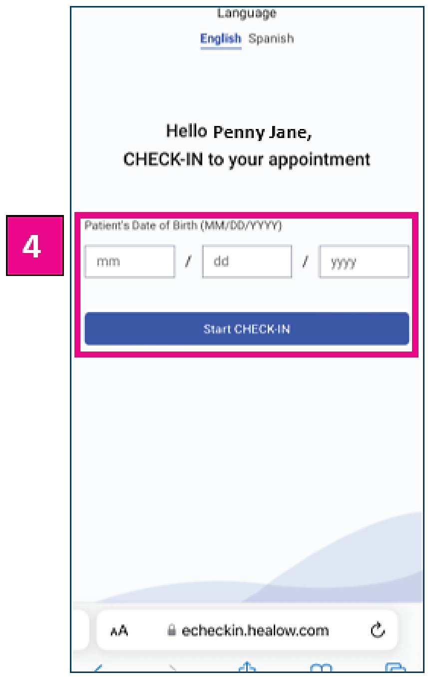


Authentication with Date of Birth

The Appointment Confirmation window opens the DOB authentication window. Start by entering your date of birth, then tap the **Start CHECK-IN** button. After you have verified your date of birth, an Account Authentication window will open.

To authenticate your appointment:

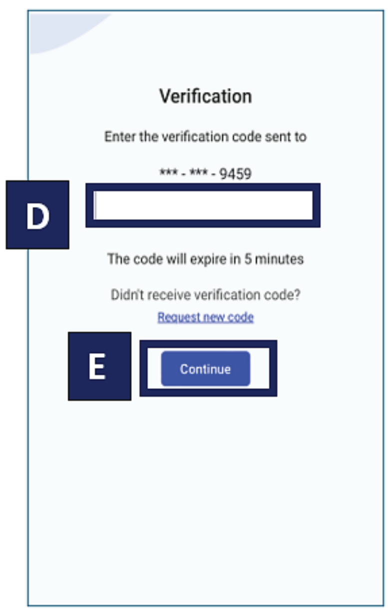
A. Select your registered mobile number
B. Tap one of the following options:
   - **Voice Message** - Allows you to receive a secure verification code through an automated telephone call.
   - **Text Message** - Allows you to receive a secure verification code through a text message.
C. Tap **Request Code** button to send the secure verification code to the selected registered number.
D. After the verification number is received, the patient enters that number into the field provided.
E. Tap the **Continue** button to proceed.

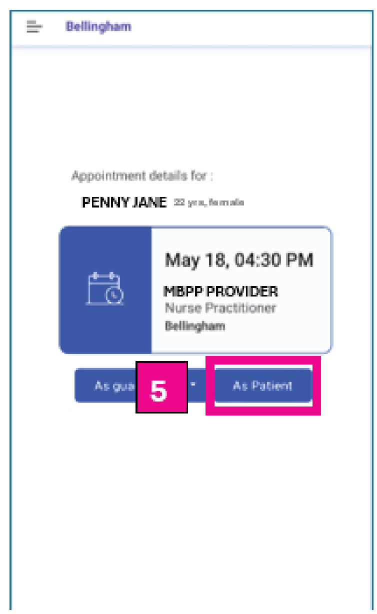


Note: If no code is received, tap **Request new code** to initiate another request.

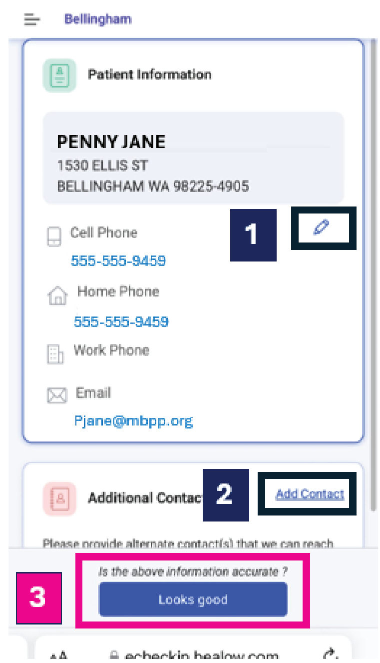
Check-In as Patient

Tap **As Patient** to proceed with the check-in process.





Verifying Patient Demographics



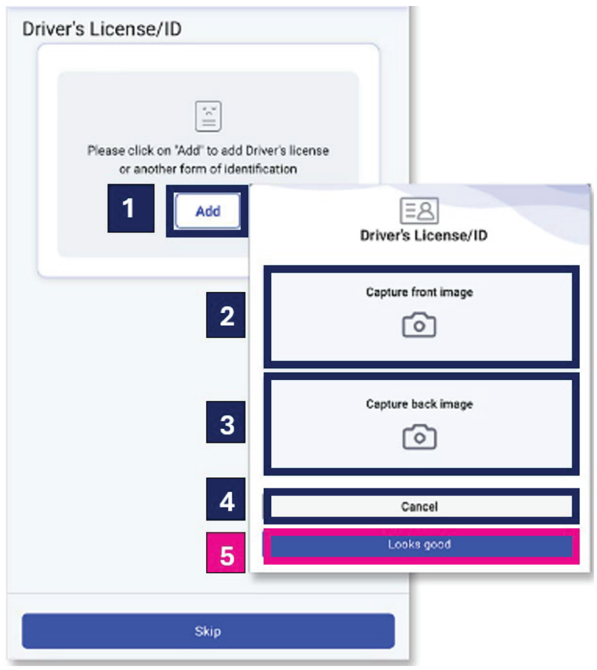
1. In the **Patient Information** section, you can tap the pencil icons to add or edit information, if necessary.
2. In the **Additional Contacts** section, you can tap the pencil icons to edit an existing contact or tap **Add Contact** to create a new contact, as necessary.
3. Once you have verified your information, tap the **Looks Good** button to save and continue.

Uploading License/ID

On the License/ID screen, you will see the date for the last time your photo ID was updated in the electronic medical record. You can then update with a new ID or add if the date is absent.

To add an image of your license/ID:

1. Tap the **Add** button. The capture image window opens.
2. Tap **Capture front image**, then take a photo of the front of your ID.
3. Tap **Capture back image**, then take a photo of the back of your ID.
4. Tap the **Cancel** button if the picture is not clear and try again.
5. Tap the **Looks good** button to save and upload the photos.



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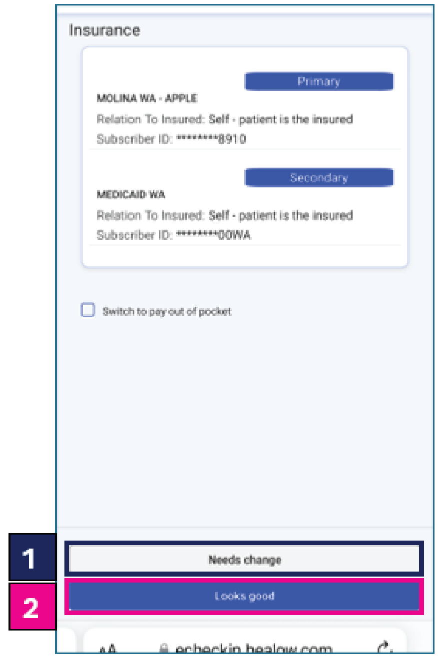
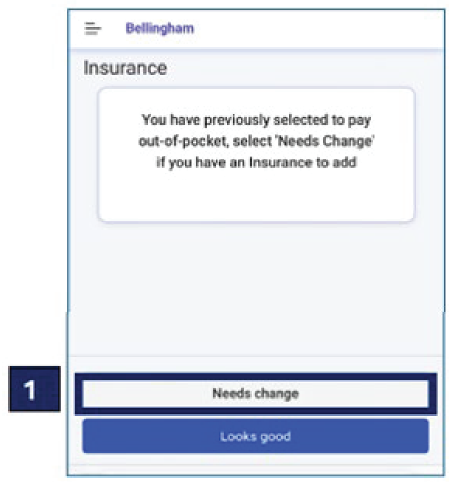
Verifying Insurance

If an insurance is already associated with your patient record, the details will display. Review your insurance information, then select one of the following options:

1. **Needs Change** - The **Add New Insurance** window opens, where a photo of the front and back of the insurance card can be captured and uploaded.
2. **Yes, Looks good** - You are verifying your information is accurate.

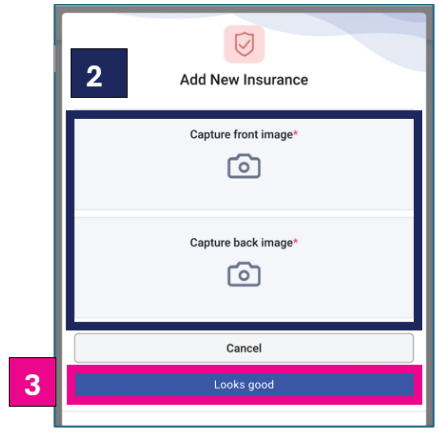


If no insurance is associated with your patient record, an image of the insurance card (front and back) can be captured and uploaded to your chart.



To add an insurance:

1. Tap the **Needs Change** button on the Insurance window.
2. Take a picture of the front and back of your insurance card on the **Add New Insurance** window.
3. Tap **Looks good** to save and submit the images.



If you will be paying cash for the appointment please select square by cash payment.

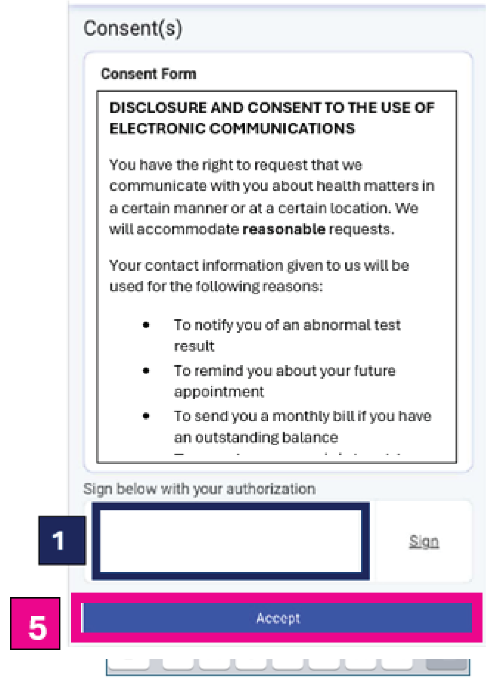
Sign Consent Forms

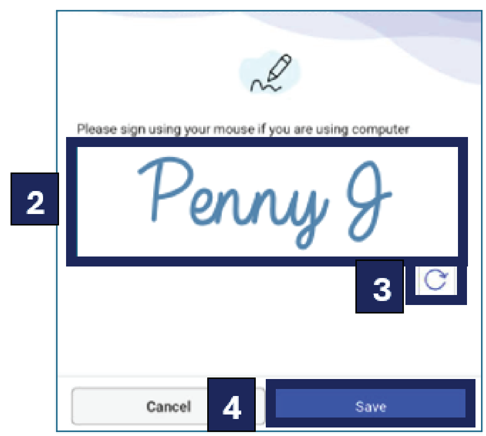
Read and sign the consent forms, then tap the **Accept** button on each form. Patients must accept all consent forms before continuing the check-in process:

To sign a consent form:

1. Read the consent form, then tap in the **signature field** at the bottom of the form.
2. **Sign the form** using a stylus or your fingertip.
3. Tap the **refresh** icon to clear the signature field.
4. Tap the **Save** button.
5. Tap the **Accept** button to affirm and save the signed consent form.

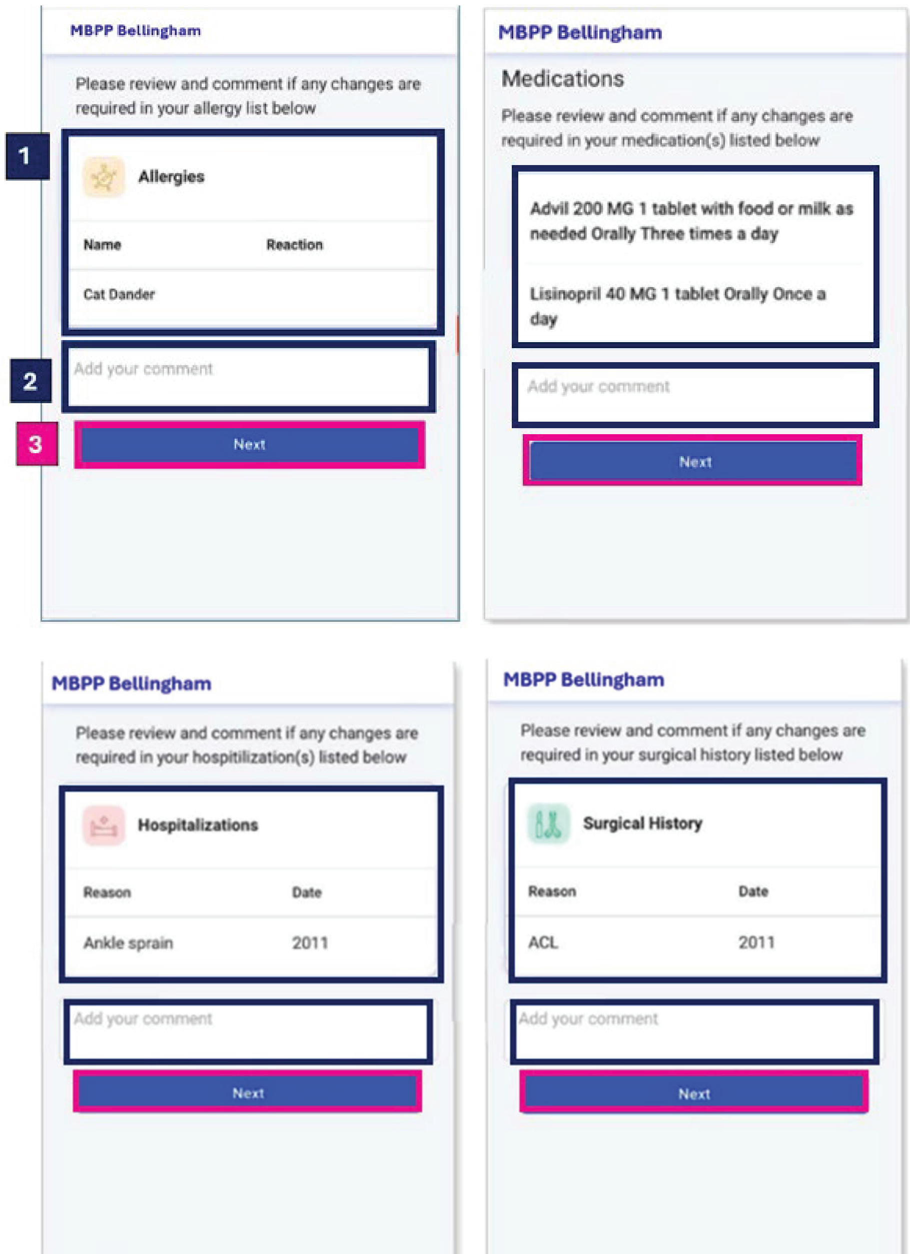
Note: With healow, these consents are good for all the physician offices in the medical group enterprise and will only need to be updated one time per year.





Verifying Medical History

1. **Review** allergies, medications, hospitalizations, and surgical history.
2. If you would like to add, remove, or modify any of the information displayed on the medical history screens, enter notes in the **Add your comment.**
3. The requested changes will be sent to the MA in the back office and she/he will make the changes to your chart when they are reviewing with you in the room.
4. Tap **Next** button on each section to proceed.

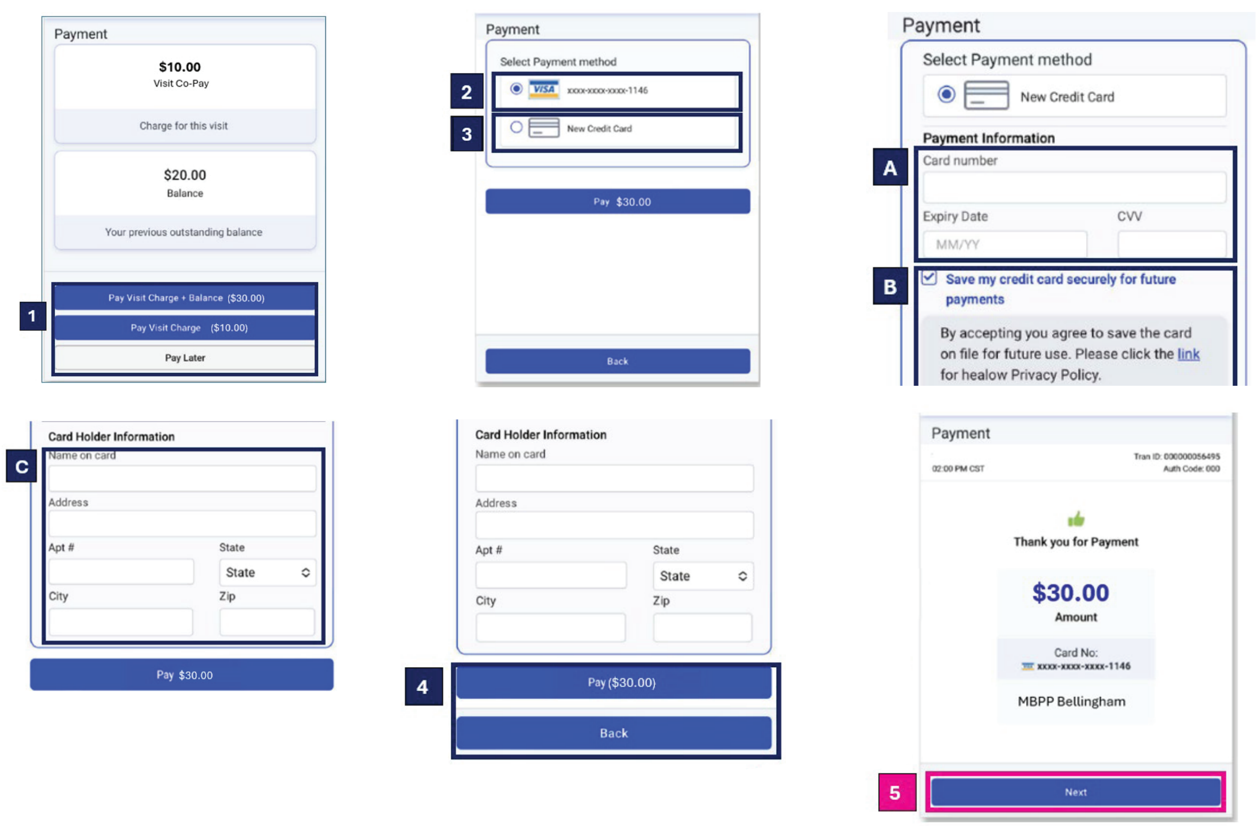


Payment Options

If applicable to the current appointment, the Payment screen opens.

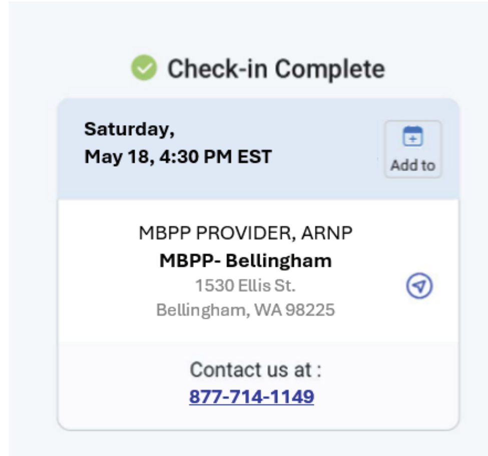
To make a payment:

1. **Tap one of the following payment options:**
   - **Pay Co-Pay:** Pay only the charges associated with the current visit.
   - **Pay Co-Pay + Balance:** Pay the charges associated with the current visit plus any outstanding balances.
   - **Pay Later:** Proceed without making a payment (skip Steps 2-4).
2. **Choose a payment method** by selecting the radio button next to an existing credit card.
3. Select the **New Credit Card** radio button to add a new payment method:
   A. Enter the **card number, expiration date, and CVV** in the Payment Information fields.
   B. Check the **Save my credit card securely for future** payments box to save the credit card information to the patient's healow account.
   C. Enter the **card holder's name and address** in the Card Holder Information fields.
4. Tap the **Pay** button to process the payment or the Back button to cancel the payment and return to the previous screen. A confirmation message displays after the payment has been processed.
5. Tap the **Next** button to proceed.



Check-In Complete

After the check-in process has been completed, the Check-in Complete screen opens, displaying the appointment details and a confirmation that the check-in process is complete.

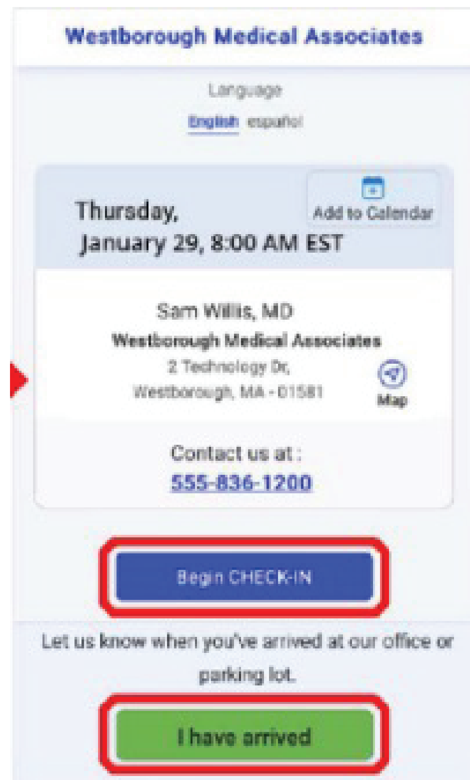


I Have Arrived

Once your check in is complete, you will see the I have arrived button. This button will not be active unless you are within an hour of your appointment time.

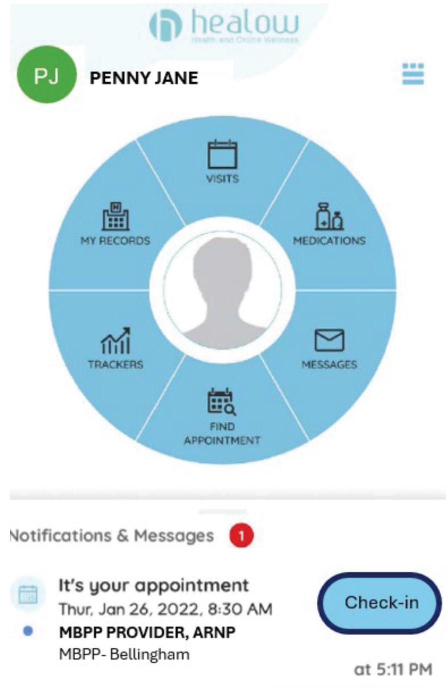
You should keep the original text message with the appointment reminder link. When you arrive at the office you can retrieve the text message link and then the I have arrived button will be active. Using this button will let the office staff know that you are ready for your appointment.

Note: You may still let the office know in person when you arrive.



Check-in from the healow App

Patients can check in for an appointment using healow CHECK-IN from the healow mobile app. In the appointment reminder message, tap the **Check-in** button, then follow the check-in process.



Check-in from the Patient Portal

Patients can check in for an appointment using healow CHECK-IN from the Patient Portal. From the Patient Portal Dashboard, on the Messages tile, tap the **CHECK-IN** button, then follow the check-in process.