

# Healow Patient Portal FAQ's

**How do I set up portal account?** We will email you a welcome email, follow the steps and fill in the fields to register. When using the app, our practice code is: DBFADA


**When I log in, I see Top Care Medical Group, a practice in Dallas, is this correct?**  
Yes, we have partnered with a practice in Dallas.

**I am trying to send a message but cannot find your facility?** Using the browser, type in "abcd" to facility and all of our locations will appear. Using the app, type in "abcd" and then click **search**.



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

Facility:\*

   
  
ABCD 001 Boerne  
ABCD 002 Bulverde Clinic  
ABCD 003 New Braunfels  
ABCD 004 Schertz Clinic  
ABCD 005 Stone Oak  
ABCD 007 Step Pediatrics

**Can siblings link to the same account?** Not on the browser, each sibling will have their own individual log in. Siblings can be linked on the app, but only once each child has been registered. On the app, click on the patient's bubble with their initials in the top left corner, then there will be a button at the bottom of the screen that says, "link another account."

**Can parents each have their own log in for the portal?** Unfortunately, the portal can only be linked to one email address. For separated parents, it is recommended that they create a brand new email address, that they can share and only use for their child's portal.

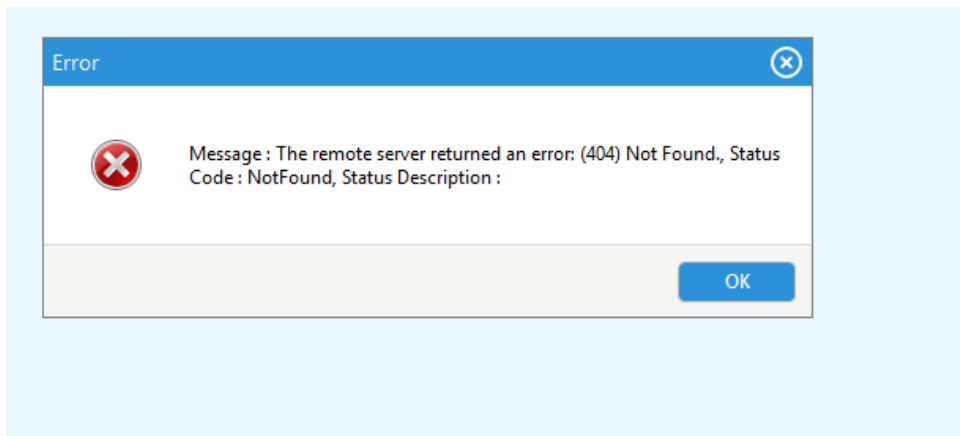
**Can parent upload documents or picture to the portal?** Unfortunately, no. However, we can upload documents in ecw for parent to see.

Go to Patient Hub and click on patient docs.

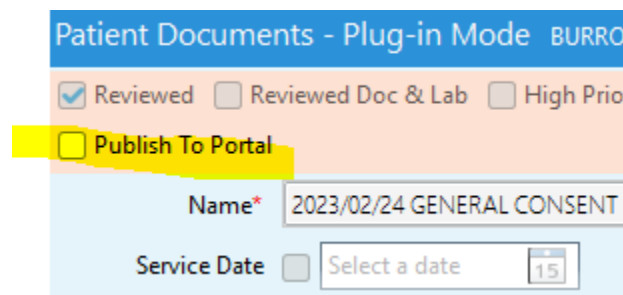
Right click on the document and click update- with preview.



This error may pop up, click OK.



Check mark the box-Publish to portal.



The image shows a screenshot of a software interface titled "Patient Documents - Plug-in Mode BURRO". It features several checkboxes: "Reviewed" (checked), "Reviewed Doc & Lab" (unchecked), "High Prio" (unchecked), and "Publish To Portal" (unchecked). The "Publish To Portal" checkbox is highlighted with a yellow background. Below the checkboxes, there is a "Name\*" field containing the text "2023/02/24 GENERAL CONSENT" and a "Service Date" field with a "Select a date" dropdown menu and a calendar icon showing the number "15".

Once uploaded, parent will receive a message/notification on the portal stating they have a document waiting for them.

**\*\*Note:** If the documented migrated over from OP, we cannot upload to portal. You must print out and scan in a new document.

**Where can I find the growth chart on the portal?** It is not automatically on the portal. We would have to print it out from chart and upload it as a document.