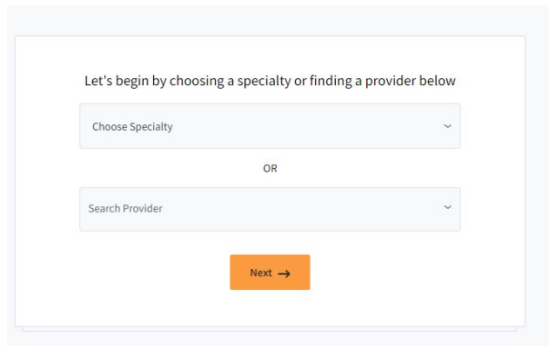


HOW TO BOOK AN APPOINTMENT ONLINE

On the first screen select either a specialty or provider you wish to see. You do not need both, only one is required.



Let's begin by choosing a specialty or finding a provider below

Choose Specialty

OR

Search Provider

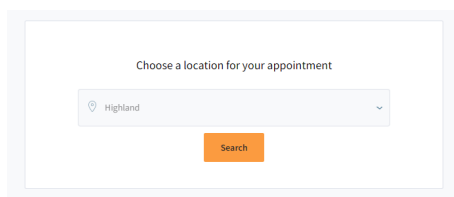
Next →

If you want to see a specific provider, you can either start typing in the provider's name, or dropdown the arrow and select from the list.

If you want a specific location, but not necessarily a specific provider you can select the specialty "Pediatrician" from the specialty menu.

Click "Next"

On the next screen you can select a specific location. A location is required, but you will not be limited to a specific location once on the booking screen.



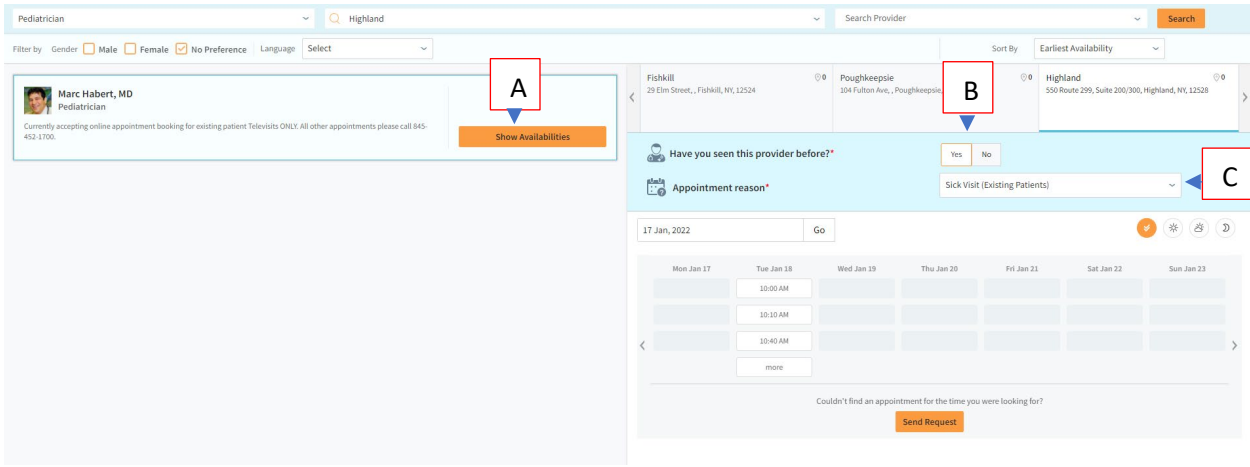
Choose a location for your appointment

Highland

Search

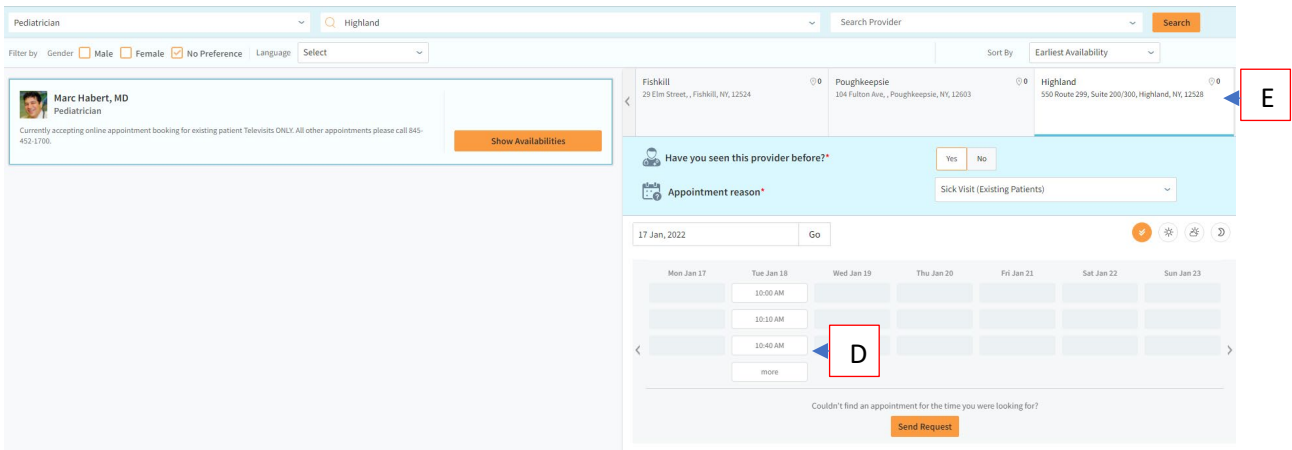
Click Search.

On the next screen you will see a list of providers or the provider specified in the first option. Click on “Show Availabilities” to see open time slots (shown as “A” below).



Before it will show you the available times you must select whether or not you have been seen by this practice (shown as “B” above).

Select the reason you are coming into the office. Please note, do not select a reason that is not applicable to why you are coming in, doing so may result in a canceled or delayed appointment (shown as “C” above) .



Select on the time slot you would like (shown as “D”). If you would like to see more time slots for that day, click on the “More” button under the last time slot shown.

If you would like to see what is available for this provider at a different location, you can select a different location from the tabs at the top of the timetable (shown as “E” above).

If you would like to see availabilities for another provider you can select the “Show Availabilities” button next to that providers profile.

As an alternate you can filter results by using the three dropdowns at the top of the page to filter by facility and/or provider.

After clicking on the desired timeslot, it will ask for patient information.

Enter in the patient details. Please be sure to enter them as they are on your account (i.e. full names, not nicknames, phone number on file, etc).

Please note, the phone number entered on this screen will be sent a verification code via voice or text. Please make sure that you are near that phone to complete the appointment booking process.

The screenshot shows the 'Patient Details' step of the booking process. The navigation bar at the top includes 'Select Provider', 'Patient Details' (highlighted), 'Visit Details', and 'Phone Verification'. A progress indicator shows four steps, with the second step being active. The form contains the following fields: 'First Name' (placeholder: first name as it appears on driver's license), 'Last Name' (placeholder: last name as it appears on driver's license), 'Contact Email' (example: abc@example.com), 'Date of Birth' (MM/DD/YYYY), and 'Contact Phone'. There are radio buttons for 'Gender' with options: Male, Female, and Other/Prefer Not to Disclose. A note states: 'This information is required for patient registration.' On the right, a 'Your Doctor' section displays a profile for Marc Habert, MD, Highland, with address and language information, and a scheduled appointment for Jan 18, 2022 at 10:00 AM. A 'Next' button is located at the bottom right of the form.

Once the information is entered, click "Next".

On the next page, enter in any details pertaining to the visit, and select whether this will be a self pay visit or covered by insurance (shown as "F" below).

The screenshot shows the 'Visit Details' step of the booking process. The navigation bar at the top includes 'Select Provider', 'Patient Details', 'Visit Details' (highlighted), and 'Phone Verification'. A progress indicator shows four steps, with the third step being active. The form contains the following fields: 'Have you visited this Provider before?' (Yes/No), 'Reason for the Visit' (Sick Visit (Existing Patients)), 'Info for the Provider' (text area with 250 character limit), 'How will you be paying?' (radio buttons for 'By Cash / Not Applicable' and 'By Insurance', with 'By Insurance' selected and a red box around the letter 'F'), 'Insurance Details (Please check with your insurance carrier to confirm plan participation)' (Search Insurance), and 'Insurance Subscriber No.' (Subscriber No.). On the right, the 'Your Doctor' section is visible, showing Marc Habert, MD, Highland, with address and language information, and a scheduled appointment for Jan 18, 2022 at 2:40 PM. 'Back' and 'Next' buttons are at the bottom.

If Insurance is selected, please search for the type of insurance and enter in the ID number from your card.

Once done, click "Next".

The system will send you either a text message or voice message with a verification code to verify your information. Please select which method you would like (shown as “G” below).

The screenshot shows the Healow patient portal interface. At the top, there is a navigation bar with the Healow logo, a 'HELP' link, an 'Access your Health Record' button, and a language dropdown set to 'English'. Below the navigation bar is a progress indicator with four steps: 'Select Provider', 'Patient Details', 'Visit Details', and 'Phone Verification' (the current step, marked with a blue circle and the number 4). A red box labeled 'G' is positioned over the 'Phone Verification' step. Below the progress indicator, there is a message: 'We need to verify your phone number for this appointment. This will be done by an instant phone call or text message. Select your preference. 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 may apply.' To the right of this message are two buttons: 'Voice Call' and 'Text Send'. A red box labeled 'G' is positioned over these two buttons. Below the message and buttons are three panels: 'Patient Details' (Patient Name: Chris Test, Patient Date of Birth: 05/10/2007, Patient Gender: female), 'Visit Details' (Reason for the Visit: Sick Visit (Existing Patients), Info for the Provider, Payment Details: By Insurance, Insurance Details), and 'Appointment Preferences' (Appointment Date: Jan 18, 2022, Time of the day: 10:00 AM). To the right of these panels is a 'Your Doctor' section for Marc Habert, MD, with his address and language (English). A 'Change' button is located below the doctor's information. A 'Back' button is located at the bottom right of the 'Appointment Preferences' panel.

Once you click on “Call” or “Send” it will send you a verification code. Enter your code in the box that pops up and then click “verify and book”.

A confirmation email will be sent once the appointment has been booked successfully.

You may receive a call from a patient representative to confirm pertinent information prior to your appointment.