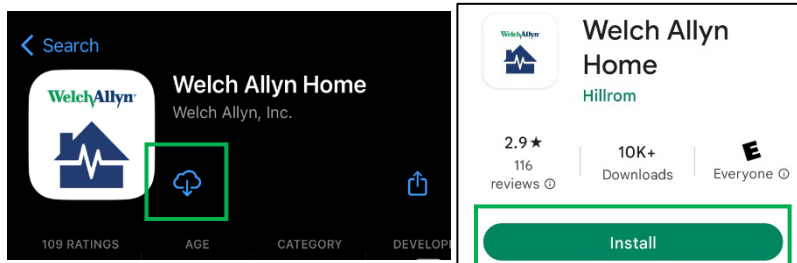


Welch Allyn Home & Healow App Setup Instructions for Patients

Before you come in for the visit to set up your Welch Allyn Bluetooth Blood Pressure Device, you will need to download 2 applications to your phone: “Welch Allyn Home” and “Healow.” Please be sure to also complete the other steps on the “Checklist for Welch Allyn 1700 Setup” prior to your visit!

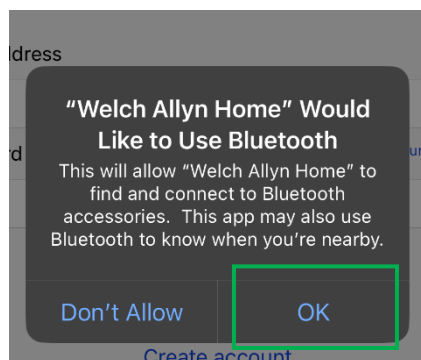
Download Welch Allyn Home:

- Go to your app store and search “Welch Allyn Home”
 - If using an **iPhone**, you will select the “GET” button and then press the cloud icon.
 - If using an **Android**, select the “Install” button.

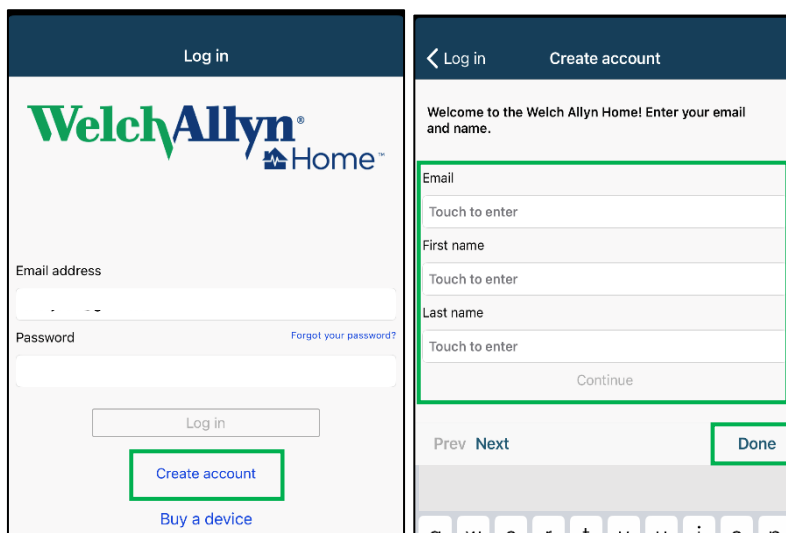


- Once it has been downloaded, open the app and select “OK” when asked if the app can use your Bluetooth and location.

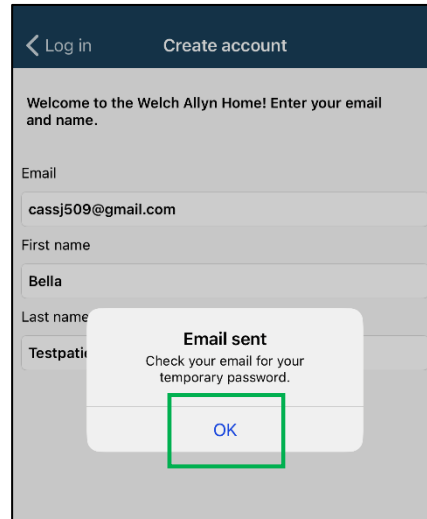
Note: If you choose the “Don’t Allow” option, the Welch Allyn app will not be able to connect to your blood pressure monitor.



- You will now need to create an account. To do this, select “Create account” and enter your email, first and last name, and then select “Continue.”



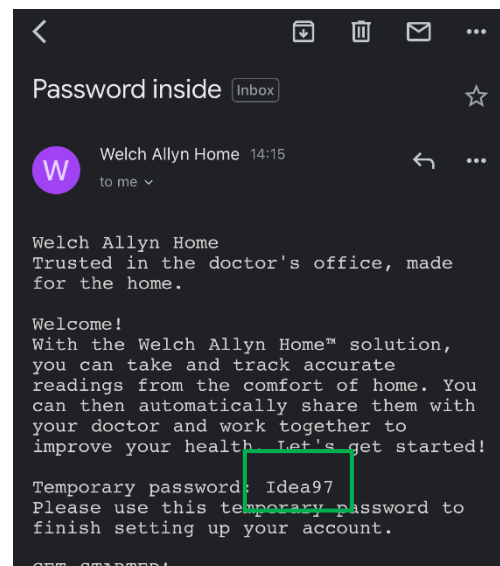
4. You will then receive a message that says, "Email sent." Check your email for your temporary password. Select "OK."



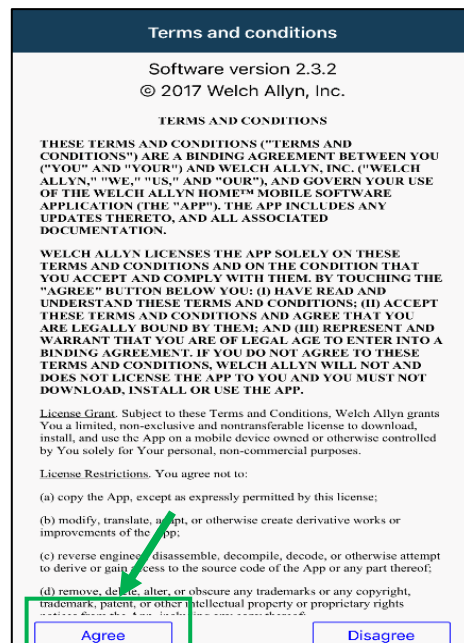
5. Now open your email app on your phone to find the email from Welch Allyn with your temporary password.

Be sure to check your SPAM or JUNK folders if it is not in your inbox.

Write down or copy the temporary password. Next, go back to the Welch Allyn app and enter the temporary password, then select "Log In."



6. You will next be asked to agree to the terms and conditions. To do this, select "Agree."



7. You will then be prompted to reset your password to something more permanent. This password must be at least 6 characters, contain 1 uppercase letter, 1 lowercase letter, and 1 number. If you feel comfortable doing so, please write down your password for safe keeping.

Change password

We found your account! Now enter a new password.

Password requirements:

- 6 to 32 characters
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 number

Enter a password

Touch to enter

Retype the password

Touch to enter

Continue

8. The app will then ask you to enter your information. **The only necessary information is your name and date of birth.** However, you may also enter your height, weight, and other measurements if you wish to do so. You will also be asked to enter your blood pressure and weight goals. **You do not need to enter goals to complete your account set up.**

Enter profile

Welcome! Thank you for joining Welch Allyn Home.

Since this is your first experience with the app, we need to gather some information.

First name

Last name

Gender

Unspecified >

Birthday Required entry

Touch to enter

Height

Feet Inches

Waist

Inches

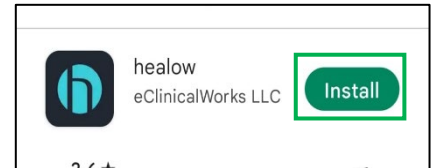
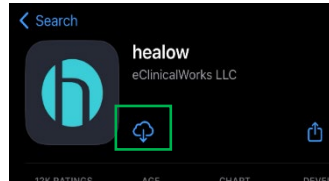
Continue

You have now finished signing up for Welch Allyn Home. Please stop here and download the Healow app.

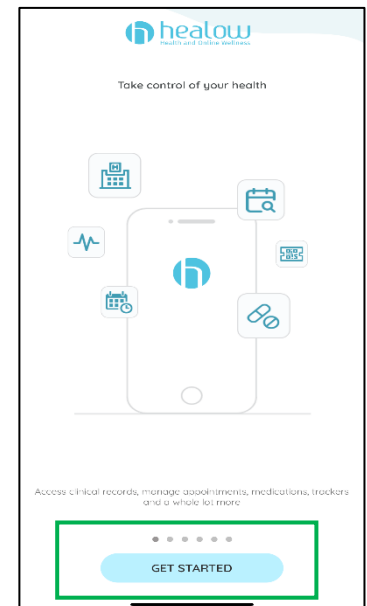
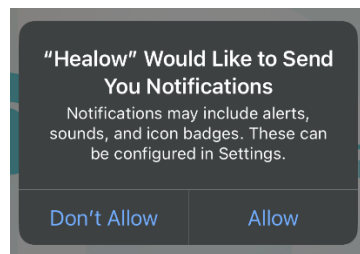
Download Healow:

You may already have a Healow account, if you have the app already on your phone, check that you are signed in and know your PIN. You will not need to complete the following steps if you already have a Healow account.

1. To install the Healow app, go to your app store and search for "Healow."
 - If using an **iPhone**, select the "GET" button and then press the cloud icon.
 - If using an **Android**, select the "Install" button.



2. When you open the app, it will ask if you would like to receive notifications. Either option is fine. After you select an option, you will be brought to this first screen. Select "Get Started" at the bottom of your screen to start the account set up process.



3. Enter in your first name, last name, and date of birth. Make sure this information matches the information that you previously gave your provider so it can connect to your account in the provider's records. Then select "Continue."

← healow
Health and Online Wellness

Let's **Get Started!**
Please enter details of the patient

First Name

Last Name

DOB
MM/DD/YYYY

Continue

4. Next, you will be asked if you have a practice code. Select “Yes, I have practice code” and enter in our practice code: **ACFCAA**. Then press “Next.”

Do you have a practice code from your provider's office?

(You can find practice code in the email which your provider has sent you)

Yes, I have Practice Code

No, I don't have a Practice Code

(Use this option if you know your provider or service location name)

Practice Code

Enter your practice code here.

ACFCAA

Next

5. You will be brought to a screen that will say “Community Health Center, Inc. 675 Main St. Middletown, CT 06457.” Select “This is my practice.” Even if you are seen at another CHC site, the address for the Middletown office will be listed, this is okay.

Verify Your Practice

Community Health Center, Inc.

675 Main St, Middletown, CT 06457

Not My Practice

This is My Practice

6. You will then be asked to send a verification code to your phone number as it is listed in your provider’s records. Select “Send Text,” and then enter the code you received on the next screen.

Note: If you do not have access to that phone number, please contact Elizabeth Vazquez-Fresse (vazqueel@chc1.com) or (475) 294-3298 Ext. 2172 to assist you in signing in with your username.

Select number to receive verification code.

Home (xxx-xxx-9960)

Send Text

Or Login with Username

Phone Verification

Enter the code sent to your registered phone number xxx-xxx-9960

Didn't receive code? [Resend \(00:58\)](#)

1 2 3
4 5 6
7 8 9
0

7. You will then see the “Terms of use agreement” on your screen, please select “I agree to the terms & conditions.”

Terms of Use Cancel

TERMS OF USE AGREEMENT

Updated on June 28, 2021.

1. Introduction

These Terms of Use (“Terms”) govern your access and use of Services (defined below) that Healow, LLC (“Healow,” “we,” or “us”) provides to our 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 [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 Services”), and other services operated by unaffiliated third parties (“Third Party Services”). To be clear, and as discussed in Section 6, Healow does not provide any healthcare services.

When using certain Services, you may be presented with a Service specific terms of use agreement (“Service Specific Terms”). To the extent these Terms conflict with the Service Specific Terms, the Service Specific Terms shall control. If you are a Provider, or are accessing the Services on behalf of a Provider, you or the Provider may have signed a service agreement, business associate agreement, or other document with terms and conditions

I agree to the terms & conditions

8. You will then be asked to create a password. Once you have confirmed the password, select “Confirm.”

Cancel Validate Portal User

Reset Password

New Password

Confirm New Password

Confirm

9. Next, you will be asked to agree to the “Practice consent form”. Once you have reviewed the form, check the box and select “Agree.”

Cancel Validate Portal User

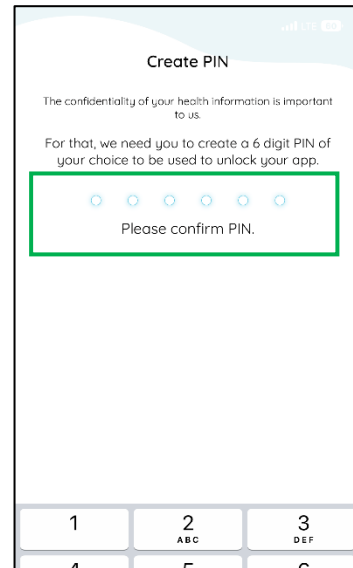
Practice Consent Form

The Community Health Center, Inc. creates and maintains electronic health records for each of its patients (defined as Protected Health Information, PHI). These records are protected from unauthorized and inappropriate access by Community Health Center, Inc. policies, as well as state and federal laws. Providing our patients access to these records by other healthcare providers and to you, the patient, makes it possible to extend and

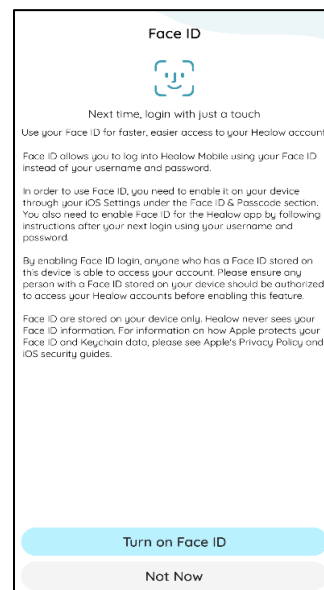
have read the consent form and the above information.

Agree

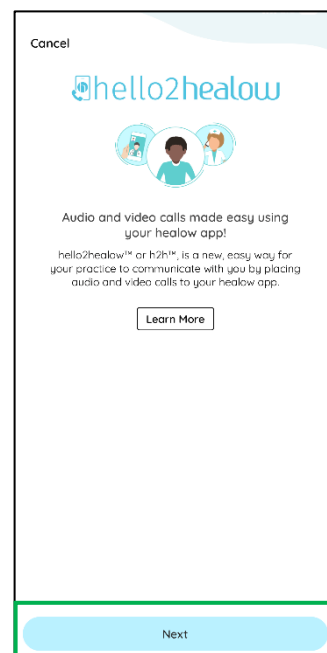
10. You will then be asked to “Create a PIN” for your Healow app. You will be asked to enter this PIN every time you open the app, so make sure it is something you will remember. Confirm your PIN before continuing.



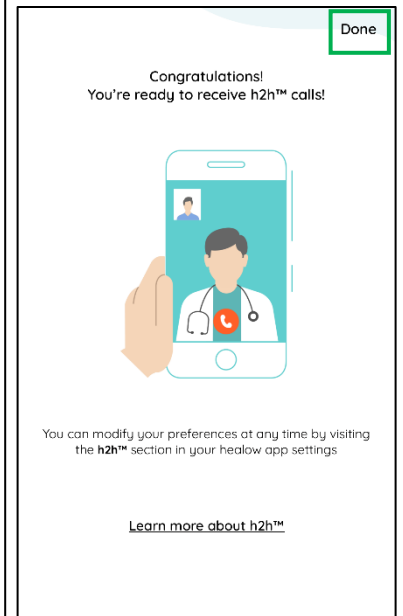
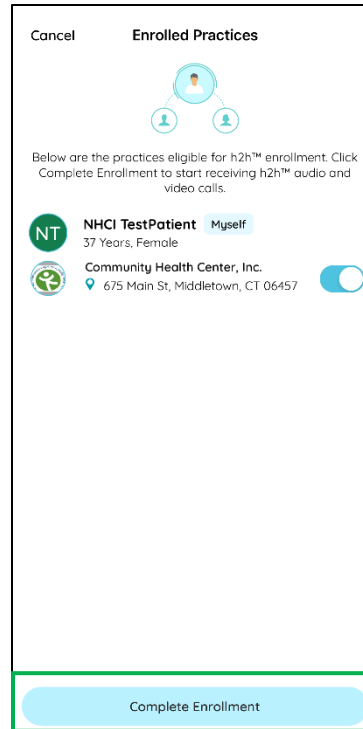
11. You then may be asked if you would like to turn on the “Face ID” or “Touch ID” feature depending on your phone’s settings. For this request, you can select whichever option you prefer.



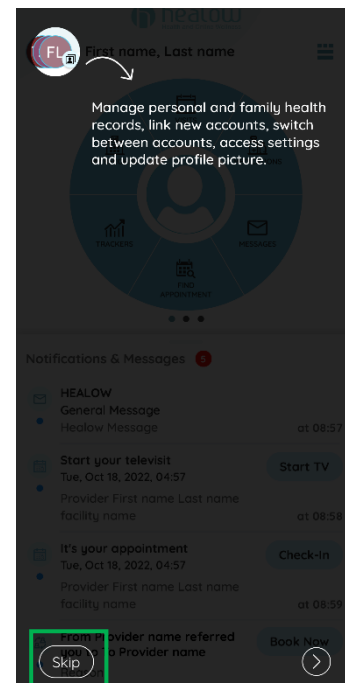
12. You will next be brought to the “Hello2Healow” screen. Select “Next.” You may be asked to allow the Healow app to use your microphone and camera.



13. A screen will then show confirming your enrolled practices. Select “Complete Enrollment.” You will then receive a “Congratulations” message. You can select “Done.”



14. You will then be brought to a tutorial on how to use Healow. You can click “Skip” in the bottom left hand corner if you don’t want to access the tutorial.



There are no further steps that need to be taken on the apps now. During your office visit, you will link the applications together. Please complete any remaining steps on the “Checklist for Welch Allyn 1700 Setup” before your appointment.

