

# Patient Portal Instructions

Once a Christ Community Health staff member activates your portal account, you will receive an email with your Login Credentials (user ID and password). This is an example of what the email will look like.

Hello!

Christ Community has 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.

<b>Login Credentials</b>	
<b>Login URL</b> <a href="https://health.eclinicalworks.com/cchsaugusta">https://health.eclinicalworks.com/cchsaugusta</a>	
<b>User ID</b>	<b>Save your unique personal QR code</b> This is your unique personal QR code. Save it and use it to share your PHR with another provider.
<b>Password</b>	

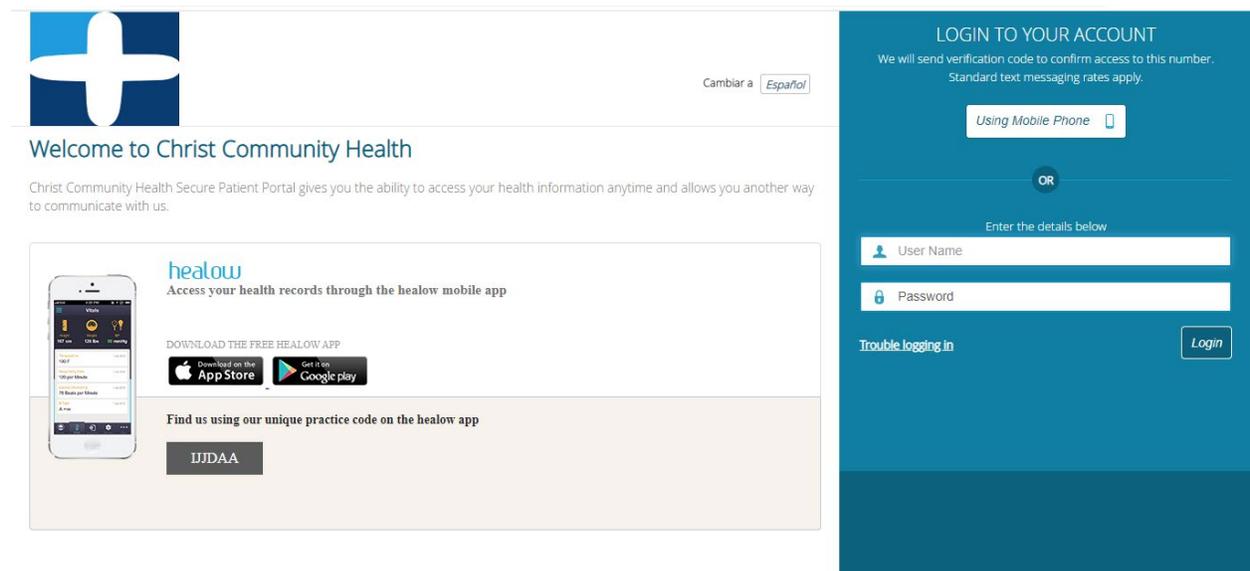
Make note of your user ID and password as you will need them to log in to your patient portal. You may be asked to change your password.

# Log in to the Patient Portal

This email will provide a link to our Patient Portal. You can click the link to go to the portal. The link is: <https://health.eclinicalworks.com/cchsaugusta>

You can also go to our website: <https://www.cchsaugusta.org/>  
Click on For Patients and then click on Patient Portal. This will also take you to the patient portal.

This is an example of the patient portal login screen.



The screenshot displays the patient portal login interface. On the left, there is a header with the Christ Community Health logo and a 'Cambiar a Español' link. Below the header, a welcome message reads 'Welcome to Christ Community Health' and explains that the secure patient portal allows for anytime access to health information. A promotional banner for the 'healow' mobile app is featured, encouraging users to download the free app from the App Store or Google Play. The app banner includes a smartphone image, the app's name, and a unique practice code 'IJJDA'. On the right side, the 'LOGIN TO YOUR ACCOUNT' section is visible. It includes a verification code note, a 'Using Mobile Phone' option, an 'OR' separator, and a form with 'User Name' and 'Password' fields. A 'Login' button and a 'Trouble logging in' link are also present.

You can also access the patient portal through the free Healow app. You can download the app on your smartphone through the App Store (iPhone) or Google Play Store (Android).



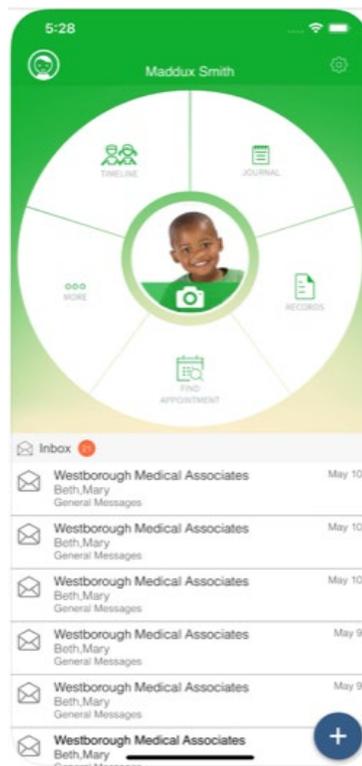
# Download the App

The three app options are Healow, Healow Mom, and Healow Kids. Go to the Apple Store (iPhone) or Google Play Store (Android) to download.

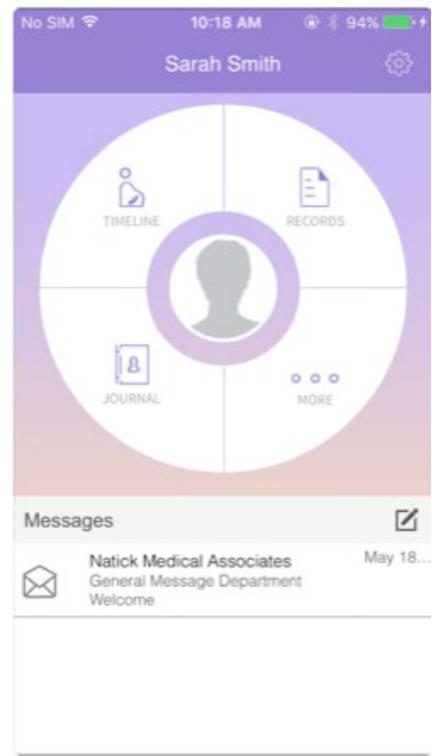
## Healow



## Healow Kids



## Healow Mom



After you download the app, use our practice code: **IJJDA** and your Login Credentials (user ID and password) to log in.



# Inside the App

After you login with your user ID and password, you will be required to reset your password and set up a security question. Click submit when finished.

Then, you will be required to create a 4-digit PIN. Use a 4-digit combination that you can remember. Confirm the PIN by entering it again.

Review the in-app tutorials on how to use the patient portal. Click done when complete. Explore the features of the app on your own.

Features of the app include: Refill Requests, Lab Reports, Messages, Request Appointment, and more.

The instructional video from EClinicalWorks provides a virtual walk-through of the app and its features.

The link to the video is: <https://youtu.be/5gUIOjZ8eVw>