## Prescription Refill Requests

#### Paths:

- Home Screen > Access your Health Records > Medications
- Home Screen > Manage Medications

If the practice enables medication refills on the Patient Portal, refills can then also be requested on the healow app.

#### To request a prescription refill on the healow app:

1. Open the Medications screen using one of the following two paths:

*Home Screen > Manage Medications:* 



#### OR

healow . -Medications Refill Tammy, Hall Tammy Hall, Female Please note, medications removed and/or discontinued by your provider will not be available. Contact your provider for a ~ 👚 Aug 16, 1959 M Bo tammy.hall@.com 品 ~ comprehensive view. Q 4424 MELROSE AVE, LOS ANGELES, CA 90029-2514 Manage Hidden Meds **AKST Practice** Portal 2 Technology Dr, Westborough, MA 01581 R<sub>X</sub> Access your Health Records View 🥬 Today's Med Reminders 8 🔺 Please note that the Visit Summary/Personal Health Rec... 💙 AKST Practice ۳Þ Im Amoxicillin 500 MG 1 tablet Twice a day @ 08:00 AM, 08:00 PM 1 ۲ 13 Today at 01:00 PM EP Start TV Vitals Allergies Problems AKST Proctice All Meds ۳Þ Amoxicillin 500 MG Deo Ø 8 Notifications D 1 tablet Twice a day Start your televisit Thu, Apr 7, 2022, 01:00 PM Results Messages ② Everyday at Start TV 08:00 AM, 08:00 PM Sam Willis ٠ AKST Proctice 0 at 12:30 PM e 63 ۳Þ Metformin HCI 850 MG 1 tablet with Once a day **AKST** Practice Referrals Cord Tuesdau **AKST** Practice Hidden Meds -0 0 Tuesday You do not have any hidden medications at this time. PHR Health Access Log Educ Reminder for your Televisit: u. Mar 31, 2022, 02:30 PM

Home Screen > Access your Health Records > Medications:

- 2. Tap Add/Refill on the Medications screen.
- 3. Tap Request Refill.
- 4. Check the box next to the medications to be refilled and then tap *Next*.
- 5. (Optional) Tap the notes icon and then enter a message for the provider.
- 6. Select the provider, facility, and pharmacy, then tap Send:



# Custom Medication Refill Requests

#### Path: Home Screen > Access your Health Records > Messages > General Messages

Refill requests for custom, over-the-counter, and manually entered medications must be submitted as a general message to the practice. Medications that are not listed in a patient's medical records are not eligible for standard refill requests.

For instructions and information about non-custom medication refill requests, refer to the Prescription Refill Requests section in this chapter.

#### To send refill requests for custom, over-the-counter, and manually entered medications:

- 1. Tap the *Messages* tile on the Health Records screen.
- 2. Tap the *Compose* button on the Messages screen.
- 3. Select the General Message radio button.
- 4. Select a provider and facility, enter a subject and message, then tap the send (paper airplane) icon:

| Cammy Hall, Female<br>↑ Aug 16, 1959<br>★ tammy.hall@.com<br>4424 MELROSE AVE, LOS ANGELES, CA 90029-2514<br>AKST Practice<br>2 Technology Dr, Westborough, MA 01581<br>ARST Practice |                 |                   | Messages     Inbox Outbox     Outbox     Reminder for your Televisit:     Thu, Mor 51, 2022, 02:30 PM     Som Willis     AKST Practice | Mar 31 | ←<br>Please use messages for non-urgent<br>communication only. If this is an emergency or<br>an urgent patient care issue, please call 9ft and<br>do not leave a message here. |           | ← Ceneral Messages<br>Please use messages for non-urgent<br>communication only. If this is an emergency<br>an urgent patient care issue, please call 911 and<br>do not leave a message here.<br>Provider: Willis,Sam ③<br>Facility: AKST Proctice ③<br>Subject: Custom Medication Refill<br>Dr. Willie |                    |               |       |        |        |   |    |      |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------|----------------------------------------------------------------------------------------------------------------------------------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------------|-------|--------|--------|---|----|------|
| Vitals                                                                                                                                                                                | ()<br>Allergies | Problems          |                                                                                                                                        |        | <b>_</b>                                                                                                                                                                       |           | Ple<br>Tai                                                                                                                                                                                                                                                                                             | ase refi<br>nmy Ha | ll my c<br>il | ustom | n medi | cation |   | C  | Done |
| //                                                                                                                                                                                    | Results         | Messages          |                                                                                                                                        |        |                                                                                                                                                                                | $\otimes$ |                                                                                                                                                                                                                                                                                                        | Hall               |               |       | Ť.     |        |   | ľm |      |
| <b>6</b>                                                                                                                                                                              |                 | Zm                |                                                                                                                                        |        | General Messages                                                                                                                                                               | 0         | Q                                                                                                                                                                                                                                                                                                      | W                  | E F           | T IS  | Y      | U      | 1 | 0  | Р    |
| Appointments                                                                                                                                                                          | Medications     | Referrals         | Et a                                                                                                                                   |        | Lab Request                                                                                                                                                                    | C/m       | ŀ                                                                                                                                                                                                                                                                                                      | S                  | D             | F     | G      | н      | J | К  | L    |
| Education                                                                                                                                                                             | РНЯ             | Health Access Log | Compose                                                                                                                                |        | Request Referral                                                                                                                                                               | 0         | ÷                                                                                                                                                                                                                                                                                                      | Z                  | X             | С     | ۷      | В      | N | M  |      |

### Add Custom Medications

#### Paths:

- Home Screen > Access your Health Records > Medications
- Home Screen > Manage Medications

Custom medications can be added to the healow app. These custom medications are not added to the patient's medical record in the EMR.

#### To add a custom medication:

- 1. Tap Manage Medications on the home screen.
- 2. Tap Add/Refill on the Medications screen.
- 3. Tap Add New Custom Medication.
- 4. Complete the fields on the Add Medication screen and then tap *Done*.

The newly added medication is listed with a Custom label:

| Tammy, Hall                                                                                      | <ul> <li>Medications Add/Refil</li> <li>Please note, medications removed and/or<br/>available. Contact your provider will not be<br/>available. Contact your provider for a<br/>comprehensive view.</li> </ul> | Add Medication     Done     Solely for your records. At this time, the     information dees not synce with your physician's     medical record or check drug interactions. | Medications Add/Refill      Please note, medications removed and/or<br>discontinued by your provider will not be<br>available. Control your provider for a<br>comprehensive view.     All Nets     Hidden Meds |
|--------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Access your Health View (9                                                                       | All Meds                                                                                                                                                                                                       | Medication Name * ing Tylenin                                                                                                                                              | ATTRUXCIIIIT DUV PIO<br>Trablet<br>Twice a day                                                                                                                                                                 |
| Notifications 1                                                                                  | Amoxicillin 500 MG<br>1 tablet<br>Twice a day                                                                                                                                                                  | Nick Name og Bood Pressure Heat                                                                                                                                            | Metformin HCI 850 MG (C)<br>1 tablet with a meal<br>Once a day                                                                                                                                                 |
| Reminder for your Televisit:<br>Thu, Apr 7, 2022, 01:00 PM<br>Sam Willis<br>AKST Proctice        | toblet with food or milk as needed<br>Tree times a day                                                                                                                                                         | Prescribed By eg Dutans                                                                                                                                                    | Valium 2 MG (C)<br>Ttablet as needed<br>Once a day                                                                                                                                                             |
| Covid Immunization Card Apr 5                                                                    | Metformin HCI 850 MG ()<br>1 tablet with a meal<br>Once a day                                                                                                                                                  | Dosage* legitable                                                                                                                                                          | Chorthiazide Custom<br>Hygroton 500 mg<br>Tablet<br>Twice a day                                                                                                                                                |
| Covid Immunization Cerd Apr 5                                                                    | Add New Custom Medication                                                                                                                                                                                      | Frequency og Dige A Day                                                                                                                                                    | <ul> <li>Everyday at<br/>06:00 AM, 08:00 PM</li> </ul>                                                                                                                                                         |
| Reminder for your Televisit:<br>Thu, Mar 31, 2023, 02:30 PM<br>Som Wills<br>AKST Proctice Mar 31 | Request Refill                                                                                                                                                                                                 | Quantity rg 20                                                                                                                                                             | Hidden Meds<br>You do not have any hidden medications at this time.                                                                                                                                            |

# Referrals

Path: Home Screen > Access your Health Records > Medications > Referrals

A patient's active referrals can be accessed on the healow app. Referrals are read-only. They cannot be modified on the app.

#### To display active patient referrals:

- 1. Tap the Access your Health Records tile on the home screen.
- 2. Tap the *Referrals* tile on the Health Records screen.
- 3. Tap a referral to display the details.
- 4. Swipe (scroll) through the referral details.