

Prescription Refill Requests

Paths:

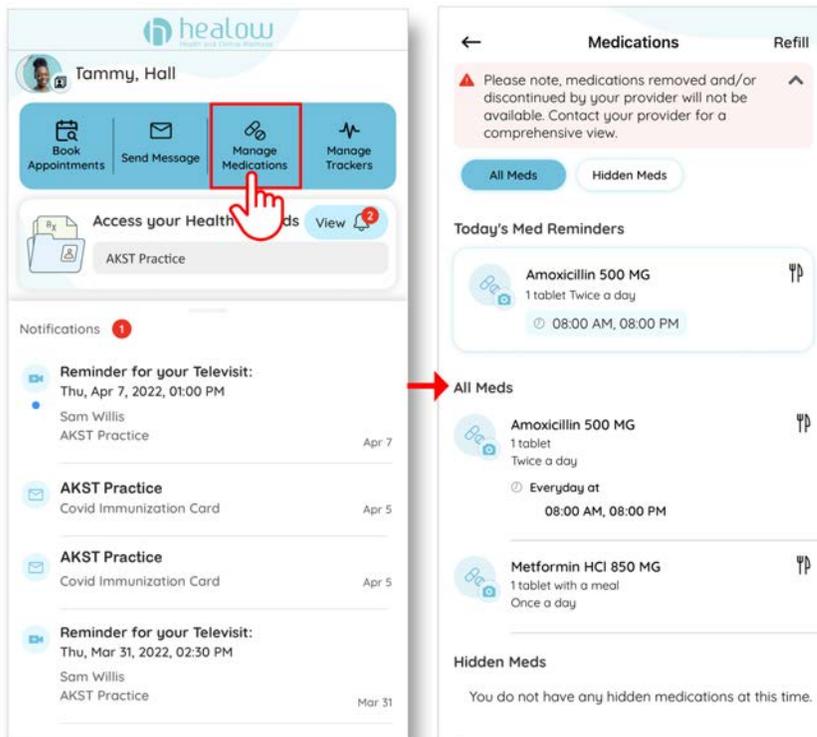
- Home Screen > Access your Health Records > Medications
- Home Screen > Manage Medications

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:

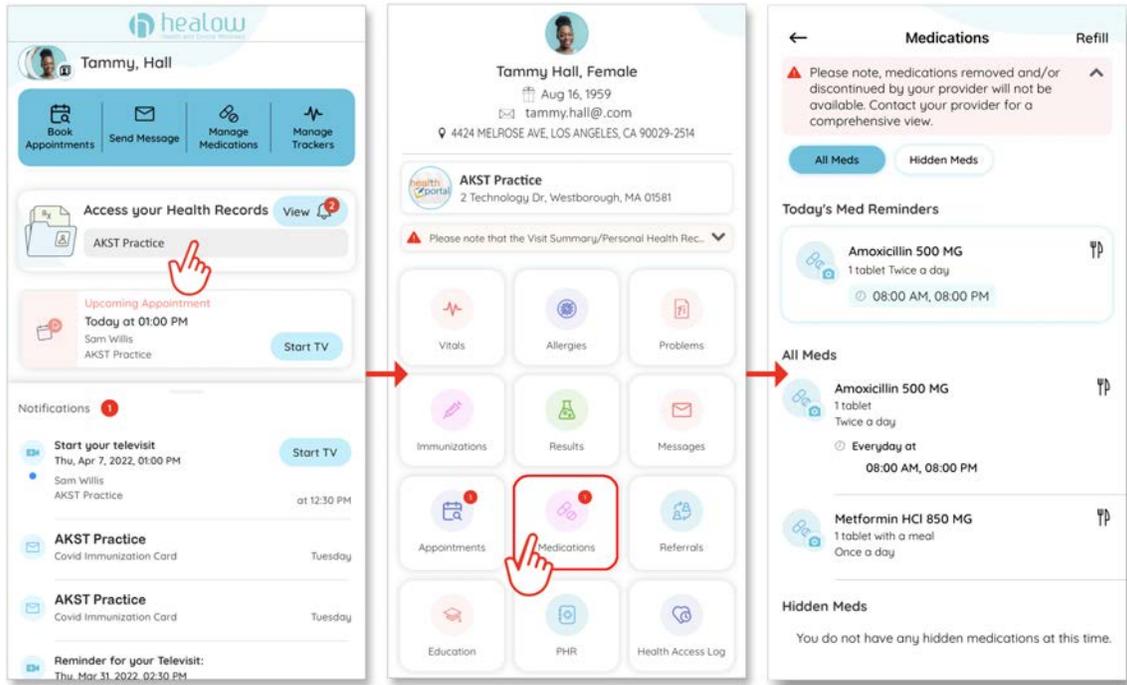
1. Open the Medications screen using one of the following two paths:

Home Screen > Manage Medications:

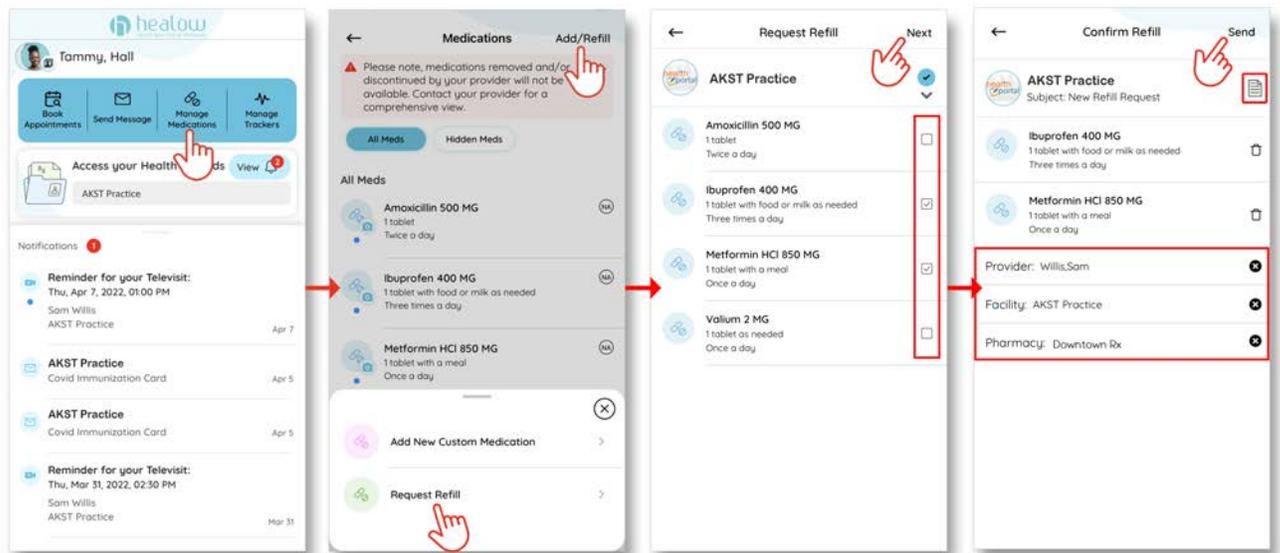


OR

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

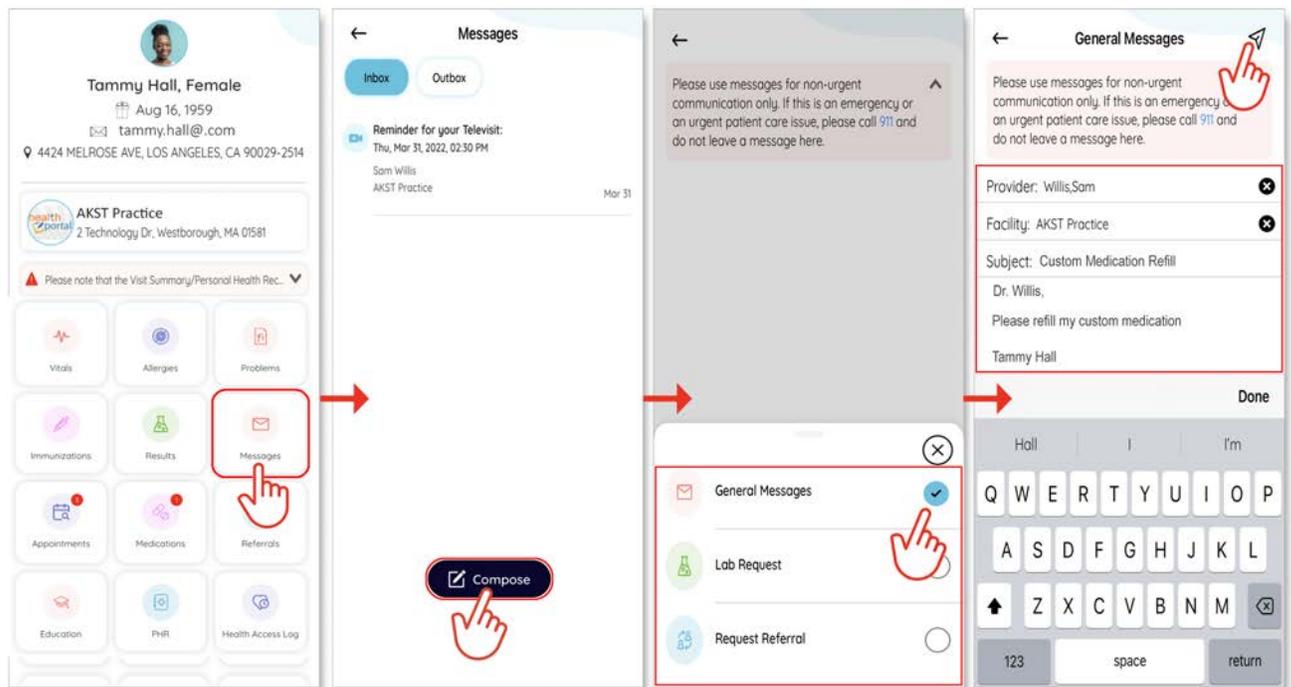
Path: Home Screen > Access your Health Records > Messages > General Messages

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:



Add Custom Medications

Paths:

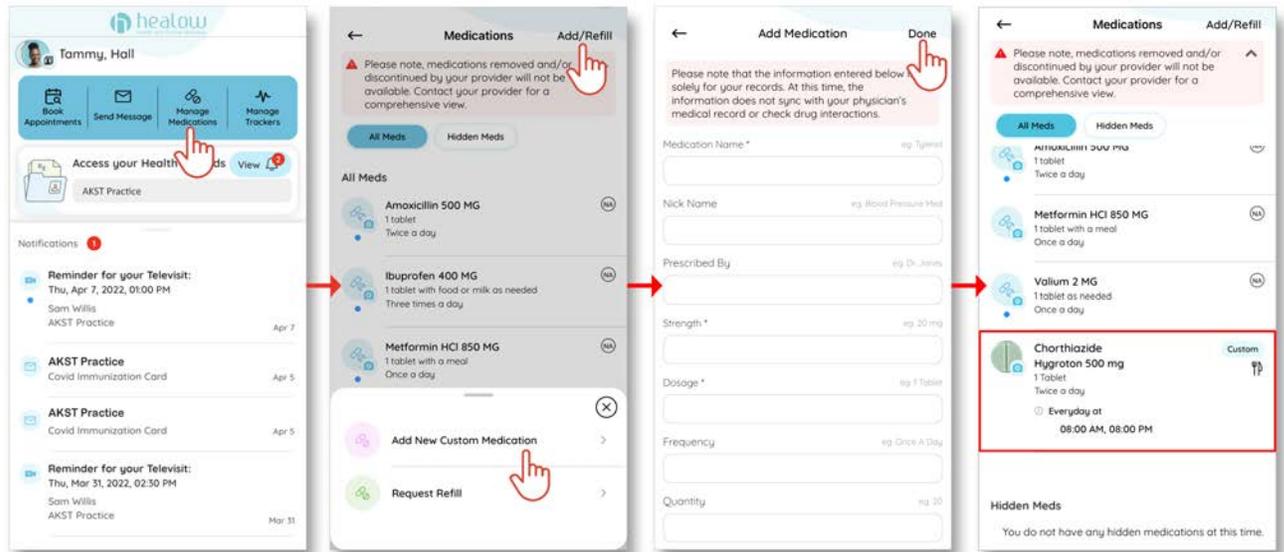
- Home Screen > Access your Health Records > Medications
- Home Screen > Manage Medications

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:



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.