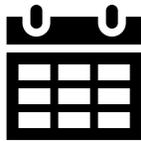


Family Practice, Inc Clinic

PATIENT PORTAL

<https://health.healow.com/fpca>



Appointment Scheduling

Use the portal to request appointments and keep track of them



Messaging

Use the “messages” feature on the Portal to communicate with your Care Team



Medications and Refills

Request prescription refills for your medications



Account Information

Check your billing statements and other account information



Mobile Access

Access all of your favorite Portal features in the palm of your hand by downloading the *healow app* from your app store. Enter practice code “IHG CBD”

We look forward to helping you with your ongoing healthcare needs and partnering with you through our Patient Portal. We appreciate your patience with us as we work on getting all the different areas up and running.

Patient Portal Frequently Asked Questions

How do I sign up for the Patient Portal?

If you are a new patient, you automatically get a Portal account with a temporary password. Temporary passwords are only available for 48 hours. If this password expires you will need to get a new password from our front office staff.

If you are a current patient and you do not have an existing account, you can sign up for the Patient Portal by contacting our front office staff. To keep your health information secure, current patients cannot sign up over the phone.

What if I forgot my username or password?

You will need to reset your username or password. You can contact our front office staff for help resetting your password.

Can I request an appointment on the Portal?

Yes. You are encouraged to use the Portal for appointment scheduling. Once you log into your Portal account, navigate to the "Appointments" section and submit your new appointment request.

The staff at Family Practice Clinic will confirm the appointment or contact you by your preferred method of communication to find a mutual time for you and your provider.

Can I request a prescription refill on the Portal?

Yes. You can request refills on the patient portal by clicking the refill requests in the messages section on the Portal.

Before requesting a prescription refill on the Portal, check your medication bottle to ensure that there are no refills left. If there are refills left, please call your pharmacy first.

Can I ask my provider a question through the Portal?

Yes, the Patient Portal is a simple and secure way to contact your Care Team with non-urgent medical questions. Click the ask the Practice Team to get routine matters addressed whether you are at home or on the go.

Portal messaging should never be used in an emergency situation. If you are experiencing a medical emergency, please call 911.