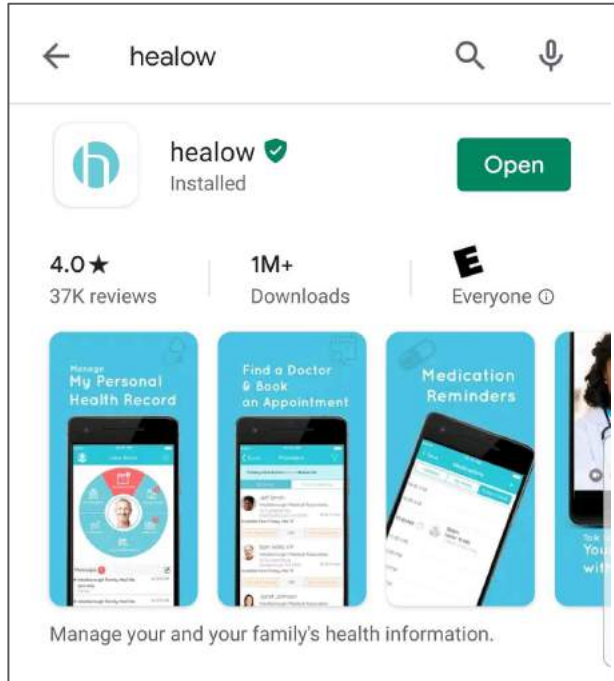




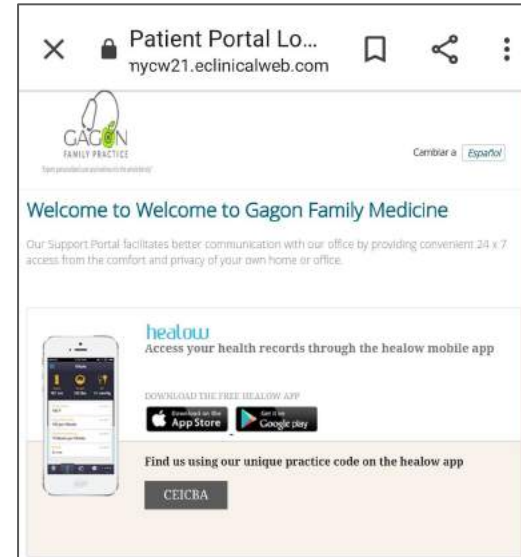
---

HEALOW APP TUTORIAL

Download our Healow app on your mobile device.



If you aren't sure if you are downloading the correct app, please visit our website, [gagonfamilymedicine.com](http://gagonfamilymedicine.com), and follow the Patient Portal tabs. This will show a direct link to download the app.

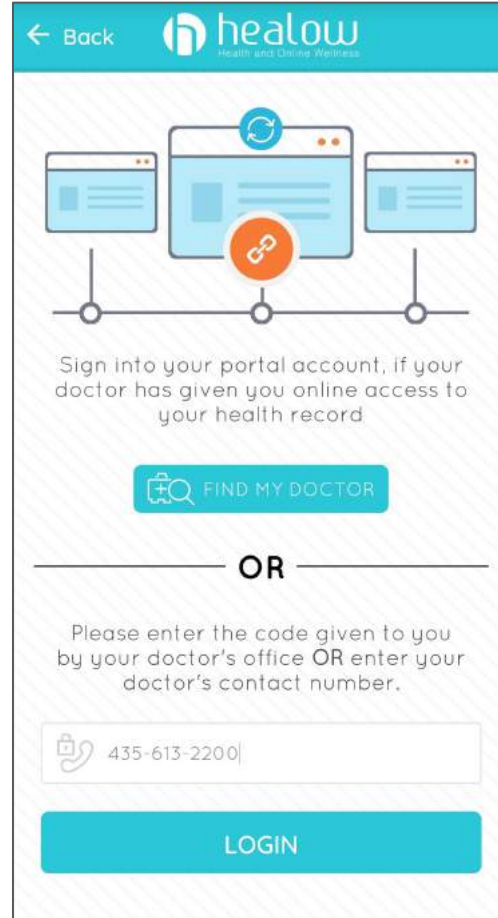




This is what the app looks like as you first open the app.

If you have never logged into the app before, follow these steps.

It is easier to log in on the computer, but not required.



The app will ask to locate our office.

There are multiple ways to locate Gagon Family Medicine.

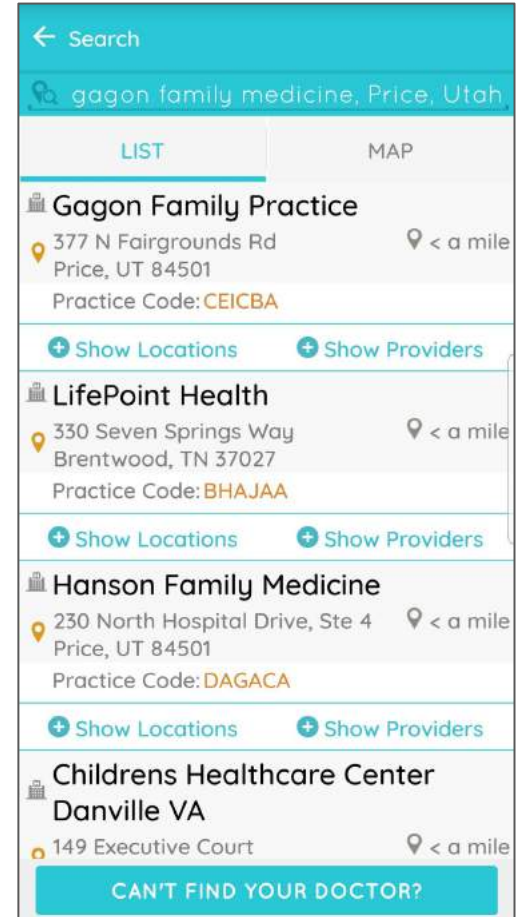
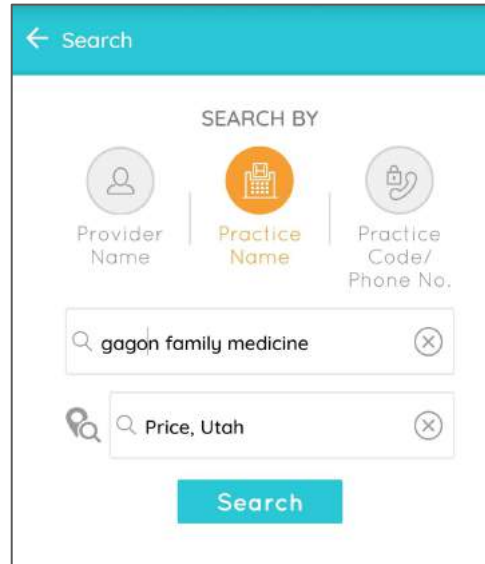
1) Input our phone number in the bottom field of the screen  
435-613-2200

2) Input our unique clinic Identification Code: CEICBA



3) Search for your provider through the “Find My Doctor” button.  
- The practice name and location field must be filled in order to find our clinic.

Gagon Family Medicine should be the first listed office.

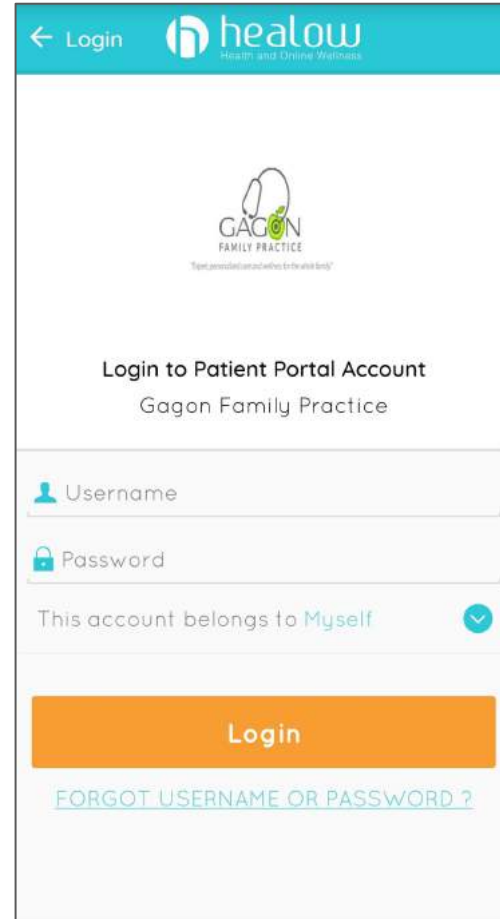


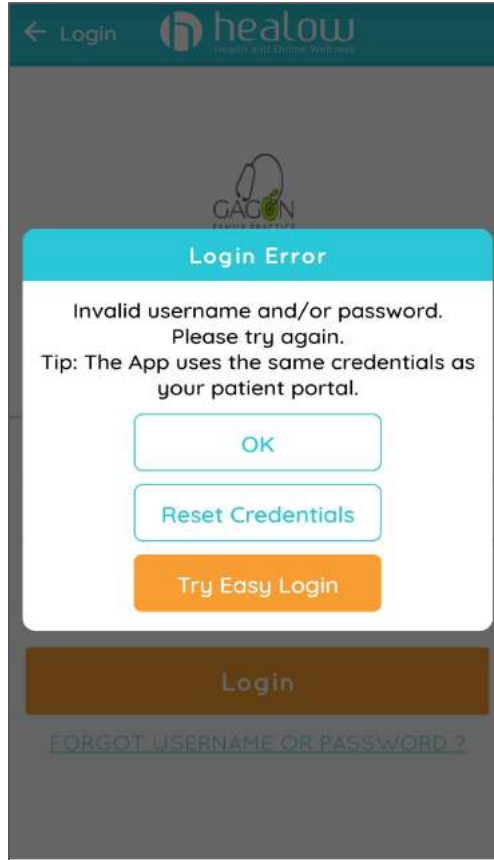


Once the practice has been added, the app will have the Terms and Conditions, you will need to agree to the Terms and Conditions in order to use this app.

After agreeing to the Terms and Conditions, the Portal Login screen will appear.

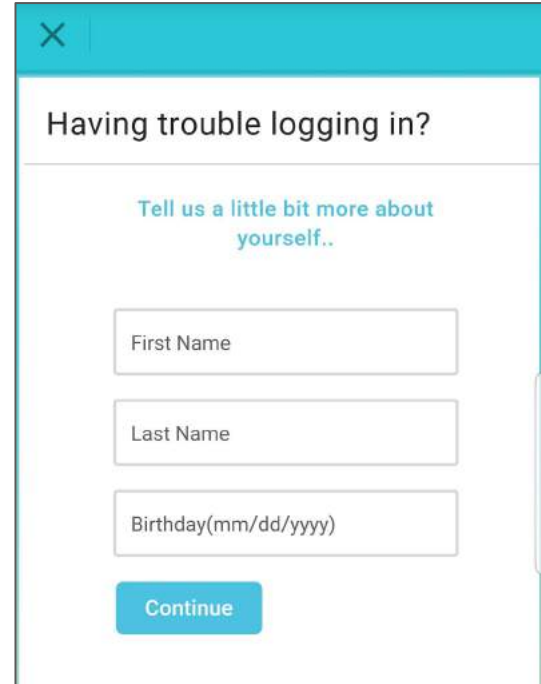
Input your username and password that you were given by the receptionist.





In case you are not automatically logged in, there are multiple ways to reset your password and/or retrieve your login information.

You may call our office and speak with a receptionist to reset your information, or select “Try Easy Login” Or reset credentials. If you choose “Reset Credentials” you must know the email that is connected to your account.



This is the Easy Login Screen

After inputting your information you will be required to verify your account by receiving a code through text or call. Select your preference and Send Code. Once the code is sent, enter it in the provided field

Having trouble logging in?

Tell us a little bit more about yourself..

Please select your preference to verify your account.  
We will be sending a 4 Digit code to the number selected below

(If the numbers listed below do not appear to be correct, please contact your doctor's office to update them)

Cell Phone (xxx-xxx-8305)  
 Home Phone (xxx-xxx-2200)

Send Text  Call me

By entering your number, you agree to receive an automated telephone call or one text message (with a passcode) to verify your account. Message and data rates may apply.

We will be sending a 4 Digit code to the number selected below

(If the numbers listed below do not appear to be correct, please contact your doctor's office to update them)

Cell Phone (xxx-xxx-8305)  
 Home Phone (xxx-xxx-2200)

Send Text  Call me

Enter 4 digit code here

Code is valid for 15 minutes or 3 attempts

✕

Please enter password for  
username:  
**testportal**

**Enter new password to login**

New Password

**Confirm Password**

Confirm Password

Login

✕ Validate Portal User

### User Validation

**Welcome Test,**

As an added security measure, please answer any **one** of the questions below to authenticate yourself. By submitting this information you are confirming that you are the intended recipient of the access credentials and have not obtained the information in error.

What is the office fax number?

OR

Date Of Birth

OR

Phone Number

Ext

Next

✕ Validate Portal User

### Practice Consent Form


Gagon Family Practice offers secure viewing and communication as a service to patients who wish to view parts of their records and communicate with our staff and physicians. Secure messaging can be a valuable communications tool, but has certain risks. In order to manage these risks, we need to impose some conditions of participation. This form is intended to show that you have been


I have read the consent form and the above information.

Agree


Once the code is verified, you will be prompted to change your password, and set your security questions. After you set your security questions, you will be prompted to agree to our Consent Form.





← Login  Heal and Online. Welcome.

 Your personal care and wellness in the heartland.

Login to Patient Portal Account  
Gagon Family Practice

 Username

 Password

This account belongs to **Myself** 

**Login**

[FORGOT USERNAME OR PASSWORD ?](#)

After agreeing to the consent form you will be directed back to the login screen. Please enter your username and new password.


You will then be asked to set a secure pin to your account. Then you will have full access to your Patient Portal

Create PIN

The confidentiality of your health information is important to us.

*For that, we need you to create a 4 digit pin of your choice to be used to unlock your app.*

○ ○ ○ ○

1	2	3
4	5	6
7	8	9
	0	

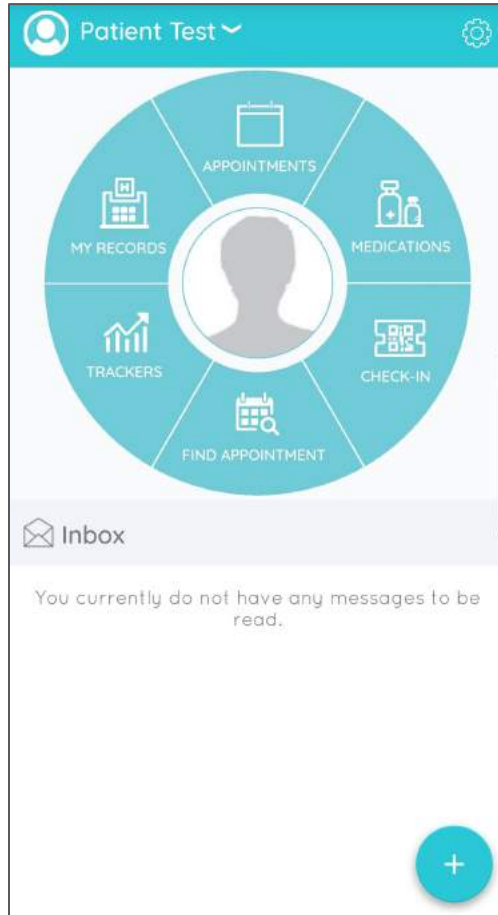
If the portal prompts request to allow healos to record video, audio and location, please allow the app to do so.

This will be essential in order to use the Portal for your Televisits with your provider.

**Access Required**

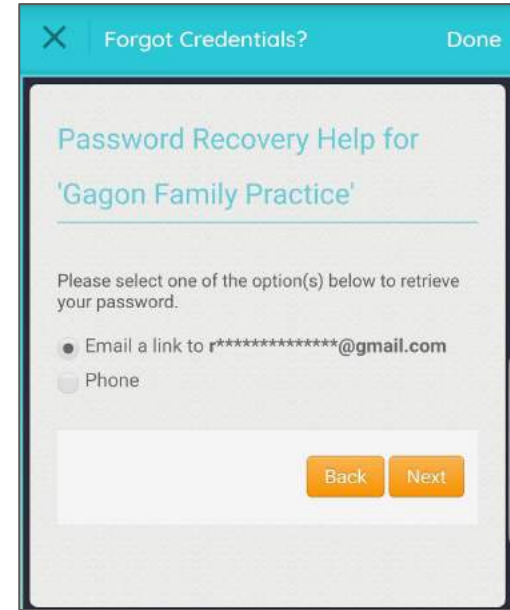
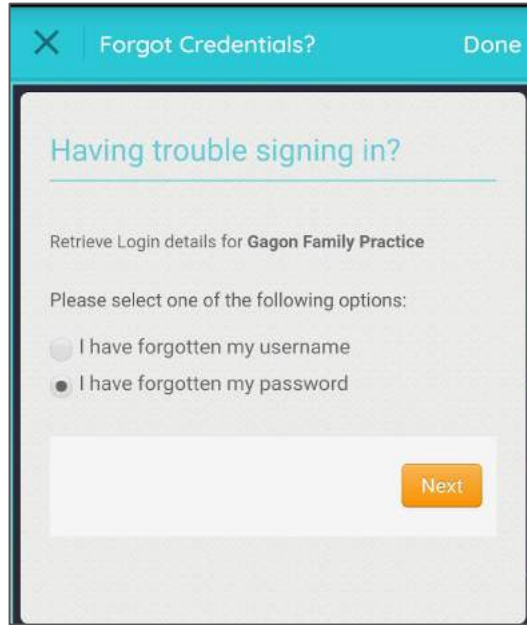
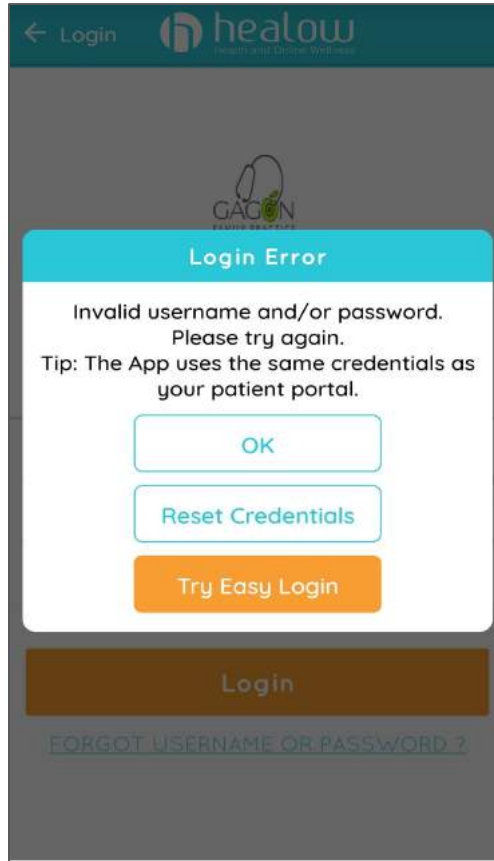
Allow app to access current location of device to display today's appointments near to your current location.

**OK** **Cancel**

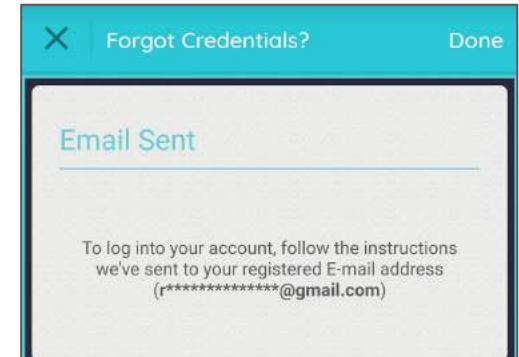


You now have access to your patient portal on the healow app!

Become familiar with this app to review your medications, send messages to your provider, request refills and use for your televisit appointments.



To use the Reset Credentials, select if you have forgotten your username or password, you will be asked to reset via email or phone, Please use your email, it is the most accurate way to reset your username or password yourself. If you still have problems after resetting your information, please call the office for additional help



✕ Validate Portal User

## Reset Password

New Password

Confirm New Password

[Customize your security question.](#)

Security Question

Answer

✕ Validate Portal User

## User Validation

**Welcome Portal m,**

As an added security measure, please answer any **one** of the questions below to authenticate yourself. By submitting this information you are confirming that you are the intended recipient of the access credentials and have not obtained the information in error.

Date Of Birth

OR

Phone Number

 - 

✕ Validate Portal User

## Practice Consent Form

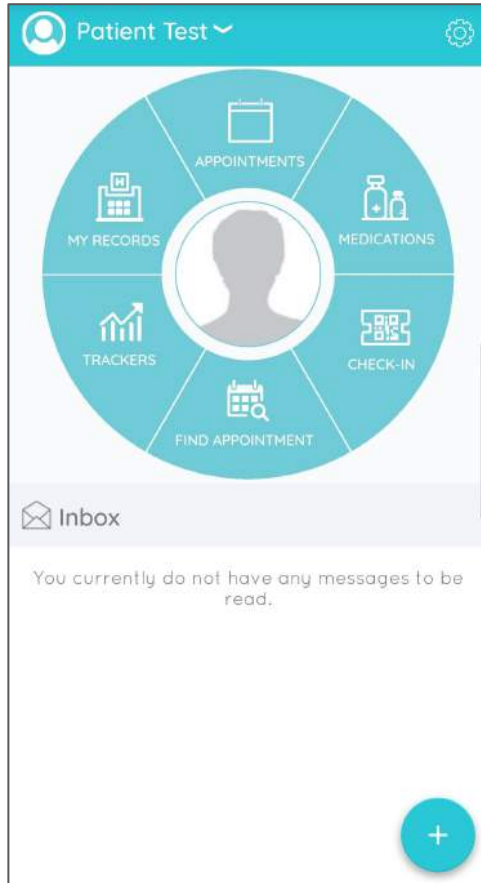
Gagon Family Practice offers secure viewing and communication as a service to patients who wish to view parts of their records and communicate with our staff and physicians. Secure messaging can be a valuable communications tool, but has certain risks. In order to manage these risks, we need to impose some conditions of participation. This form is intended to show that you have been

I have read the consent form and the above information.

You will be prompted to change your password and security question, and be asked to log back in. After logging back in, you will be asked to verify your Date of Birth or associated phone number to your account. Lastly, you will be asked to agree to our Practice Consent Form.

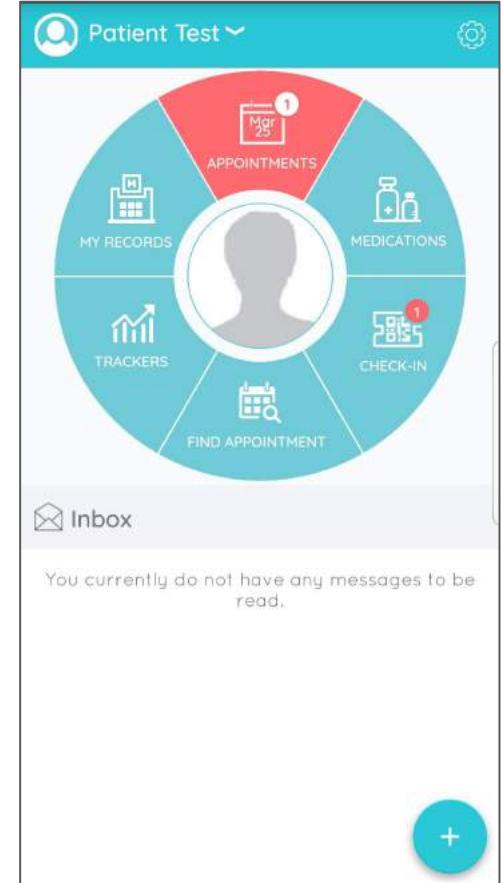
## How to access and check in for your Televisit appointment with Gagon Family Medicine.

On the day of your appointment, you will get a reminder email of your appointment and a link to follow, if you are using a mobile device or tablet, you must use the patient portal. If not, your device will not allow you to check into your appointment.

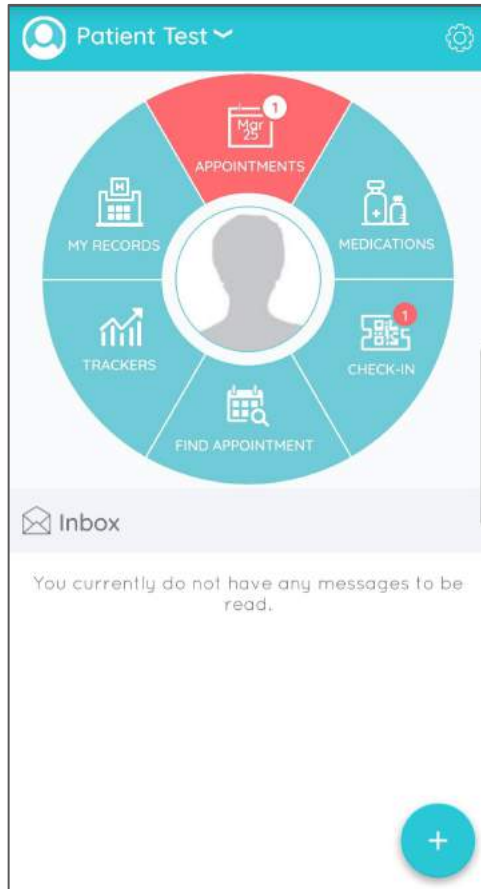


You will need to log into your healow app 15 minutes before your appointment time, if you are late, it will show that you no longer have an upcoming appointment and won't be able to access your Televisit.

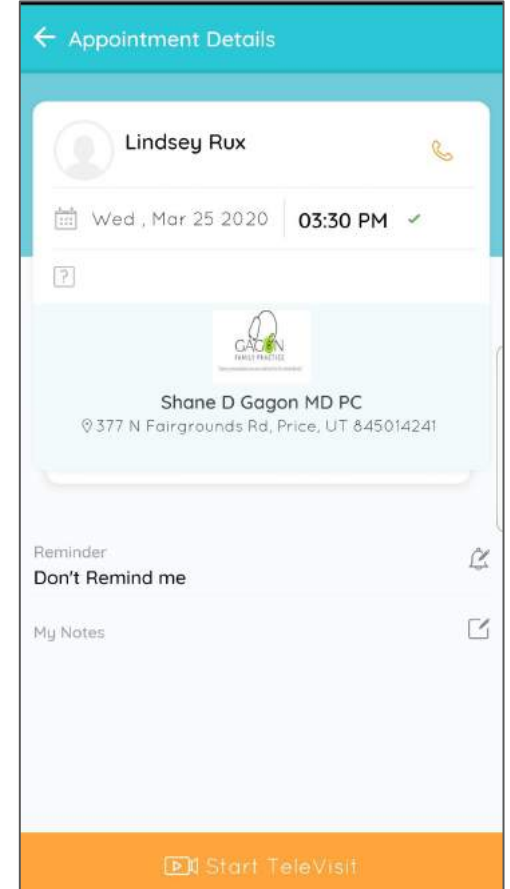
Once you log into the healow app, your appointments screen with be highlighted red. This means you have an upcoming appointment, you do not need to go into the check in tab for your Televisit.



Click on the red appointment tab to view your Televisit, it will show a page of all upcoming appointments,



If you have a Televisit scheduled it will have a video camera icon on the right side of the screen. You will need to select the appointment to view further details of your Televisit. This is where you will be asked to Start Televisit at the bottom of the screen.



After starting your Televist, you will be prompted to add your vitals. Please fill these out to the best of your ability, it is important for our doctors to have as much information as possible to provide the most accurate care.

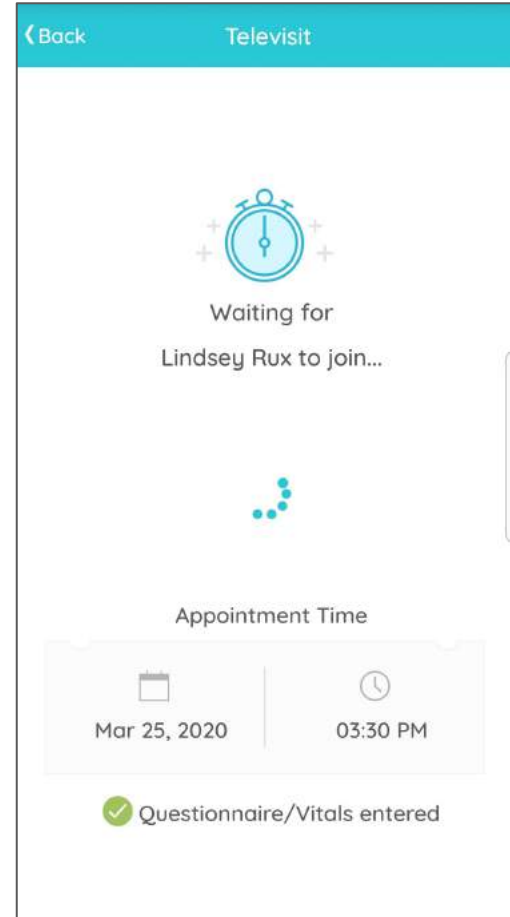
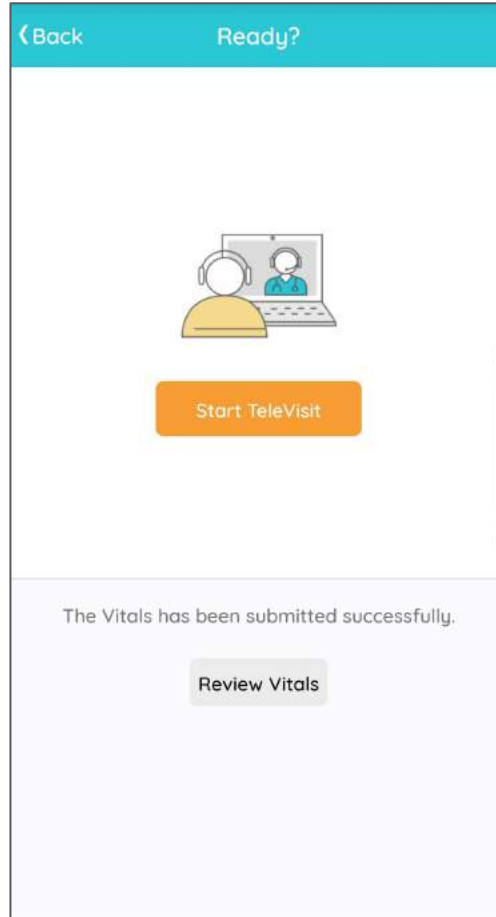
Once you input your vitals, you need to submit those to your provider. The submit button is at the bottom of the screen

The screenshot shows a mobile application interface for entering vital signs. At the top, there is a teal header with a back arrow and the title "Vitals". Below the header is a white area with a person icon and the title "Vitals". The form contains several sections, each with an icon and a title: "Height" (ruler icon), "Weight" (scale icon), "Blood Pressure" (heart icon), "Temperature" (thermometer icon), "Respiratory Rate" (lungs icon), and "Pulse Rate" (heart rate icon). Each section has one or two input fields. The "Height" section has two fields for feet and inches, with values "5" and "7" respectively. The "Weight" section has one field for pounds, with the value "190". The "Blood Pressure" section has two fields for systolic and diastolic pressure, with example values "eg. 160" and "eg. 80". The "Temperature" section has one field for Fahrenheit, with the value "97". The "Respiratory Rate" section has one field for breaths per minute, with the example value "eg. 72". The "Pulse Rate" section has one field for breaths per minute, with the example value "eg. 72".

This screenshot is identical to the previous one, showing the same "Vitals" form. The only difference is that the "Submit Vitals" button at the bottom of the screen is now highlighted with a blue glow. The button is located in a teal bar at the bottom right of the screen, next to a magnifying glass icon and a plus sign icon.

After submitting your vitals, you have the option to review or change your vitals at the bottom of the next screen. If you are ready to go, all you need to do is click the orange “Start Televisit” button. Once you start your Televisit, your screen will show that you are waiting for your provider’s nurse to join. The nurse will go over your current medications and the reason for your appointment before you meet with your provider

Be patient, it may take us a moment to join you in the visit, if you have been waiting for a prolonged period of time, please call the office on a different device.





If you are using a computer for your televisit, there are a two ways of accessing your visit. Go to our website, [gagonfamilymedicine.com](http://gagonfamilymedicine.com), and click on the portal tab.

The screenshot shows the homepage of the Gagon Family Medicine & Urgent Care website. At the top, there is a navigation bar with the text "UPDATED CORONAVIRUS COVID-19 INFO: DETAILS HERE". Below this is the Gagon Family Medicine logo, which includes a stethoscope and the text "GAGON FAMILY MEDICINE URGENT CARE". A navigation menu includes links for HOME, ABOUT, SERVICES, URGENT CARE, PREGNANCY CARE, WOMEN'S HEALTH, NEW PATIENTS, RESOURCES, HOURS, CONTACT & LOCATIONS, and BLOG. The main content area features a large banner with the text "Welcome to the Gagon Family." and "We are committed to providing an exceptional healthcare experience." Below the banner are two circular award logos: "2017 HealthInsight Quality Award" and "2018 HealthInsight Quality Award". The banner also features a photograph of a doctor in a white coat holding a green apple. Below the banner are three colored boxes: a green box for "PREGNANCY CARE At the Family Medicine Clinic", an orange box for "URGENT CARE Weekdays at 5:30 and Weekends", and a teal box for "FAMILY MEDICINE CLINIC By Appointment Only". At the bottom, there are five buttons: "NEW PATIENTS", "PATIENT PORTAL", "PAY MY BILL", "CONTACT US", and "MYHEALTH FINDER".

After following the original link, you will be directed to a frequently asked questions regarding the patient portal, if you have a question that isn't listed, call our office.

To proceed to the Patient Portal Login screen, click the blue Patient Portal button.

Patient Portal - Gagon Family Medicine

gagonfamilymedicine.com/patientportal/

UPDATED CORONAVIRUS COVID-19 INFO: DETAILS HERE

GAGON FAMILY MEDICINE URGENT CARE

HOME ABOUT SERVICES URGENT CARE PREGNANCY CARE WOMEN'S HEALTH NEW PATIENTS RESOURCES HOURS CONTACT & LOCATIONS BLOG

PATIENT PORTAL

### GENERAL FREQUENTLY ASKED QUESTIONS

- What should I do before each visit?
  - Sign on to your Portal account.
  - Under **My Account** there is an option for **Personal Information**, to enter any change to your address, phone number, and emergency contact information.
  - Under **My Account** there is an option for **Additional Information**, to enter any change to your pharmacy, and additional contacts.
- I did not receive an e-mail with my username and password.
- How do I obtain a username and password?
- I'm having trouble signing on. What can I do?
- How do I change my username?
- How do I change my password?
- I forgot my password.

From here you will be prompted to log into your account. If this is your first time, you will be prompted to verify your Date of Birth and create a new password and security questions.

mycw21.eclinicalweb.com/portal1661/fsp/100mp/login\_otp.jsp

**GAGON**  
FAMILY PRACTICE

Cambiar a **Español**

## Welcome to Welcome to Gagon Family Medicine

Our Support Portal facilitates better communication with our office by providing convenient 24 x 7 access from the comfort and privacy of your own home or office.

**healow**  
Access your health records through the healow mobile app

DOWNLOAD THE FREE HEALOW APP

Download on the **App Store** | Get it on **Google play**

Find us using our unique practice code on the healow app

**CEICBA**

### LOGIN TO YOUR ACCOUNT

We will send verification code to confirm access to this number. Standard text messaging rates apply.

Using Mobile Phone

OR

Enter the details below

User Name

Password

Trouble logging in [Login](#)

Copyright ©2020 eClinicalWorks. All rights reserved. Version: Portals.2.17.2.2. Use of this website constitutes our Terms of Use and Privacy Policy.

Once you log in, you will have access to your patient portal. The side bare is the dashboard for the portal. You can send messages, access your medical records and view your Televisit. Make sure to use Chrome as it is the only compatible browser.

The screenshot shows a web browser window displaying the patient portal for Gagon Family Medicine. The browser's address bar shows the URL: <https://mycw21.eclinicalweb.com/portal1661/jsp/jspnew/dashboard.jsp?mainNav=dashboard&ldpage=dashboard>. The page features a dark blue sidebar on the left with navigation options: Dashboard, My Account, Messages, Medical Records, Appointments, Questionnaires, Trackers, and Education. The main content area has a light orange header with the Gagon logo and navigation links for Home, Cambie a Español, Practice Details, and Sign Out. Below the header, a message reads: "Hi Patient, Gagon Family Medicine Welcome to our Secure Patient Portal! Messages are only monitored during business hours. Check out our Facebook page for the most current business hours." The dashboard is divided into two main sections. The left section, titled "APPOINTMENTS", shows a calendar icon, a "View All" link, and a list of appointments for Lindsey Rux and Shane D Gagon MD PC on 03/25/2020 at 3:30 PM MDT. It includes a "Vitals: Entered" status, a "Review?" link, and buttons for "Join TeleVisit" and "View TeleVisit FAQ". The right section, titled "MEDICAL RECORDS", shows a document icon, a "View All" link, and a "Request PHR" button. A message states: "Personal Health Record can be requested by clicking on the Request PHR below".

On the main screen you will see your next appointment. You join the Televisit by clicking the “Join Televisit” toward the bottom of your appointment box.

This will get you started for the visit.

The screenshot shows a web browser window with two tabs: "Patient Portal - Gagon Family Me" and "Dashboard Page". The address bar displays the URL: [mycw21.eclinicalweb.com/portal1661/jsp/jspnew/dashboard.jsp?mainNav=dashboard](https://mycw21.eclinicalweb.com/portal1661/jsp/jspnew/dashboard.jsp?mainNav=dashboard). The page header features the GAGON FAMILY PRACTICE logo with the tagline "Science personalized care and resources for the whole family".

The main content area is titled "Hi Patient," and includes a welcome message: "Gagon Family Medicine Welcome to our Secure Patient Portal! Messages are only monitored during business hours." Below this, there are two main sections. The left section is titled "APPOINTMENTS" and displays a card for an appointment with Lindsey Rux, scheduled for 03/25/2020 at 3:30 PM MDT. The card also indicates that "Vitals: Entered" and provides a "Review?" link. At the bottom of the card are two buttons: "Join TeleVisit" and "View TeleVisit FAQ". The right section is partially visible and titled "MEDICAL RECORDS", showing a "Personal Health Record" section with a "Request" link.

The left sidebar contains the following navigation options: Dashboard, My Account, Messages, Medical Records, Appointments, Questionnaires, Trackers, and Education.

Height

ft  inches

Weight

pounds

Blood Pressure

/

Temperature

F

Respiratory Rate

breaths per minute

Pulse Rate

breaths per minute

Once you join your Televisit, you will need to input your vitals. Please fill this out to the best of your knowledge, it is important for our doctors to have as much information as possible so they can provide the most accurate care. Once you have finished your vitals, press the submit button at the bottom of the screen.

Submit Vitals



Vitals




Compatibility Check



Join the TeleVisit Appointment

## TeleVisit System Compatibility Check

Computer	Browser Windows 7 <span>✓</span>
	Speaker Ensure your speakers are working by clicking "Play" below <span>✓</span> <a href="#">Play</a>
	Camera  <span>✓</span> <input type="text" value="1080P Pro Stream (046d:0894)"/>
	Microphone <input type="text" value="Default - Microphone (1080P Pro Stream) (046d:0894)"/> <span>✓</span>
Connection	Video Connection <span>✓</span>
	Bandwidth <span>⚙️</span>

&lt;&lt; Review Vitals

Skip

After your vitals have been submitted, you will have a compatibility check, this makes sure that your audio, video and internet connection is functioning properly. If any of these are red, you will need to check your connections. Once this is ready, you will hit submit at the bottom of the screen.



Vitals



Compatibility Check



Join the TeleVisit Appointment

## TeleVisit Consent Form

### Gagon Family Medicine Telehealth Terms and Conditions

Do not use this service for a medical emergency.

If you have a medical emergency, you should immediately go to your nearest emergency room or dial 911.

This is a legal agreement between you and Gagon Family Medicine that governs your use of this telemedicine service. We recommend that you thoroughly review and understand these Terms and Conditions prior to using this service. This agreement is subject to the laws of the State of Utah. In the event of litigation relating to your use of this service, you agree that Utah law will govern any such dispute and you agree to submit to the exclusive personal jurisdiction of the appropriate courts of the State of Utah, either federal or state.

#### Privacy

For information regarding the use, disclosure, and protection of personally identifiable information pertaining to this service, see the Gagon Family Medicine Notice of Privacy Practices, which can be found at

[www.gagonfamilymedicine.com](http://www.gagonfamilymedicine.com). Contact our office at (435)613-2200 if you would like a printed copy of the Notice of Privacy Practices.

Accept (Clicking "Accept" indicates an electronic signature has been obtained explaining requirements, understanding and acceptance of medical services being rendered electronically.)

Decline

<< Review Vitals

You will also need to accept the consent for the televisit. The submit button is at the bottom of the screen once you have read through the Terms and Conditions.





Vitals



Compatibility Check



Join the TeleVisit Appointment



The Vitals have been submitted successfully

Start TeleVisit

<< Review Vitals

After everything has been submitted and agreed to, it will verify that everything has been submitted successfully and you may start your televisit.

# Waiting for Lindsey Rux to join...

Appointment Time:

**Mar 25, 2020 3:30 PM**

 Questionnaire/Vitals: Entered. [Review ?](#)


You will then be checked in and will wait for the nurse to join the visit. Be patient, it may take us a moment to join you in the visit, if you have been waiting for a prolonged period of time, please call the office.

You will also receive an email to the email address associated to your account.

Click on the orange, Join this Telemed Appointment directly. This will prompt you to fill out your vitals, view a compatibility test for your device and sign the Terms and Conditions.


Telemed Appointment Confirmation from your doctor's office



**Shane D Gagon MD PC**  
377 N Fairgrounds Rd Price, UT 845014241, 435-613-2200



## Hello Patient,

You have a healow TeleVisit scheduled with Lindsey Rux.

 Your healow TeleVisit Details

 **03/25/2020**  **3:30 PM<sub>MST</sub>**

You may be required to submit a questionnaire and provide your vitals prior to this appointment.

[Join this Telemed Appointment directly](#)

Height

ft  inches

Weight

pounds

Blood Pressure

/

Temperature

F

Respiratory Rate

breaths per minute

Pulse Rate

breaths per minute

Once you join your Televisit, you will need to input your vitals. Please fill this out to the best of your knowledge, it is important for our doctors to have as much information as possible so they can provide the most accurate care. Once you have finished your vitals, press the submit button at the bottom of the screen.

Submit Vitals



Vitals




Compatibility Check



Join the TeleVisit Appointment

## TeleVisit System Compatibility Check

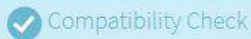
Computer	Browser Windows 7 <span>✓</span>
	Speaker Ensure your speakers are working by clicking "Play" below <span>✓</span> <a href="#">Play</a>
	Camera  <span>✓</span> <input type="text" value="1080P Pro Stream (046d:0894)"/>
	Microphone <input type="text" value="Default - Microphone (1080P Pro Stream) (046d:0894)"/> <span>✓</span>
	Video Connection <span>✓</span>
Connection	Bandwidth

[<< Review Vitals](#)[Skip](#)

After your vitals have been submitted, you will have a compatibility check, this makes sure that your audio, video and internet connection is functioning properly. If any of these are red, you will need to check your connections. Once this is ready, you will hit submit at the bottom of the screen.



Vitals



Compatibility Check



Join the TeleVisit Appointment

## TeleVisit Consent Form

### Gagon Family Medicine Telehealth Terms and Conditions

Do not use this service for a medical emergency.

If you have a medical emergency, you should immediately go to your nearest emergency room or dial 911.

This is a legal agreement between you and Gagon Family Medicine that governs your use of this telemedicine service. We recommend that you thoroughly review and understand these Terms and Conditions prior to using this service. This agreement is subject to the laws of the State of Utah. In the event of litigation relating to your use of this service, you agree that Utah law will govern any such dispute and you agree to submit to the exclusive personal jurisdiction of the appropriate courts of the State of Utah, either federal or state.

#### Privacy

For information regarding the use, disclosure, and protection of personally identifiable information pertaining to this service, see the Gagon Family Medicine Notice of Privacy Practices, which can be found at

[www.gagonfamilymedicine.com](http://www.gagonfamilymedicine.com). Contact our office at (435)613-2200 if you would like a printed copy of the Notice of Privacy Practices.

Accept (Clicking "Accept" indicates an electronic signature has been obtained explaining requirements, understanding and acceptance of medical services being rendered electronically.)

Decline

<< Review Vitals

You will also need to accept the consent for the televisit. The submit button is at the bottom of the screen once you have read through the Terms and Conditions.



Vitals



Compatibility Check



Join the TeleVisit Appointment



The Vitals have been submitted successfully

Start TeleVisit

<< Review Vitals

After everything has been submitted and agreed to, it will verify that everything has been submitted successfully and you may start your televisit.

# Waiting for Lindsey Rux to join...

Appointment Time:

**Mar 25, 2020 3:30 PM**

 Questionnaire/Vitals: Entered. [Review ?](#)

You will then be checked in and will wait for the nurse to join the visit. Be patient, it may take us a moment to join you in the visit, if you have been waiting for a prolonged period of time, please call the office.





FAMILY  
MEDICINE



**URGENT CARE**