



Frequently Asked Questions about the Patient Portal

What Is Callier Center's Patient Portal?

Callier Center uses the Healow Patient Portal application to provide patients with secure, convenient access to personal health information, medical records, and documents. Patients will be able to view appointments and communicate directly with their provider.

What Can I Do with a Patient Portal?

You can securely view and print portions of your medical record, including recent doctor visits and most test results anytime and from any device with web access.

Other features include:

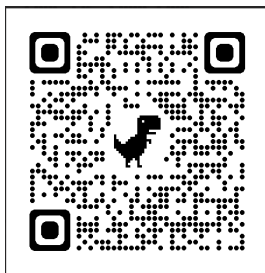
- Exchanging secure messages with your provider
- Viewing past and upcoming appointments
- Downloading or completing some intake forms
- Viewing audiograms and other patient documentation

How Do I Access the Patient Portal?

There are several steps involved in setting up your account, including creating a secure password. This is to make sure only you have access to your health information.

Once your account is set up, you'll be ready to conveniently access your health information and medical records.

1. Ensure Callier Center has your email address and mobile phone number on file
2. Scan the QR Code or Navigate to <https://health.healow.com/calliercenter>
3. Click on **Enroll Now** and follow the instructions.



What if I cannot access the Patient Portal?

If you have trouble logging into the Patient Portal, contact our center to confirm we have your most current contact information on file.

How do I reset my password?

From the app or website, click on "Trouble logging in?"

Can I access my child or parent's portal?

Yes! We want all our parents or patient proxies to have access to the portal.

Please request a proxy authorization form at any reception desk to authorize a proxy or to request additional parent patient portal accounts.

If you have more than one child, you will be able to see each one's patient portal with one convenient login.

Your Health Information Is Private, Secure, and Protected

Our patient portal has privacy and security safeguards in place to protect your health information.

- To make sure that your private health information is safe from unauthorized access, patient portals are hosted on a secure connection and accessed via an encrypted, password-protected logon.
- EHRs also have an "audit trail" feature that keeps a record of who accessed your information, what changes were made, and when.
- Although patient portals use safeguards, there are other safety tips you should follow when accessing the patient portal. Always remember to protect your username and password from others and make sure to only log on to the patient portal from a personal or secure computer.