

how to add another practice to healow app

How to add another practice to healow app is an essential task for healthcare providers and administrators who wish to streamline their operations and enhance patient engagement. The healow app, developed by eClinicalWorks, is a powerful tool that allows healthcare practices to manage patient information, appointments, billing, and more, all from a mobile device. This article will provide a comprehensive guide on how to add another practice to the healow app, ensuring that you can extend its functionality to multiple practices effectively.

Understanding the healow App

The healow app is designed to improve the relationship between healthcare providers and patients. It offers features such as:

- Patient Engagement: Patients can access their health records, schedule appointments, and communicate with their providers.
- Appointment Management: Easy scheduling and reminders help reduce missed appointments.
- Secure Messaging: Patients can communicate with their healthcare providers securely.
- Health Tracking: Patients can track their health metrics and share them with providers.

Adding another practice to the healow app allows providers to manage multiple locations from a single interface, making it easier to serve a broader patient base.

Pre-Requisites for Adding a New Practice

Before you start the process of adding another practice to the healow app, ensure you have the following:

1. Admin Access: You must have administrative access to the healow account for the primary practice.
2. Practice Details: Gather all necessary details about the new practice, including:
 - Practice name
 - Address
 - Phone number
 - Tax ID
 - NPI (National Provider Identifier)

3. eClinicalWorks Setup: Ensure that the new practice is set up in the eClinicalWorks system.

Step-by-Step Guide to Add Another Practice to healow

Adding another practice to the healow app involves several steps. Follow these instructions carefully:

Step 1: Log into the healow Admin Portal

1. Open your web browser and navigate to the healow admin portal.
2. Enter your administrator credentials to log in.
3. Once logged in, you will be directed to the main dashboard.

Step 2: Navigate to the Practice Management Section

1. From the dashboard, locate the Practice Management option in the menu.
2. Click on it to access the practice settings.

Step 3: Add a New Practice

1. In the Practice Management section, look for an option that says Add Practice or New Practice.
2. Click on this option to start the process of adding the new practice.
3. You will be prompted to enter the details of the new practice. Fill out all required fields, including:
 - Practice Name: The official name of the new practice.
 - Address: The physical location of the practice.
 - Phone Number: Contact number for patients.
 - Tax ID and NPI: Important identifiers for billing and insurance purposes.
4. Once you have filled in all the necessary information, review it for accuracy.

Step 4: Set Up Users and Permissions

1. After adding the new practice, you need to set up users who will have access to this practice.
2. Navigate to the User Management section within the practice settings.
3. Click on Add User or Manage Users.
4. Enter the required information for each user, including:

- Name
 - Email address
 - Role (e.g., physician, nurse, administrator)
 - Permissions (what they can access within the app)
5. Save the changes once all users have been added.

Step 5: Configure Practice Settings

1. Each practice can have unique settings. Go back to the practice management section.
2. Click on the new practice you just added.
3. Adjust settings such as:
 - Appointment scheduling rules
 - Notification preferences for patients
 - Billing configurations
4. Ensure that all configurations are compatible with your practice's workflow.

Step 6: Training and Resources

1. It is crucial to provide training for all staff members who will be using the healow app for the new practice.
2. Organize training sessions that cover:
 - How to navigate the app
 - Features available to users
 - Best practices for patient engagement
3. Utilize healow's online resources, including tutorials and user guides, to help with the onboarding process.

Testing the New Practice Setup

Once the new practice has been added and configured, it is essential to conduct a thorough testing phase.

Step 1: Test User Accounts

1. Have each user log into their accounts to ensure they can access the new practice.
2. Confirm that permissions are set correctly and users can perform their tasks without issues.

Step 2: Simulate Patient Interactions

1. Create test patient accounts to simulate interactions within the healow app.
2. Schedule appointments, send messages, and check if notifications are functioning as expected.

Step 3: Gather Feedback

1. Collect feedback from users about their experience with the new setup.
2. Address any issues or concerns that arise during testing.

Finalizing the Integration

Once testing is complete and any issues have been resolved, you can finalize the integration of the new practice into the healow app.

1. Announce the new practice to patients through email, social media, or an in-practice announcement.
2. Encourage patients to download the healow app if they haven't already and to link their accounts to their new practice.
3. Monitor the performance of the new practice within the app and make adjustments as necessary.

Conclusion

Adding another practice to the healow app is a straightforward process that can significantly enhance your healthcare operations. By following the steps outlined in this article, healthcare providers can efficiently manage multiple practices under one account, improving patient engagement and administrative efficiency. As technology continues to evolve, embracing tools like the healow app will be essential for providing high-quality patient care in today's fast-paced healthcare environment.

Frequently Asked Questions

How do I add another practice to my healow app account?

To add another practice, open the healow app, go to the 'Settings' menu, select 'Add Practice', and then enter the practice's unique code or search

for it.

Can I link multiple healthcare providers under one healow account?

Yes, you can link multiple healthcare providers by adding each practice individually through the 'Add Practice' option within the app.

What information do I need to add a new practice in the healow app?

You will typically need the practice's unique identifier, which can be a code provided by your healthcare provider, along with your patient information.

Is there a limit to how many practices I can add in the healow app?

There is no specific limit to the number of practices you can add, but it's best to check with healow support for any updates on this policy.

What should I do if I encounter issues while adding a practice in the healow app?

If you encounter issues, ensure that you have the correct practice code and that your app is updated. If problems persist, contact healow support for assistance.

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