

Healow Replaces FMH on February 8, 2021

On February 8, Healow will replace Follow My Health as Acton Medical's new patient portal, and FMH will no longer be available.

Healow provides Acton Medical patients with a more user-friendly experience and multiple upgraded features.

Enhancements include the ability to request prescriptions and referrals, view lab results and billing statements, and message with your physician and multiple members of your healthcare team!

The new portal includes *"healow Kids,"* a healthcare app for Pediatric patients that offers Milestone Tracking, Tooth Brush Timers, and a Screen Time Tracker.

NEW PATIENT PORTAL

healow replacing Follow My Health

February 8 Launch

Upgrades and more robust technology

- Easier communication with your healthcare team
- Request prescriptions and referrals from the portal
- View lab results and billing statements
- Upgraded appointment request functionality

Includes healow Kids Portal!

- Milestone Tracking
- Tooth Brush Timer
- Screen Time Tracker



New Portal Instructions Emailed via FMH February 6 - 8

Between February 6 and 8, patients will receive an FMH email with instructions for switching to the new portal. The FMH email will include a username and temporary password, and link to register for Healow.

- **Healow Log-in:** Click the link in the FMH email delivered between Feb. 6 and 8, then follow instructions to access your Healow account. Patients will be prompted to verify their identity, sign a portal consent form, and pick a new password.
- **Bill Payments with Apple Device:** The Safari browser does not support Healow's bill payment function yet. Please use Google Chrome to make bill payments.
- **Missing FMH Email:** If a patient with an FMH account doesn't receive the FMH email with Healow log-in details by February 8, please email portalsupport@actonmedical.com.