

## New Patient Portal Launched

Healow Replaced FMH on February 8



"Acton Medical Pediatrics is pleased to provide Healow, a valuable new patient portal and resource to our patients. We look forward to utilizing it fully as the launch continues to roll-out, and sincerely appreciate everyone's patience as the portal becomes fully operational for all patients."

– Christopher P. Cooper, Pediatrician & Pediatrics Chair



### Healow Quick Facts for Patients Under 13

- Parents/guardians of Pediatric patients can create a new account for children under 13 from Acton Medical's Healow webpage, [www.actonmedical.com/access-healow-patient-portal/](http://www.actonmedical.com/access-healow-patient-portal/).
  - ▶ Parents/guardians must create their own Healow account BEFORE creating the child's account, even if the parent/guardian is NOT an Acton Medical patient.
  - ▶ If the parent/guardian is NOT an Acton Medical patient, contact Portal Support to gain access to the child's account. The team will trigger an email with login instructions to be sent to the guardian. [PortalSupport@actonmedical.com](mailto:PortalSupport@actonmedical.com)
- After the parent/guardian account and child account are created separately, then our Portal Support team will link the accounts on the back-end.
- Some parents/guardians received an email with instructions for creating new accounts. If you received an email, and the instructions do not work, then please contact [PortalSupport@actonmedical.com](mailto:PortalSupport@actonmedical.com).
- Not all patients received an email with Healow account setup details. This is an error, and we apologize for the inconvenience. **You do not need the email to create a new Healow account.**
- **Healow Kids** is a free app available on Google Play™ or the Apple App Store\* that gives families access to educational videos and tools like a tooth brush timer and screen time tracker.
  - ▶ Parents must setup a main Healow account before access to Healow Kids can be granted.
- Patients who were using FMH to make appointments, fill prescriptions, etc., will still be able to conduct those tasks in Healow. If waiting for your main Healow account to be created, please call our office to setup an appointment or request a prescription refill in the meantime, (978) 635-8914.

## **Healow Available to Pediatric Patients of All Ages**

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**Age 0-12:** Parents have access to the child's full information

**Age 13-17:** As an authorized individual, parents can message with the child's provider. The child will only be able to communicate back-and-forth with providers from the portal, no clinical information will flow into Healow during these ages. Messages are visible by all individuals with authorized access to the child's account.

**Age 18+:** Patients over the age of 18 can sign up for their own Healow account and have full access to their medical information. On a patient's 18th birthday, all previously authorized individuals are automatically disconnected from the patient's account. Patients 18 and over can then log into their Healow account and add their parents or other authorized individuals with "view only" access.

Learn more at [www.actonmedical.com/access-healow-patient-portal](http://www.actonmedical.com/access-healow-patient-portal)

## **Our Mission**

Our mission is to provide safe and convenient access to cost effective, high quality pediatric care and service in a friendly, caring, and respectful manner. We are a group of dedicated Pediatricians who united to form an independent practice with a true passion for delivering personalized, exceptional clinical care and medical service.

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