



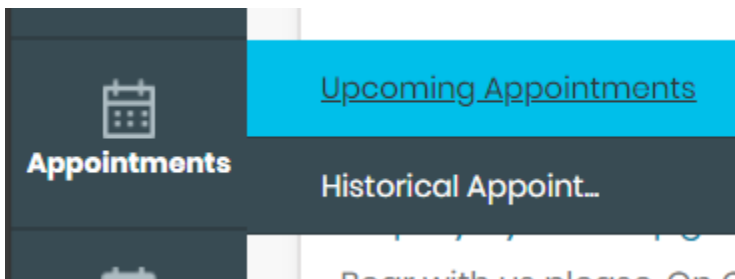
Basic Navigation of Practices Patient Portal (Healow)

Records from your Personal Physician

The Copley Hospital Physician Practices Patient Portal offers convenient, 24/7 online access to documents from your provider's office. Sign-up today and access records from Cardiology, General Surgery, The Women's Center, Mansfield Orthopaedics, and Neurology.

View Upcoming Appointments

1. From the Navigation bar, hover over Appointments

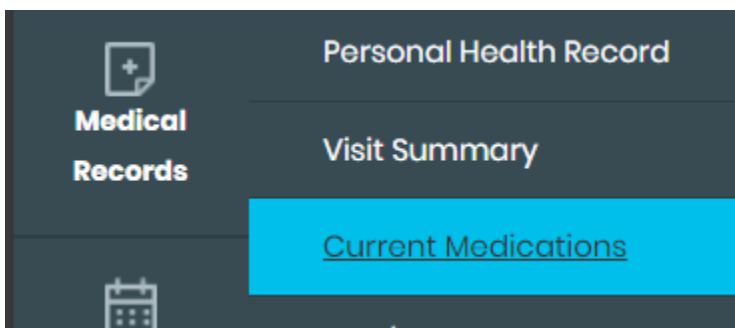


2. Select Upcoming Appointments

From here, you will see a list of your scheduled upcoming appointments.

View Current Medications

1. From the Navigation bar, hover over Medical Records

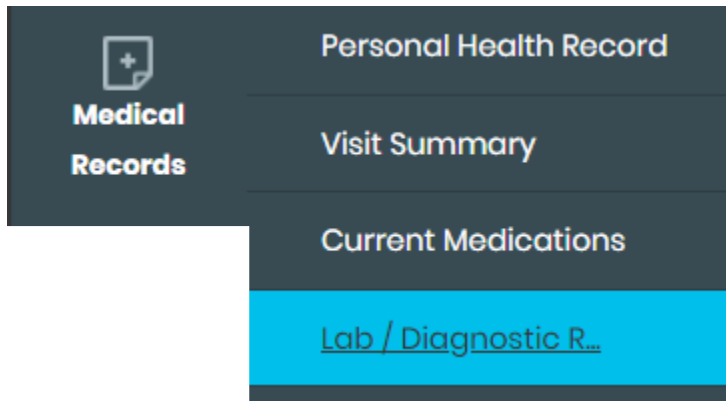


2. Select "Current Medications"

From here, you will see a list of current medications.

View Lab Results

- 1. From the Navigation bar, hover over Medical Records**



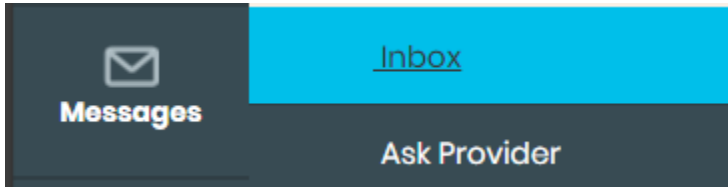
- 2. Select Lab/Diagnostic Reports**

From here, you will see a list of lab reports.

Please Note: This list may contain tests results that are yet to be reviewed by your provider.

Correspond with Your Healthcare Team

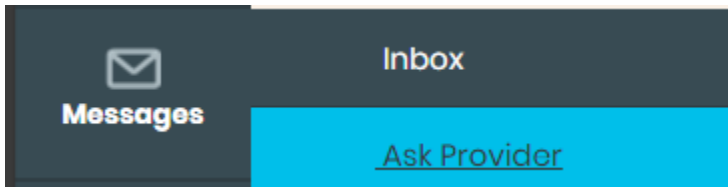
1. From the Navigation bar, hover over Messages



2. Select Inbox to view provider messages

From here you can navigate to the Inbox, Sent Messages, and Deleted Messages.

3. Back on the Navigation bar, hover over messages again



4. Select Ask Provider

From here select the Facility, Provider, add a subject, and compose your message.

Please Note: Only use this messenger for non-urgent communication only.

If this is an URGENT or EMERGENT patient care issue, please call 911.

Compose New General Message
✕

Facility: 🔍

To: 🔍

Subject:

⚠️ Please use messages for non-urgent communication only. If this is an URGENT or EMERGENT patient care issue, please call 911. DO NOT LEAVE A MESSAGE HERE.

Write your message here...

Discard
Send



For issues with your Practice Portal “Healow” call the following

Cardiology: 802-888-8344

General Surgery or Neurology: 802-888-8372

Mansfield Orthopaedics: 802-521-5220

The Women’s Center: 802-888-8100

Please note that your medical record may consist of electronic and paper documentation. **Only electronic documentation is available through your patient portal.** For access to paper documentation in your Medical Record please contact Health Information Management (Medical Records) at 802-888-8362.