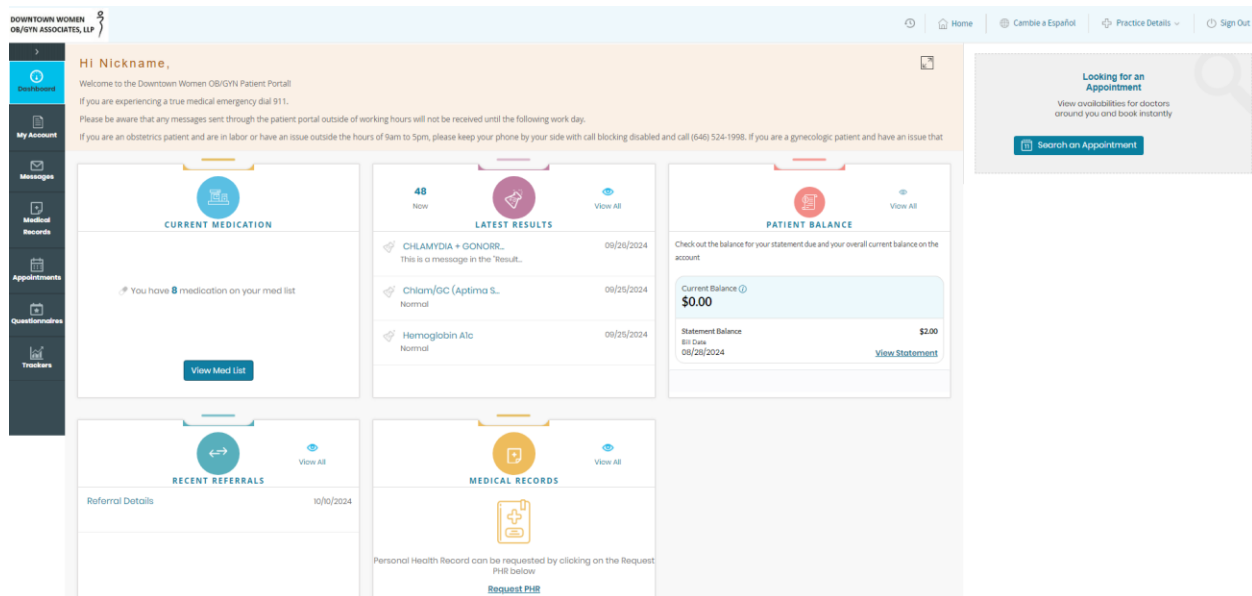


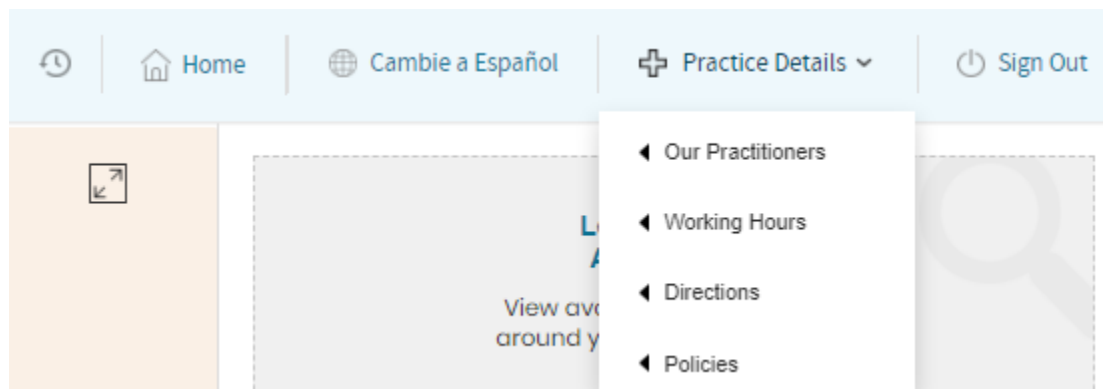
What Can I Do On the Downtown Women OB/GYN Patient Portal?

The Patient Portal provides patients access to progress notes, lab results, referrals, past and current statements, messages to and from the practice, past and future appointments, immunization history, and personal health record (a summary of visits). Patients may also update their demographic information and pharmacy, send messages to the practice, pay any bills and request or reserve appointments with healow.

THE DASHBOARD



On the top right corner of the page, there are buttons to refresh, go Home (to the Dashboard), Switch to Spanish, view Practice Details and Sign Out.



The Practice Details button contains options to view Our Practitioners, Working Hours, Directions to the practice and Office Policies.

The following tiles may appear on the dashboard depending on recent activity:

Appointments

Patient Balance

Messages

Recent Referrals

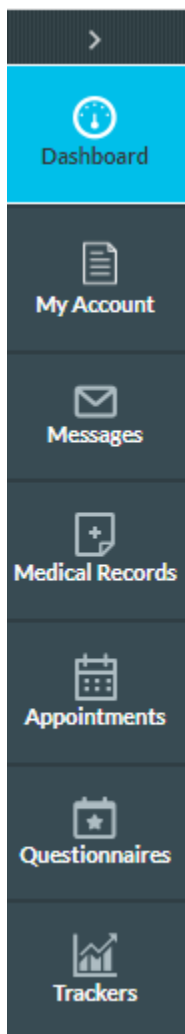
Current Medication

Medical Records

Latest Results

Looking for an Appointment

These options (and many more) are also accessible from the menu buttons on the left side of the screen. Those buttons include Dashboard (the homepage), My Account, Messages, Medical Records, Appointments, Questionnaires and Trackers.



Dashboard is the homepage of the Patient Portal. Each widget on the Dashboard represents one of the option on the Menu band. Each widget provides options for accessing different functions or types of information.

My Account provides access to your account information, billing statements, payment transactions, and allows you to reset your password. You may update account information such as marital status, sex, preferred name, address, phone number(s), PCP, emergency contact(s) and pharmacy from the *Personal Information* and *Additional Information* options.

Messages provides access to messages to and from the practice.

Medical Records provides access to your medical records such as visit summaries, PHR, lab and imaging results, referrals and immunization history.


Appointments provides lists of past and future appointments and allows patients to request or reserve appointments online via healow.

Questionnaires provides access to questionnaires used by the practice to collect information about your surgery, hospitalization, allergy and immunization history. If you have been prompted by appointment staff to complete any questionnaires before your appointment, they may be found in the *Medical History* questionnaire option.



Trackers provides access to any trackers that may be linked to your patient chart. The practice does not support trackers at this time.

MY ACCOUNT

The *Personal Information* page allows you to update your marital status, sex, preferred name, address, PCP and emergency contact(s). Click *Update Info*, make any changes and be sure to click *Save* at the bottom of the page before exiting.

 PERSONAL INFORMATION ON RECORD Update Info

PERSONAL DETAILS

Name: Date Of Birth:  

Marital Status: Sex*:


Preferred Name:


ADDRESS DETAILS

Address 1*: Address 2:

City*: State*: Zip:

The *Additional Information* page allows you to update your pharmacy, street address (If different from your mailing address) and employer. Click *Update Info*, make any changes and be sure to click *Save* at the bottom of the page before exiting.

 ADDITIONAL INFORMATION Update Info

Pharmacy: 

Search pharmacy using: Pharmacy Name, City, State, Zip
To search for CVS in Westborough enter : CVS,Westborough

STREET ADDRESS (IF DIFFERENT FROM MAILING ADDRESS)

Address 1: Address 2:

City: State: Zip:

EMPLOYER

Name:

Address 1: Address 2:

City: State: Zip:

The *Reset Password* page allows you to choose a new password. You must know your current password to reset it from this page. Enter your current password, a new password twice and click *Submit*.



New Credentials

User Name	<input type="text" value="your.username.here"/>	Current Password	<input type="password" value="••••••"/>
New Password	<input type="password"/>	Confirm New Password	<input type="password"/>

The *Latest Statement* page will display your most recent statement. If you still have a balance, you may click *Pay Now* to make a payment. Note the disclaimer in red: **“The amount mentioned here reflects your balance as of the last statement published by your physician’s office. This amount may differ from your current account balance.”** If you do not have a balance, the *Pay Now* button will be missing and the Current Balance will be listed as \$0.

LATEST STATEMENT
 Print

Current Balance Balance \$2.00	Statement Balance Bill Date: 08/28/2024 Amount to Pay: \$2.00 <div style="text-align: right;"><input type="button" value="Pay Now"/></div>
---	--

Billing Summary

Patient Name	Address	Account
NAME, NAME	YOUR ADDRESS HERE NEW YORK, NY 10012	XXXXXX

Important Message Regarding Your Account

The amount mentioned here reflects your balance as of the last statement published by your physician's office. This amount may differ from your current account balance.

To check if any payments have been previously made towards this statement, please check the "Transaction Logs".

Services Summary

Date of Service	Description of Service	Amount	Payments	Balance
04/18/2023	Claim:651400, Provider: Masuma Bahora MD			
	Your Balance Due On These Services ...			2.00
08/28/2024	**** Make a secure online payment at https://healowpay.com by using your personal statement code - g2j6Y7j ****			
Total Balance:				2.00

Date of Service	Patient	Account
08/28/2024	NAME, NAME	XXXXXX

Pay this amount: 2.00

This is a statement of services rendered by Physician(s) who are members of:

Downtown Women Obgyn
 568 BROADWAY, SUITE 304 New York NY 100123225
 212-966-7600

The *Past Statements* page displays a list of all statements generated by the practice for your account. You may click View to view each statement’s details.

 YOUR PAST STATEMENTS

Statement No.	Statement Date	Description of Service	Amount	
357131	08/28/2024	Claim:651400, Provider: Masuma Bahora MDYour Balance Due On These Services ***** Make a secure online payment at https://healowpay.com by using your personal statement code - g24j67j *****	\$2.00	View
352891	06/24/2024	Claim:636946, Provider: Shelley Kolton, MDPatient PaymentPatient Payment...	\$2.23	View
348703	04/29/2024	Claim:651400, Provider: Masuma Bahora MDYour Balance Due On These Services Your balance is now 90 days overdue. Your account will be forwarded to Transworld collection agency and a \$25 collection fee will be added to your balance.	\$2.00	View
345998	03/18/2024	Claim:651400, Provider: Masuma Bahora MDYour Balance Due On These ServicesYour Balance Due On These Services	\$2.00	View
338064	11/14/2023	Claim:651400, Provider: Masuma Bahora MDYour Balance Due On These Services ***** Make a secure online payment at https://healowpay.com by using your personal statement code - fu2kq35 *****	\$2.00	View
317606	02/06/2023	Claim:618071, Provider: Shelley Kolton, MDPatient PaymentPatient Payment...	\$2.00	View
316750	01/25/2023	Claim:618071, Provider: Shelley Kolton, MDPatient PaymentPatient Payment...	\$1.00	View
315641	01/18/2023	Claim:618071, Provider: Shelley Kolton, MDYour Balance Due On These Services ... Claim:636946, Provider: Shelley Kolton, MD...	\$1.02	View
315640	01/18/2023	Claim:636946, Provider: Shelley Kolton, MDPatient PaymentYour Balance Due On These Services ...	\$0.01	View
315191	01/12/2023	Claim:636946, Provider: Shelley Kolton, MDYour Balance Due On These Services ***** Make a secure online payment at https://healowpay.com by using your personal statement code - w4e143zu *****	\$5.01	View

View 1 - 10 of 40

The *Transaction Logs* page displays a list of all payments made from the Patient Portal. This list does not reflect any payments made in office, over the phone, through the mail, or via healowPay.com.

TRANSACTION LOGS

Trans ID	Amount	Payment made On
000000009425	\$ 1.99	Wed 01/25/2023 at 11:27:08 AM EST
000000001751	\$ 2.00	Wed 03/30/2022 at 05:41:25 AM EDT
000000000003	\$ 1.00	Wed 02/02/2022 at 02:47:08 PM EST
1985615149	\$ 1	Tue 11/23/2021 at 10:51:08 AM EST
1419744156	\$ 0.5	Fri 12/14/2018 at 10:18:56 AM EST

View 1 - 5 of 5

The *Transmit Logs* page displays a list of transmissions of various record types sent from the portal.

 TRANSMISSION LOGS

Direct Address	Status	Shared document	Transmit Time
recipient.email.address@email.com	Delivered	Personal Health Record	10/08/2024 11:24 AM
recipient.email.address@email.com	Delivered	Personal Health Record	11/06/2017 12:05 PM
recipient.email.address@email.com	Delivered	Personal Health Record	11/06/2017 11:31 AM

View 1 - 3 of 3

The *Health Access Logs* page displays information about the downloading, viewing or transmitting documents from the Patient Portal.

 HEALTH ACCESS LOGS FOR **PATIENT NAME**

User	Access Type	Accessed Document	Access on (Server Time)	E-mail Address	Status
TEST TEST	Transmitted	Personal Health Record	10/08/2024 11:24:46	recipient.email.address@email.com	Delivered
TEST TEST	Viewed	Personal Health Record	10/08/2024 11:19:40	-	-
TEST TEST	Viewed	Personal Health Record	10/02/2024 07:23:34	-	-
TEST TEST	Viewed	Visit Summary	07/23/2024 12:09:04	-	-
TEST TEST	Viewed	Visit Summary	07/23/2024 11:54:56	-	-
TEST TEST	Viewed	Visit Summary	07/22/2024 15:10:01	-	-
TEST TEST	Viewed	Visit Summary	07/22/2024 15:07:48	-	-
TEST TEST	Viewed	Visit Summary	07/22/2024 15:06:19	-	-
TEST TEST	Viewed	Visit Summary	04/16/2024 15:07:49	-	-
TEST TEST	Viewed	Personal Health Record	04/05/2023 11:42:32	-	-

View 1 - 10 of 155

The *My Devices* page displays a list of mobile devices where the healow smartphone app is logged in to your account. When you first log in to the healow app, users must create a PIN. You may click

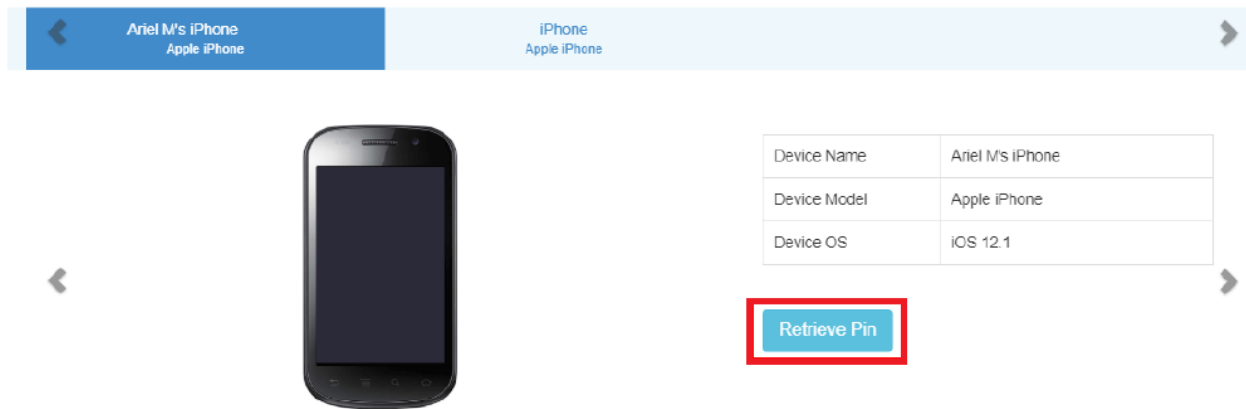
Retrieve Pin if you have forgotten the PIN code for any of the logged in devices. An arrow indicates there are additional devices logged in to the healow app.

MY DEVICES

Below are the devices where you have installed Healow app.

In order to retrieve pin, simply select the respective device and click to "Retrieve Pin" button. You can now use this pin to unlock Healow app on your device.

Healow Mobile App Pin



The screenshot shows the 'MY DEVICES' section of the Healow app. At the top, there is a horizontal bar with two device entries: 'Ariel M's iPhone' (Apple iPhone) and 'iPhone' (Apple iPhone). Below this, there is a central image of a black iPhone. To the right of the image is a table with the following details:

Device Name	Ariel M's iPhone
Device Model	Apple iPhone
Device OS	iOS 12.1

Below the table is a blue button labeled 'Retrieve Pin', which is highlighted with a red rectangular border. Navigation arrows are visible on the left and right sides of the device image and table area.

MESSAGES

The *Messages* page provides access to messages sent to and from the practice.

The *Inbox* page displays messages sent to you from the practice. You may also toggle to the *Sent Messages* and *Deleted Messages* to view those messages.

Messages [Compose](#)

[Inbox](#) [Sent Messages](#) [Deleted Messages](#)

<input type="checkbox"/> Received From	Subject	Date & Time	Action
<input type="checkbox"/> Medical Messages	Online Appointments through Healow	02/02/2017 06:50 PM	
<input type="checkbox"/> Medical Messages	RE:testing c-msg	01/19/2017 04:21 PM	
<input type="checkbox"/> Medical Messages	test	10/18/2016 04:05 PM	
<input type="checkbox"/> Medical Messages	RE:test	09/16/2016 09:17 PM	
<input type="checkbox"/> Medical Messages	Announcing a new way to make an appointmen...	09/15/2016 07:14 PM	

Clicking *Compose* will launch the *Compose New General Message* window. Enter your message subject, body and click *Send*.

The *Medical Messages* option will also launch the *Compose New General Message* window.

Compose New General Message ✕

To:

Addressed 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...

0/2000

DiscardSend

MEDICAL RECORDS

The *Medical Records* option provides access to various record types including your personal health record, visit summaries, current medications, lab results and immunization history. You may also test your device's compatibility for televisits [here](#).


The *Personal Health Record* page allows you to select a date range and view a summary of your health record including allergies, social history, vitals, medications, demographics, etc. Enter a date range and click *Submit* to view your personal health record. Scroll to the bottom of the page and click *Share* to send the record via email.

PERSONAL HEALTH RECORD

Please note that the Personal Health Record feature is not intended to provide a comprehensive view of your electronic medical record. Please contact your health care provider if you require a complete copy of your electronic health record.

Generate health record for date range of

From Date: * 

To Date: * 

Disclaimer: The following sections represent the most current data on record with your provider(s) and are not specific to the date range you have selected: Demographics, Social History, Problems, Medications, Allergies, Immunizations, Health Concerns, and Medical Equipment (UDI).

Cancel

Submit

The *Visit Summary* page displays a list of your past appointments. If you select *Visit Summary* in the *Appointment Details* column, the visit summary for that visit will display.

My Visit

Please note that the Visit Summary feature is not intended to provide a comprehensive view of your electronic medical record. Please contact your health care provider if you require a complete copy of your electronic health record.

Date & Time	Provider	Facility	Reason	Appointment Details
May 16, 2019 12:15 PM	MICHELLE ROBBINS	Downtown Women Obgyn 568 BROADWAY SUITE 304,New York,NY,100123225	TEST VISIT SUMMARY	Select
Apr 03, 2019 09:45 AM	EMORY SHIP	Downtown Women Obgyn 568 BROADWAY SUITE 304,New York,NY,100123225	test 2	Select
Apr 03, 2019 09:30 AM	MICHELLE ROBBINS	Downtown Women Obgyn 568 BROADWAY SUITE 304,New York,NY,100123225	LAB TEST	Select
Mar 04, 2019 09:15 AM	MICHELLE ROBBINS	Downtown Women Obgyn 568 BROADWAY SUITE 304,New York,NY,100123225	portal test	Select
Feb 04, 2019 08:15 PM	MICHELLE ROBBINS	Downtown Women Obgyn 568 BROADWAY SUITE 304,New York,NY,100123225	test	Select
May 31, 2018 09:15 AM	NANCY KRAUS	Downtown Women Obgyn 568 BROADWAY SUITE 304,New York,NY,100123225	test newob	Select

The *Current Medications* page displays a list of the medications listed on your patient chart.

 CURRENT MEDICATION

 Print

<input type="checkbox"/>	Medication Info
<input type="checkbox"/>	Vagifem 10 MCG 1 tablet Vaginal two times a week 30 days #8 with no refill(s)
<input type="checkbox"/>	Dotti 0.0375 MG/24HR 1 patch to skin Transdermal two times a week 90 days #24 with 3 refill(s)
<input type="checkbox"/>	Prometrium 100 MG 1 Capsule Orally at Bedtime at bedtime 90 days #90 with 3 refill(s)
<input type="checkbox"/>	PHYSICAL THERAPY - - - eval and treat 90 DAYS #1 with no refill(s)
<input type="checkbox"/>	PELVIC FLOOR PHYSICAL THERAPY EVALUATION AND TREATMENT EVALUATION AND 12 FOLLOW UP APPOINTMENTS with no refill(s)
<input type="checkbox"/>	Desogestrel-Ethinyl Estradiol 0.15-30 MG-MCG 1 tablet Orally once a day 28 day(s) #28 with no refill(s)
<input type="checkbox"/>	Loestrin Fe 1.5/30 1.5-30 MG-MCG 1 tablet Orally once a day 28 day(s) #28 with no refill(s)
<input type="checkbox"/>	coumadin 1 tab Oral 14 days with no refill(s) <i>Reported as 'Not Taking' at a previous visit</i>

View 1 - 8 of 8

The *Referrals* page displays a list of any referrals given to you by your provider(s).

↔ YOUR PAST REFERRALS

<input type="checkbox"/>	Date	Details	Start Date	Valid Until
<input type="checkbox"/>	10/10/2023	referred you to for	10/10/2023	10/10/2024

Page 1 of 1

View 1 - 1 of 1

The *Lab / Diagnostic Reports* page displays a list of lab and imaging results. Click on a test name to view the full report. Note that results may not have been reviewed by a provider before you see them. If your provider recommends any follow-up care, you will hear from a nurse or your provider.

Please note: The list below may contain the test results that are yet to be reviewed by your provider.

Result Date	Order Date	Name	Reason	Result	Notes
05/04/2023	05/04/2023	KOH WHIFF (IN HOUSE)			
05/04/2023	05/04/2023	Urinalysis/ DIPSTICK (IN HOUSE)			
05/04/2023	05/04/2023	KOH WHIFF (IN HOUSE)			
05/04/2023	05/04/2023	URINE HCG (IN HOUSE)			
05/04/2023	05/04/2023	Urinalysis/ DIPSTICK (IN HOUSE)			
05/04/2023	05/04/2023	URINE HCG (IN HOUSE)			
03/28/2023	03/28/2023	Wet Prep (IN HOUSE)			
03/20/2023	03/20/2023	Wet Prep (IN HOUSE)			
03/07/2023	03/07/2023	PAP (>30YO) W/HR HPV, 16/18, CHL GC- 96803			
01/17/2023	01/17/2023	TISSUE EXAMINATION-BIOPSY - 6190			

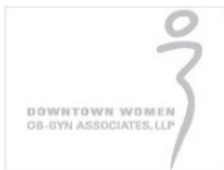
Page 2 of 5

View 11 - 20 of 48

The *Immunization History* page displays a list of immunizations administered by the practice.

 IMMUNIZATION HISTORY

 Print



NAME, NAME, SEX, MM/DD/YYYY (NICKNAME)
 Address **YOUR ADDRESS HERE**
NEW YORK, NY 10012

Downtown Women Obgyn
 568 BROADWAY SUITE 304, New York, NY-100123225,
 212-966-7600

Patient Vaccine Administration Record

Administered Immunizations.

No of Immunizations: 5

Vaccine	Date Given	Dose	Location	Lot No.	Manufacturer	Exp. Date	Given By
1. Flucelvax	10/24/2023	0.5 mL					AUDREY BUXBAUM, MD

The *Documents* page displays a list of documents published to the portal. Note: the practice does not currently support this feature.

YOUR DOCUMENTS

No documents are published

The *Televisit Compatibility Test* page provides a list of frequently asked questions and details related to healow TeleVisits. You may also run a system compatibility check on this page to test if your system is compatible with televisit appointments.

healow TeleVisit Support and FAQ

> General questions

> Before the visit

> Joining your TeleVisit appointment

> During the video call



You may run a system compatibility check at any time to test your system for TeleVisit appointments.

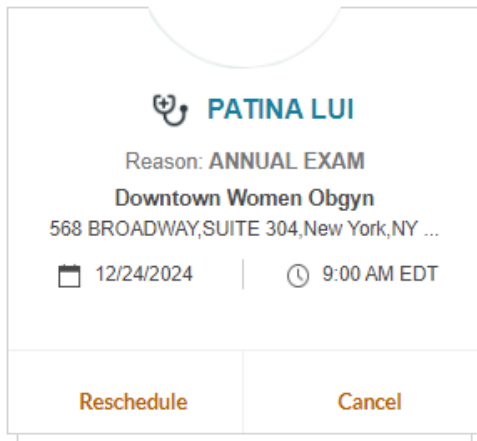
Run Now

APPOINTMENTS

The *Appointments* option provides access to future and historical appointments. You may also request or reserve an appointment via healow.

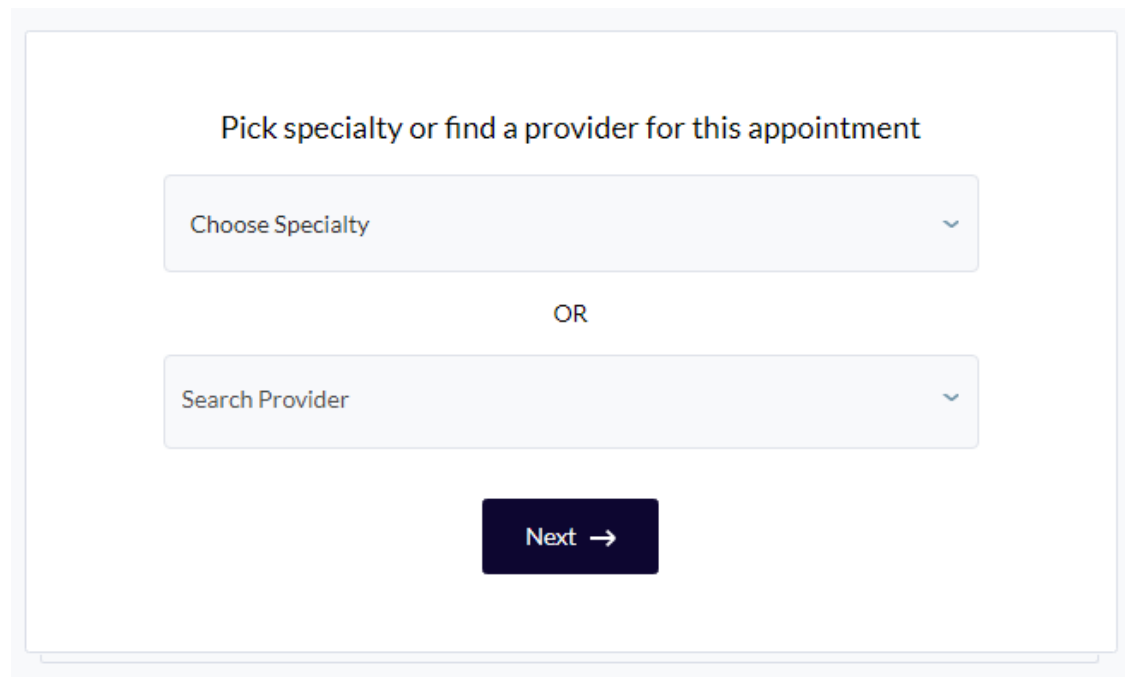
The *Upcoming Appointments* page displays a list of upcoming appointments. You may click *Reschedule* or *Cancel* to reschedule or cancel your appointment.

SCHEDULED UPCOMING APPOINTMENT DETAILS



A white card with rounded corners and a light blue border. At the top center is a blue stethoscope icon followed by the name **PATINA LUI**. Below the name, the text reads: Reason: **ANNUAL EXAM**, **Downtown Women Obgyn**, and 568 BROADWAY,SUITE 304,New York,NY ... At the bottom left, there is a calendar icon followed by the date 12/24/2024. At the bottom right, there is a clock icon followed by the time 9:00 AM EDT. At the very bottom, there are two buttons: **Reschedule** on the left and **Cancel** on the right, both in orange text.

The *Request Appointment* page launches the healow website to search, request and reserve appointments.



A light blue rectangular form with rounded corners. At the top center, the text reads: **Pick specialty or find a provider for this appointment**. Below this text are two dropdown menus. The first dropdown menu has the text **Choose Specialty** and a small downward arrow icon on the right. Below the first dropdown menu is the text **OR**. Below the **OR** text is a second dropdown menu with the text **Search Provider** and a small downward arrow icon on the right. At the bottom center of the form is a dark blue button with the text **Next** and a white right-pointing arrow icon.

The *Historical Appointments* page displays a list of previous appointments



PREVIOUS APPOINTMENT LISTING


Date	Time	Facility	Provider	Reason	Status
03/21/2018	09:45 AM	Downtown Women Obgyn	ANNA TAYLOR-SHIH	Annual Exam	Cancelled
02/08/2018	10:30 AM	Downtown Women Obgyn	JESSICA SAFIER	test	Cancelled
01/31/2018	09:15 AM	Downtown Women Obgyn	AUDREY BUXBAUM		Cancelled
01/29/2018	08:45 PM	Downtown Women Obgyn	ANTONETTE WHITEHEAD	IUD Para	Cancelled
01/25/2018	05:00 PM	Downtown Women Obgyn	SHELLEY KOLTON	ANNUAL	Cancelled
12/14/2017	01:00 PM	Downtown Women Obgyn	SHELLEY KOLTON	TEST	Cancelled
12/14/2017	02:15 PM	Downtown Women Obgyn	SHELLEY KOLTON		Cancelled
12/14/2017	02:45 PM	Downtown Women Obgyn	SHELLEY KOLTON	IUD F/U	Cancelled
10/30/2017	01:00 PM	Downtown Women Obgyn	ANNA TAYLOR-SHIH	TEST	Cancelled

⌂ ⏪ ⏩ | Page 24 of 24 | ⏪ ⏩ View 231 - 239 of 239

QUESTIONNAIRES

The *Questionnaires* option allows you to update your medical, surgical and allergy histories.

The *Medical History* page displays all questionnaires offered by the practice. This page defaults to the Peri/Menopausal Symptom Pre-Visit Questionnaire (patient scheduled for HRT consultations will be asked to complete this questionnaire). Complete any questionnaire as needed and click *Submit Request* to send your responses to your provider.



QUESTIONNAIRE

Peri/Menopause Consu... Social History

Peri/Menopausal Symptom Pre-Visit Questionnaire

Periods

What was the first day of your last menstrual period?

Select any of the following menstrual changes you may be experiencing:

- shorter intervals between periods
- longer intervals between periods
- lighter menstrual flow
- heavier menstrual flow
- bleeding or spotting between periods

The *Surgical and Allergies* page displays a list of the allergies, surgeries and hospitalizations entered on your patient chart. You may edit this list. Make any changes and click *Submit* to send your updates to your provider.



SURGICAL AND ALLERGIES

PLEASE LIST ALLERGY INFORMATION IF YOU HAVE NOT ALREADY SUBMITTED.

Always review your medication allergies with our clinicians during your visits with us.

	Allergic to [Drug/Non-Drug]	Allergic Reaction	
1	<input type="text" value="nuts"/>	<input type="text" value="anaphylaxis"/>	x

[+](#) ADD ALLERGY DETAILS

PLEASE FILL OUT YOUR SURGICAL HISTORY IF YOU HAVE NOT ALREADY SUBMITTED.

	Surgery	Date	
1	<input type="text" value="tonsillectomy"/>	<input type="text" value="05/03/2006"/>	x

[+](#) ADD SURGICAL HISTORY

PLEASE LIST ANY HOSPITALIZATIONS THAT ARE NOT INCLUDED IN SURGICAL HISTORY.

	Hospitalization	Date	
2	<input type="text" value="Hospitalization"/>	<input type="text" value="Date"/>	x

[+](#) ADD HOSPITAL HISTORY

Submit

*Note that questionnaires are **NOT** available on the healow app

TRACKERS

The *Trackers* option contains the *Tracker* section. The practice does not currently use this feature.