

# Patient Portal

## How To Send A Message



### From Your Computer:

**Step 1:** Visit [health.healow.com/villagehealth](https://health.healow.com/villagehealth)

**Step 2:** Log into the patient portal using your previously provided credentials.

**Step 3:** Hover on "messages" from the menu on the left hand side, then click on "ask doctor"

**Step 4:** Fill in the required fields, including your message and click "submit".

This message will go directly to your provider. When they respond, you will receive the message by hovering on "messages" then clicking on "inbox".

*Please note that if this is your very first time logging into the portal, you must use the browser version before you can access the app.*

### From Your Smart Device:

**Step 1:** Download the Healow app.

**Step 2:** If this is your first time using the app, you will need to utilize the following practice code: GJIIAD. Log into the Healow app using your previously provided credentials.

**Step 3:** Click on the plus sign on the bottom right hand corner of the app.

**Step 4:** Click on the green "compose" icon, then "general messages".

**Step 5:** Fill in the required fields, including your message and click "send".

This message will go directly to your provider. When they respond, you will receive the message by clicking on the plus sign, then on "inbox".

Other patient portal questions? Visit [villagehealthpartners.com/patient-portal-faq](https://villagehealthpartners.com/patient-portal-faq)