



71 E. Long Lake Rd. Bloomfield Hills, MI 48304

Welcome to Serenity Pediatrics! Patient Portal & Healow App Set-Up & Login Instructions

We have two ways for you to easily access and interact with your child's medical information online.

- **Serenity Pediatrics Patient Portal (web-based portal)**
- **Serenity Pediatrics Healow App (mobile app):** *Billing and printing patient documentation not available via mobile app

Listed below are simple instructions on how to register and navigate through the Patient Portal and Healow app. **You must register via the web-based Patient Portal FIRST before you are able to register & link your child in the Healow app.** Please contact our office at (248)- 533- 0000 if you have any additional questions or concerns!

1. The Serenity Pediatric Patient Portal (web-based portal)

How to Access:

Access to the Patient Portal can be found through our website, serenityped.com by clicking the green "Patient Portal" link in the upper right hand corner or by typing in "<https://health.healow.com/serenitypediatrics>."

The screenshot shows the Serenity Pediatrics website. At the top right, a green button labeled "Patient Portal Access" is circled in red. Below the navigation bar, the "Patient Portal" link is also circled in red. The main content area features a "Welcome to Serenity Pediatrics" message and three primary actions: "View your health record", "Book an appointment", and "Join a Televisit". At the bottom, there are sections for "New to Practice?" with a "Pre Register" button and "Download App" with a "Know More" button.

How to Login:

This portal has a unique username and password for each child. The username is typically the email address associated with the patient account. The password will be set by the front desk prior to initial login and sent to you via email.

1. Use the unique username and password to log into the Patient Portal.
2. You will be prompted to receive a portal verification code via email or text.
3. Once the verification code is entered, you will be prompted to change your password.
4. Once your password is changed, you will now have access to your child's Patient Portal!

Once you have successfully logged in, you should receive an email message to set up your child's Healow app account.

What can I view & access on my Patient Portal?

Through the Patient Portal, you can view/ access the majority of your child's medical information. The Portal makes it easy for you to send messages to providers, view current medications, lab results, and view billing information online. Detailed below is a breakdown of Patient Portal features that are available:

Dashboard (Homepage once you are logged in):

- Messages: View or send messages
- Current Medication: View current medications and request refills
- Latest Results: View lab results
- Medical Records: View medical records or request health information

My Account (on left hand column):

- Personal Information, Additional Information, Reset Password, Current Statement, Past Statements, Transaction Logs, Transmit Logs, Health Access Logs, My Devices

Messages (on left hand column):

- Inbox, Refill Requests, Lab Requests, Referral Requests, Ask Doctor, Immunization Form Requests

Medical Records (on left hand column):

- Personal Health Record, Current Medications, Referrals, Lab/Diagnostic Reports, Immunization History, Growth Chart, Documents, Televisit Sources

Appointments (on left hand column):

- Upcoming Appointments, New Appointments, Historical Appointments

Questionnaire (on left hand column):

- Medical History, Surgical and Allergies

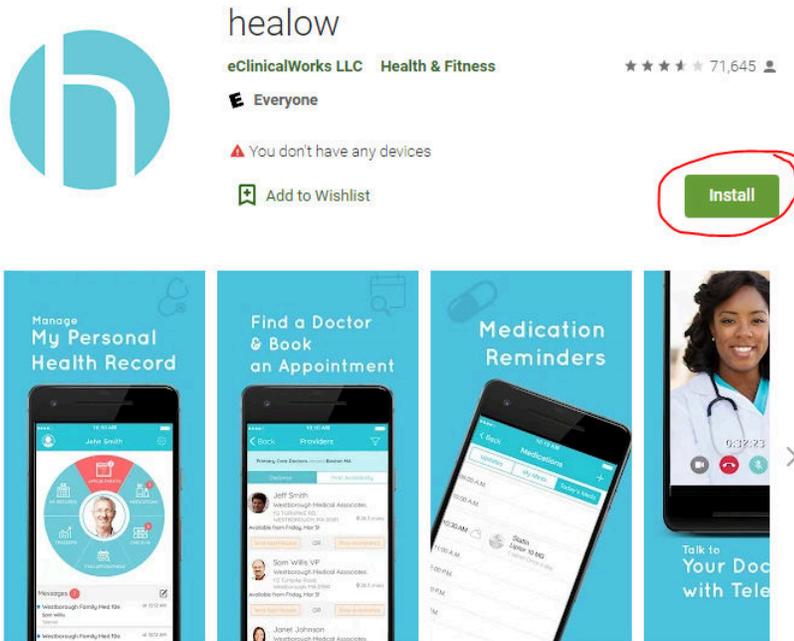
Trackers (on left hand column):

- Reminders, CDSS Alerts, Trackers
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2. Serenity Pediatrics Healow App (via mobile app)

How to Access:

Once you have logged in to the Patient Portal, you will receive an email message to set up your child's Healow app account. From this app, you can link additional children into one mobile app account (after setting up each child individually through their Patient Portal). To use this app, you will need to first download the Healow app from your mobile phone app store.



healow™ lets you communicate with your doctor's office and access up to date medical records. You will be able to access your appointments, lab results, vitals, manage medications and other personal data all within one app. From the healow™ app you can manage multiple accounts and access your and your family's medical information.

How to Login:

1. Download the Healow app from your mobile phone's app store.
2. Open the Healow app and select "Get Started."
3. Enter your child's full name and DOB.
4. Enter the Practice ID for Serenity Pediatrics: IFFHAD
5. Set up a 6-digit PIN which you will need to open the mobile app. There will also be an optional step to set up Face ID if your smart phone is Face ID-capable.
6. Complete enrollment.

What can I view & access on the Healow app?

Through the Healow mobile app, you can view/ access the majority of your child's medical information, connect to our physicians for Healow telehealth, and even check in for appointments. Detailed below is a breakdown of Healow mobile app features that are available:

Health Wheel (Homepage once you are logged in):

- Appointments: View previous and upcoming appointments
- Medications: View current medications, add new medications, and request refills
- Check-In: Check in on the same day as your appointment

- Find Appointment: Search for & book appointments (*Not yet active within Serenity Pediatrics)
- Trackers: Subscribe to any health goals or link a fitness tracker
- My Records: View vitals, insurance, allergies, problems, immunizations, results, messages, appointments, medications, referrals, education, PHR, and health access logs

How do I link additional children through the Healow app?

1. Once logged into your first Healow app account, select the person icon in the upper left hand corner.
 2. Once this dropdown menu opens, select "Link New Account."
 3. A new window will open that requires you to select the relationship of the new account. Select "Child" and then select "Save."
 4. Search for the practice by Practice Code: IFFHAD
 5. Select Serenity Pediatrics."
 6. Enter the username and password used for the web-based Patient Portal account.
 7. Your next child should be linked and information can be found by swiping right on the Health Wheel in the Healow app.
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