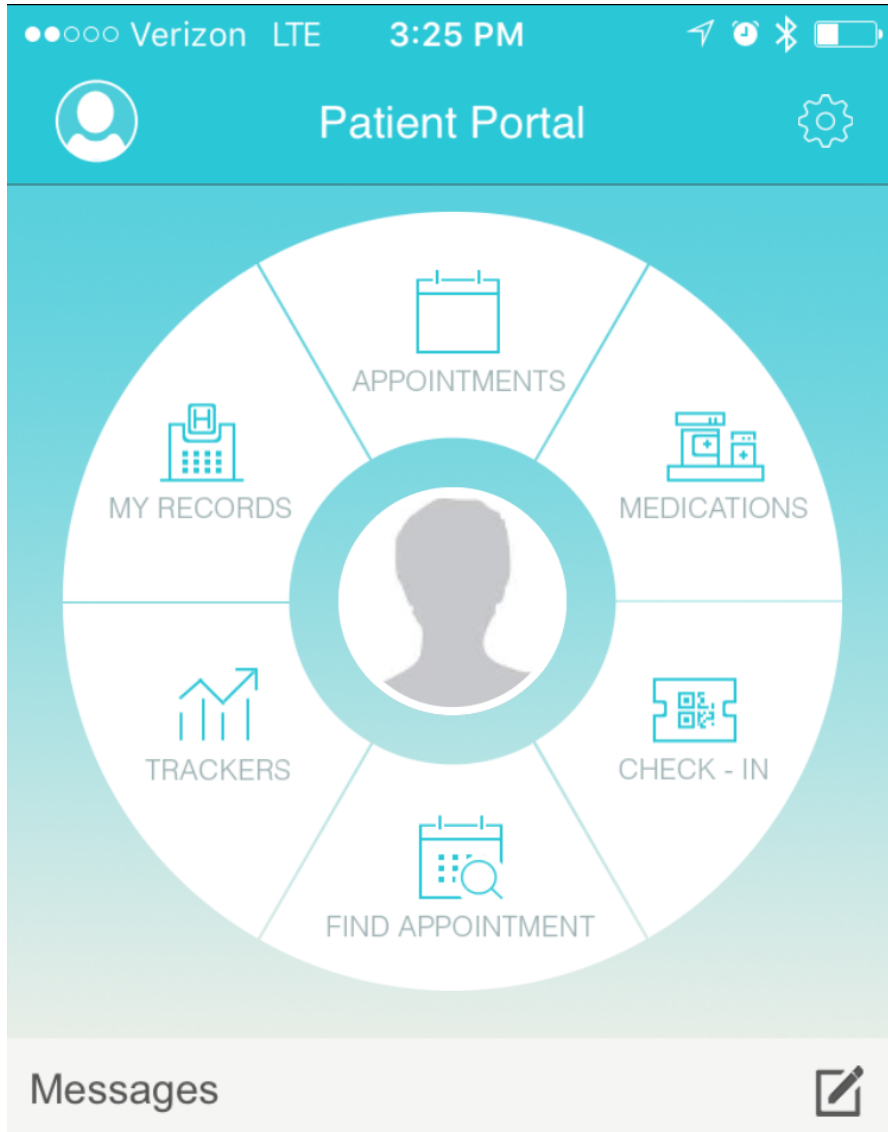


Booking appointments online with the Healow mobile app

1. Once you have the app installed on your mobile device or tablet, open the app and enter your PIN code. You will see the following screen:
- 2.



you currently do not have any messages.


Click on “Find Appointment.” You will then see a list of all our providers. Remember that appointments are only released 1 business day in advance at this time and not all providers are here every day. Click “Book Appointment”

3.


Verizon LTE 3:25 PM

< Back Four Seasons Pediatrics


Providers at Four Seasons Pediatrics

 Ashley Apruzzese
Four Seasons Pediatrics
532 Moe Rd, Clifton Park, NY 12065

Book Appointment

 Harry Miller
Four Seasons Pediatrics
532 Moe Rd, Clifton Park, NY 12065

Book Appointment

 Jason Lange
Four Seasons Pediatrics
532 Moe Rd, Clifton Park, NY 12065

Book Appointment

Looking for a different provider?

The provider's information will then pop up. Below where you see the office information, there will be a box titled "Show Availabilities," click on this. You will then see a listing of the provider's open time slots for the next day. IMPORTANT: Make sure you select YES where the screen asks 'Have you visited this doctor before' otherwise you will not see any time slots. This question is only intended to prevent people who have never been to the office before from making an appointment without records or information. When ready, click a time you want to be seen. See below:

4.

Verizon LTE 3:44 PM

Back

Sees patients at the following locations:

 Four Seasons Pediatrics
532 Moe Rd, Clifton Park, NY 12065

Send Appt Request OR Hide Availabilities

Have you visited this doctor before? yes no

< Tue, 21 Jun Wed, 22 Jun Thu, 23 Jun >

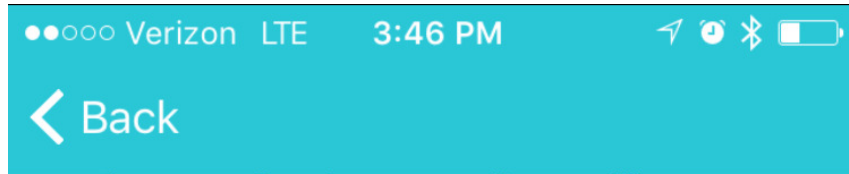
09:15 AM
09:30 AM
09:45 AM

 ABOUT

Joyce graduated with a degree in Biology from

The next screen will ask you to verify your contact information. This should all be correct as it is being pulled from our medical records system. The app will ask you for a phone number to confirm your appointment with a text or phone call. In the section titled 'Info for the provider,' anything you type here will go directly to our nurse and the provider you are seeing. Be as descriptive as you want to in this section.



My Info.*

Patient	Portal
01/01/1980	Male
518-383-2425	
test@test.com	

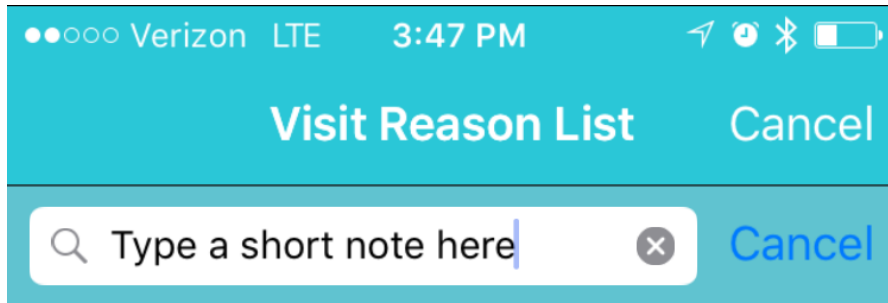
Check here to book appointment for someone else

Info. for the Provider (Maximum Characters : 250)

Type your reason here. This information goes directly to the nurse and Doctor.

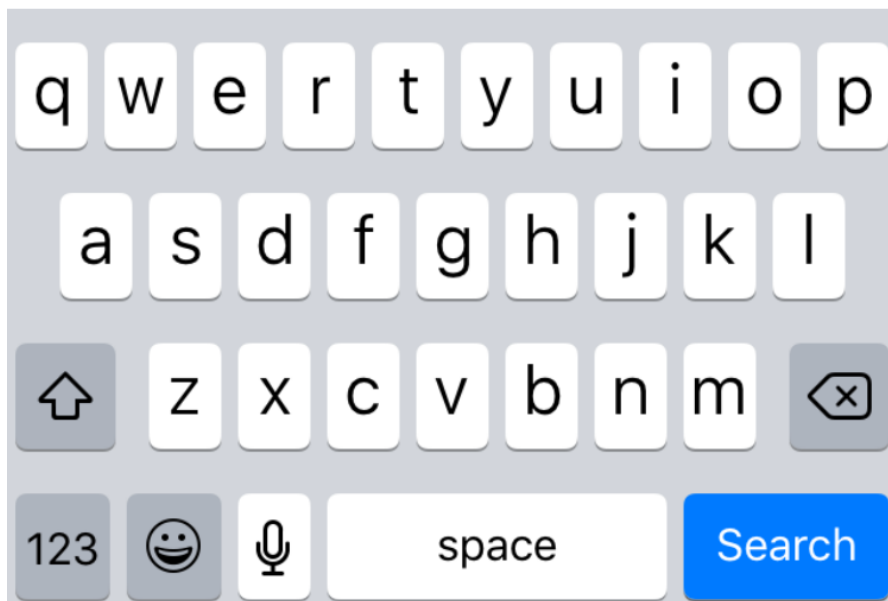
Visit Information*

5. Below the info for provider screen, there will be a field titled “Visit Information.” Use this area to type a short note for our reception staff to know why you are coming to the office today. To get to the screen below, just click on the text box. Once finished, press Add Visit Reason.

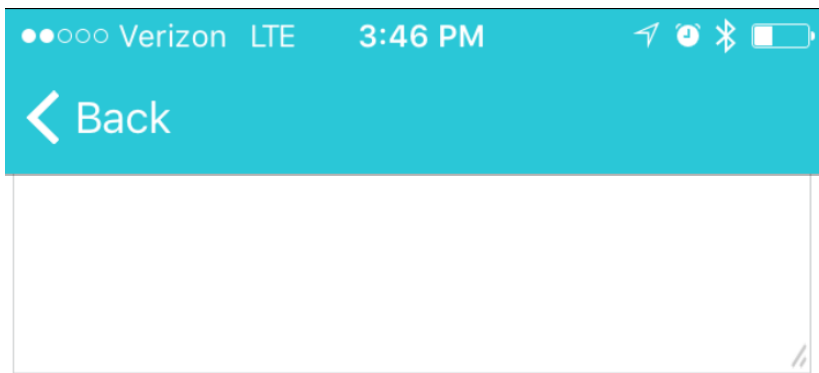


We were unable to find 'Type a short note here' in our list of visit reasons. You can still add it by tapping add visit reason below.

Add Visit Reason



6. Lastly, the app asks you for Payment Details. This is not mandatory, as our system already has your insurance information on file. You may pick your insurance from the list included, but it is not required. Simply leave the box checked for paying cash. IF YOU HAVE A NEW INSURANCE, please provide the new insurance name for us. This will help speed up the check in process. You will now be asked to verify your identification with an automated phone call or text message. When this is done, your appointment is booked and on our schedule.



Visit Information *

Reason For The Visit

Payment Details

- I will be paying by cash
- I will be paying by insurance

We will need to verify your phone number for this appointment

This will be done by an instant phone call or text message. Select your preference.

- Voice
- Text

Verify

7. A few final notes about the Healow app

- a. Only use this for non emergent sick visits for symptoms that are acute and not ongoing for several weeks. These types of visits need more time than what the Healow app books for on our schedule.
- b. If you wish to speak to a provider after hours or have an urgent concern, call our office to have a doctor call you back, or call 911 or go to the nearest emergency room if emergent or life threatening.
- c. Please do not book physical exams through this system. Healow is build for sick visits only.
- d. You may see the option to “Request” an appointment. This system is not set up yet and we can not respond to messages sent this way in a timely manner. If you want to be seen and can find no openings on the app, please call the office directly between 8am and 5pm.
- e. If you have any difficulties with this system or questions, please contact our office.