

Patient portal frequently asked questions

What is the patient portal?

The patient portal is a secure, web-based, self-service portal that provides you online interaction with your Tidelands Health physician practice. With the portal, you can:

- Submit requests for referrals, refills, lab results and more
- Send messages
- Request appointments and prescription refills
- View medical records
- Receive educational material
- View current and past statements
- Access all your Tidelands Health physician practice records with one log-in

How to do I access my portal for the first time?

- To create a patient portal account, please contact your doctor's office and request access to the patient portal.
- Once you are granted access, you will receive an access link sent to the email address you have provided the practice.
- Click on the patient portal link from your email and follow the prompts for setting up your account. You will need to validate your identity, create a username, password and security question and then accept a consent form. Once all the steps are complete, your account is active.
- Please bookmark the Tidelands Health physician practice patient portal to easily access the portal using your username and password.

I have been using the patient portal at my doctor's office and my log-in doesn't work. How can I log in?

- You will receive an email from your Tidelands Health practice that includes an account setup link.
- If you do not have a welcome email in your email inbox, please visit the Tidelands Health patient portal login page via tidelandshealth.org, or go directly to the login page at <https://epp.ecwcloud.com/tidelands/epp/login>.
- Once on the patient portal log-in page, click the link for "Can't Access Your Account." Click "Resend Account Invitation," and submit your first name, last name, date of birth and email address. You will now receive a welcome email in your registered email inbox.
- Click on the link in the email and follow the on-screen instructions to create your account.

What is the healow app?

The healow app allows you to access your health records anytime, anywhere, from your Apple or Android mobile device. The healow app is an extension of your patient portal, allowing you to communicate with your physician practice and view your health information 24/7.

How do I access the healow app?

- Please visit the Apple App Store or Google Play Store and search for "healow." It is a free download.
- Once downloaded, you can locate your Tidelands Health physician by entering the Tidelands Health six-digit code **BGIFAD**. You can also search by physician name, practice name or practice location.

- Once you locate your Tidelands Health physician practice, please enter your patient portal username and password.
- You will be prompted to create a four-digit code, which will be your personal identification number to access the app.

What are some of the features of the healow app?

- View lab results online.
- Securely send and receive messages.
- Access your family's health information with a single app.
- Review your physician's notes.
- Request appointments online.

What if I forget my portal/healow log-in credentials?

- Please visit the Tidelands Health patient portal log-in page either via tidelandshealth.org or go directly to the log-in page at <https://epp.ecwcloud.com/tidelands/epp/login>.
- Click "Can't Access Your Account."
- If you forgot your username, please click "Forgot Username" and submit your first name, last name, date of birth and email address. You will receive an email in your registered email inbox to retrieve your username.
- If you forgot your password, please click "Forgot Password" and submit your username. You will receive an email in your registered email inbox that contains a link to retrieve your password. Please click the link and follow the prompts to retrieve your password. You will need to validate your identity, answer a security question and reset your password. If you do not know your security question, please call the Tidelands Health patient portal help desk at 843-527-7113 Monday through Friday, 7 a.m.-6 p.m.
- If you have not set up your account yet, please click "Resend Account Invitation" and submit your first name, last name, date of birth and email address. You will receive an email in your registered email inbox that contains a link. Please click the link and follow the steps for setting up your portal account.

I previously had the healow app. How do I log in with my new patient portal credentials?

- Because you need to link the healow app to the new Tidelands Health patient portal, we recommend you delete the app and re-download it from your Apple App Store or Google Play Store.
- If you need further instructions on how to download the app, please follow the instructions listed above under the question, "How do I access the healow app?"



Our mission: We help people live better lives through better health.
Our vision: We will be our region's first choice for health and wellness.
Our purpose: Better health begins here.

tidelandshealth.org