



Patient Portal Instruction Sheet

The Patient Portal facilitates better communication with your physician's office by providing convenient 24x7 access from the comfort and privacy of your own home or office. Please use our portal for all non-urgent communication with your provider team, requests for refills, viewing upcoming appointments, etc.

If accessing by computer or browser:

- Go to www.hisbranches.org
- Click "Access Patient Portal" (middle button in header or menu Patients>Patient Portal)
- Click "View your health record"
 - If you already have user credentials, log in with your username and password
 - If you do not have credentials, click button labeled "Using Mobile Phone"
 - Enter first name, last name and DOB (should match what is in your chart)
 - Confirm last 4 digits of mobile number, and click "Send Code". A verification code will be sent to the mobile number we have on file. Enter it exactly as is shown (*code is case-sensitive*).
 - If you are unable to gain access to the portal or are given an error message, please call the office for assistance and confirm the demographic info in your chart (spelling of first and last name, mobile number, spelling of email address).

If accessing through Healow app:



- Download the Healow app onto your phone or tablet (blue and black emblem with an "h" inside a circle)
 - Click "Get Started" on bottom of page
 - Agree to terms & conditions
- Enter your first name, last name and DOB
- Click "Yes, I have a Practice Code" and enter in our code: **IHIFCD**
- Click "This is My Practice" (You should see 'His Branches Grace Rochester NY')
 - Follow prompts for account verification - you will either be sent a code to your email or mobile phone on file
 - Click "Next" and enter in the Verification Code you were sent
 - If you are unable to gain access to the portal or are given an error message, please call the office for assistance and confirm the demographic info in your chart (spelling of first and last name, mobile number, spelling of email address).

 **19TH WARD**
340 Arnett Blvd.
Rochester, NY 14619

 **BEECHWOOD**
918 N. Goodman St.
Rochester, NY 14609