



## eClinicalworks Online Patient Portal User Registration Guide

You should receive an email from [no-reply@eclinicalmail.com](mailto:no-reply@eclinicalmail.com) that will look like the image below:

Loudoun Medical Group

Dear Cara,

### We have exciting news regarding your health care!

As we continue in our efforts to provide you, our patients, with the highest quality of care, we want to ensure that you are involved in the maintenance and improvement of your health.

To that end, we are proud to announce that our practice now offers you the opportunity to use the power of the Web to track all aspects of your health care throughout our office. The Patient Portal enables our patients to communicate with our practice easily, safely, and securely over the Internet.

#### Login Credentials

Login URL <https://health.healow.com/loudounmedicalgroup> or use **Portal Link**

User ID **User ID will appear here**

**Password will appear here**


Password **If you have issues viewing the password copy and paste the link <https://mycw86.ecwcloud.com/portal11511/jsp/accessCred.jsp?val1=M11r72G42neAhvXLO14p5g%3D%3D&val2=ZfSxxbVkuqE%3D> to your browser.**

Follow the login URL: <https://health.healow.com/loudounmedicalgroup> to the website





## Welcome to Loudoun Medical Group

HealthCare Support Portal facilitates better communication with your physician's office by providing convenient 24 x 7 access from the comfort and privacy of your own home or office.



**healow**  
Access your health records through the healow mobile app

DOWNLOAD THE FREE HEALOW APP


Download on the  

Find us using our unique practice code on the healow app

**EGIADA**

### LOGIN TO YOUR ACCOUNT

We will send verification code to confirm access to this number. Standard text messaging rates apply.

Using Mobile Phone 

OR

Enter the details below

User Name

Password

[Trouble logging in](#)

Login with the username and password given in the email to register. Once you login, it will take you to the next page to validate your date of birth or phone number.

### User Validation

**Welcome Cara,**  
As an added security measure, please answer any **one** of the questions below to authenticate yourself. By submitting this information you are confirming that you are the intended recipient of the access credentials and have not obtained the information in error.

Date Of Birth  
  
MM/dd/yyyy

**OR**

Phone Number  Ext

Once you click submit, the portal will direct you to reset your password and pick a security question and answer for security purposes.

### Reset Password

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**Congratulations, you have authenticated yourself.**  
Please select your new password.  
Refer [Password Guidelines](#) to create secure passwords.

<b>New Credentials</b>	<b>Customize your security question.</b>
User Name <input type="text" value="caratest2018"/>	Security Question <input type="text"/>
New Password <input type="text"/>	Answer <input type="text"/>
Confirm New Password <input type="text"/>	

The next step will direct you to agree to eClinicalworks form as well as the practice consent form.

The screenshot shows a web-based consent form interface. At the top, there are two tabs: "eClinicalworks Consent form" (which is selected) and "Practice Consent Form". Below the tabs is a scrollable text area containing the following text:

**ONLINE COMMUNICATION INFORMED CONSENT**

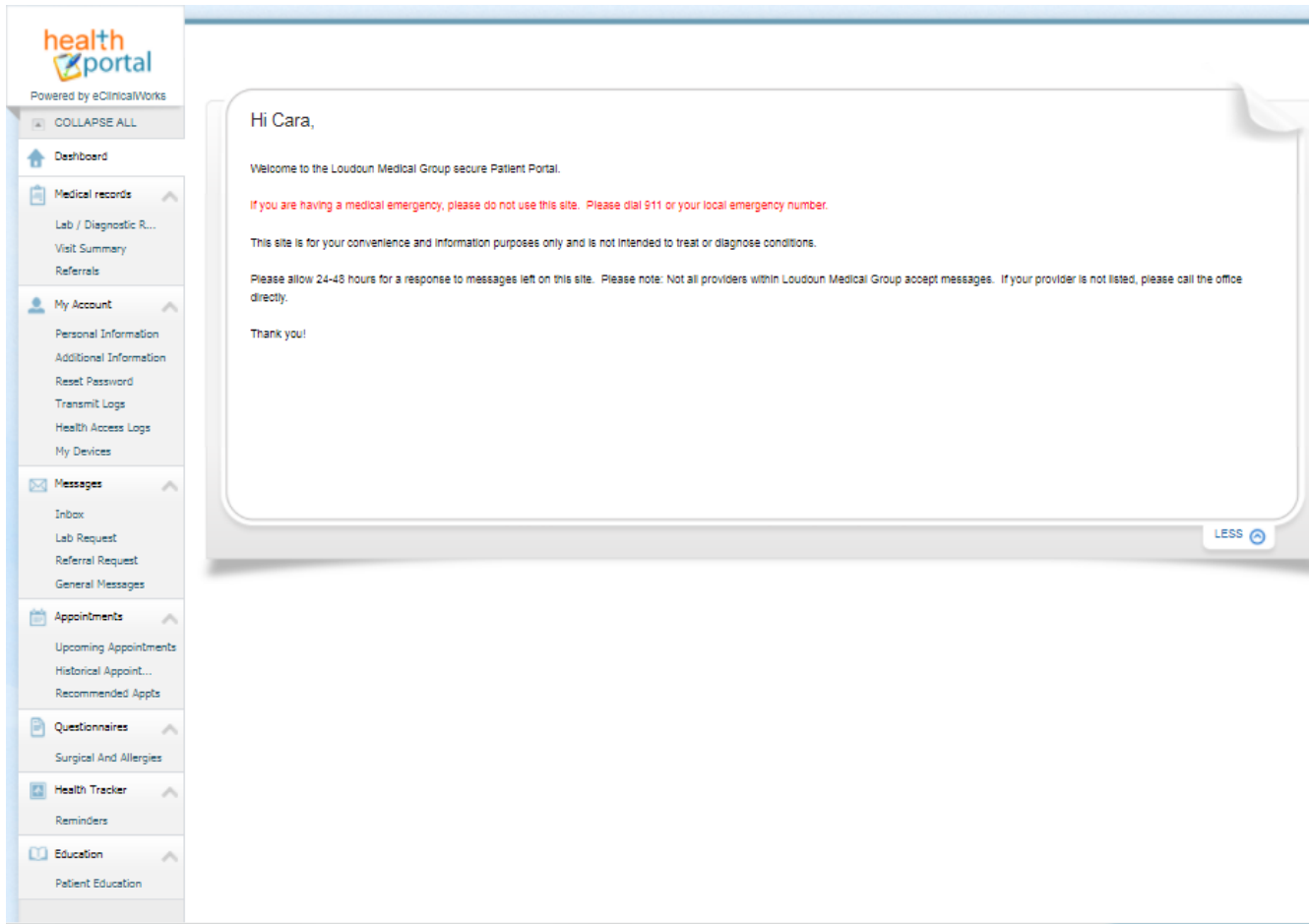
Instructions for Using Online Communication

You agree to take steps to keep your online communication to and from your physician confidential, including the following:

Do not store messages on your employer-provided computer; otherwise personal information could be accessed or owned by your employer.

At the bottom right of the form, there are two buttons: "Next" (highlighted in orange) and "Cancel" (grey).

Next, the portal will bring you directly to your health portal dashboard.



### Your health portal provides many benefits:

1. Electronic requests of Medical Records, including Lab / Diagnostic Reports and Referrals.
2. Easily find visit summaries that are uploaded by your physician.
3. Non-urgent patient messaging system to communicate to provider.
4. Check upcoming and historical appointments.
5. Electronically complete surgical or allergy history.
6. Electronic access to patient education files your provider has uploaded for you and has spoken to you about in your appointments.

Download the Free Healow app on:



Find us using our unique practice code on the healow app - **EGIADA**