



Welcome to the Advocare Patient Portal

In June 2019, Advocare LLC transitioned to a new electronic health record (EHR) system called eClinicalWorks (eCW). The data included in the patient portal reflects only dates of services since your practice (care center) joined the Advocare eCW system. Not all of your information moved over from the previous EHR system. Therefore, should you have any questions or concerns, please discuss this with your care center directly.

In order to receive a patient portal login, please provide us with your email address. You will then be sent an email message with your username, temporary password and link to the portal. Your healthcare information will now be at your fingertips!

The patient portal can be accessed at: <https://health.healow.com/advocare>.

Frequently Asked Questions

[What is a patient portal?](#)

A patient portal is a secure web site which allows patients to access their medical records, including visit summaries, medications, lab results, medical history and more, via the internet. As a patient of Advocare, you have the ability to manage certain information in your medical record and stay connected to your healthcare providers via secure messaging.

[Who is authorized to access the patient portal?](#)

A patient and/or his/her designated proxy may access the patient portal. For children, ages 0 through 11 years, the parent or legal guardian has full access to it. For children ages 12 through 17 years, the patient has full access to the portal, and his/her proxy will have restricted access to it.

[What if I don't receive my registration email?](#)

If you have not received your registration email within 24 hours of providing us with your email address, please check your junk or spam folder. If you still cannot locate the email, please contact your care center directly.

[What if I forget my username and password?](#)

From the patient portal login screen, click on "Trouble logging in" and you will be redirected to your account recovery help screen.

[What if I am locked out of my portal?](#)

After ten failed attempts at logging into the portal, you will become locked out. You will need to contact your care center directly, and they will reset your password.

[What does it mean when my portal refers to "migration"?](#)

In June 2019, Advocare changed to eCW EHR. At that time, certain information was imported from the previous EHR. This is referred to as migration.

[What do trackers mean?](#)

The system has the ability to interface with "trackers" such as Fitbit, Apple Watch, Google Fit and a variety of other health maintenance accessories.

[What is a proxy?](#)

A proxy is an individual that you designate to assist in your medical care. For the purpose of your patient portal, a proxy is an adult family member or other person you select to have the right to view and manage certain information in your portal. This individual would be called your "proxy" for purposes of your patient portal only and is different than a Legal Guardian or person who has Power of Attorney. Your proxy can only gain access to your patient portal after you and your proxy complete and sign the *Patient Portal Proxy Authorization Form*. A parent of a child ages 0 through 11 years is the proxy for the child. A parent or legal guardian of a patient ages 12 through 17 years remains the proxy, but with restricted access to the portal record. When a patient turns 18 years old, his/her parent or legal guardian's proxy privileges will be revoked. The adolescent will need to complete a new authorization form to retain access to his/her portal.

[What can my proxy see?](#)

For a patient between the ages of 0 through 11 years, the parent or legal guardian will have full access to the patient portal. From the ages of 12 through 17 years, the proxy will have restricted access with the ability to view demographic information, patient statements, immunization history, and the growth chart. A patient 18 years of age and older may add a proxy and can give him/her either full or restricted access.

[What if I change my mind later about who can view my portal?](#)

A patient age 18 years or older may opt to remove his/her proxy's access to his/her medical information on the portal. To do so, you must inform your Advocare provider's office in writing that you wish to terminate your proxy's access.

[What if I have more than one child and/or also have my own Advocare portal?](#)

You will be able to access the portals for you and your children at the same site. However, you will need a unique username and password for each portal. If you use the healow app (see next FAQ and next section of this guide), you will be able to access with one log-in the medical records of each member of your family. You will also be able to access the records of any patient for whom you are a proxy.

[What is the healow app?](#)

The healow app is a mobile application that contains the same medical information as does the web-based portal. You can download it for free from your app store. The office code needed for registration for the app is **EDAFBD**.

*To add multiple patients to the same healow account: On the main page of the app, click on the gear icon in the upper right to get into Settings. In Settings, click on My Accounts. In My Accounts, click on the "+" icon in the upper right. In Search, click on Practice Code. Enter EDAFBD and click Search. Click on Advocare LLC. Enter the Username and Password you are provided for the patient account. Click on Myself and choose your relationship to the patient. Click Login. Click I Accept.

You can link all accounts to which you have access as a parent, legal guardian or proxy. You can also link an account from an eCW provider outside of Advocare. A proxy for a patient can download the app and access that patient's medical information.