



OUR healow PRACTICE CODE

IAIFBA

Enter this code in the healow app to find us

Portal:

mycw62.ecwcloud.com
Link on americanpediatrics.com

HOW TO ENROLL - 4 SIMPLE STEPS

- 1 Provide Your Email**
Call your office or give us your email at check-in. We'll web-enable your child's record.
- 2 Check Your Inbox**
Watch for a welcome email with your child's username and a setup link. Check spam if needed.
- 3 Verify & Set Password**
Click the setup link. Enter the code sent to your phone, then create a password and security question.
- 4 Download healow App**
Install the free app. Enter practice code IAIFBA. Sign in with your new credentials. Set a 4-digit PIN.

WEB PORTAL vs healow APP

WEB PORTAL
Any browser

- Full records
- Pay bills
- Print docs
- Messaging
- x Separate login per each kid

healow APP
iPhone / Android

- Link all kids
- PIN / Face ID
- Lab results
- Messaging
- Med reminders
- x No bill pay

WHAT YOU CAN DO

Once enrolled, parents can:

- **See your child's full medical records** & visit summaries
- **View lab results as soon as ready** no waiting for a call
- **Message your provider securely** for non-urgent questions
- **Request prescription refills** online, 24/7
- **Check immunization history** & shots due
- **Pay bills & view statements** (web portal only)

MULTIPLE KIDS? HERE'S HOW

Link Siblings in the healow App

Use the SAME email for all children (we recommend it). Each child gets their own username & password, but you can link them all under one healow app login.

STEPS TO LINK A SECOND CHILD:

1. Open healow app, tap settings (top-right)
2. Select "Log Out"
3. Tap "Begin Now" to add another child
4. Enter IAIFBA + 2nd child's username/password
5. Repeat for additional children

! Do NOT use "Link Another Account" from inside a profile - that's for different doctor's offices, not for siblings.

QUICK FACTS

+ **Free to use**
No fees, ever

+ **HIPAA-secure**
Bank-level encryption

+ **Same email OK**
For all siblings

+ **Portal + app**
Use both together

Need Help?

Call your American Pediatrics office and ask for Patient Portal enrollment help.
healow Tech Support: (866) 888-6929 | americanpediatrics.com/patient-portal.html

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TUSTIN LA HABRA RIALTO PASADENA

9 Southern California Locations