

# The Northwell Health App

## Resource Guide

### Overview:

The Northwell Health App provides access to the Northwell patient portal – a digital platform that allows patients to access their electronic health information, manage their universal patient profile and appointments, communicate with their provider and much more!

Product	Overview	Benefits
 Online Booking	<b>Book, cancel and reschedule appointments</b> directly onto providers' schedules	<ul style="list-style-type: none"> <li>Ease of booking appointments 24/7</li> <li>Increase in new patients, reduced wait times, reduction in no-shows</li> </ul>
 Telehealth Services	<b>Attend virtual doctor visits</b> and access telehealth appointments	<ul style="list-style-type: none"> <li>Increased ability to get the necessary care when and where it's needed</li> <li>Improves patient engagement via remote monitoring</li> </ul>
 Digital Forms	<b>Complete digital forms</b> prior to your appointments	<ul style="list-style-type: none"> <li>Minimizes the need to fill out forms repeatedly, or arrive early to fill out forms before appointments</li> </ul>
 Text Communications	Opt to receive <b>pre- and post-visit text messages</b> for confirmations, reminders, and office protocols	<ul style="list-style-type: none"> <li>Increased patient safety with the ability to alert the practice of arrival status and therefore manage waiting room capacity</li> </ul>
 Online Payment Center	<b>Easily pay bills</b> , view payment history, set up payment plans and save a credit card	<ul style="list-style-type: none"> <li>Easy access to simplify every billing interaction with multiple payment options</li> <li>Billing FAQs, interest-free payment plans, financial assistance and more</li> </ul>
 FollowMyHealth	Directly <b>connect to your FollowMyHealth portal</b> for additional functions / access	<ul style="list-style-type: none"> <li>Access to medical records, prescriptions, lab results, and notes</li> <li>Secure system to connect with physicians through email</li> </ul>
Additional Features	<ul style="list-style-type: none"> <li>✓ Universal patient profile</li> <li>✓ Find Care provider list</li> <li>✓ Payment portal</li> <li>✓ COVID test results and vaccinations</li> </ul>	
Coming Next	<ul style="list-style-type: none"> <li>✓ Dedicated department mailbox</li> <li>✓ Support chat capabilities</li> <li>✓ Paperless billing services</li> <li>✓ Managing appointments via text/chat</li> <li>✓ Booking for non-providers</li> </ul> <p>...and much more!</p>	

### Getting Access:

**1** SIGN-IN ONLINE [HERE](#)

OR

**2** DOWNLOAD THE APP [HERE](#)



**Need more information or additional assistance?**  
Check out the dPx SharePoint [HERE](#) for more resources!