



EMPLOYEE HEALTH & WELLNESS CENTER

PATIENT PORTAL INSTRUCTIONS

Follow these instructions to set up your patient portal, book appointments, view your medical records, lab work, and more.

Phone: 423-402-8176

Email: patientservicescatossa@121.health

Step 1: To access your patient portal, click the link or type it into your browser.

<https://health.healow.com/ccec>

Step 2: To view your health record, make an appointment or message your provider, click "View your health record."

Note: *If you are accessing your patient portal because you have a scheduled virtual appointment, do not click "join telehealth." Instead, please access your virtual H2H appointment via the Healow App.*



 Español

Healow App
available on



Welcome to Catoosa County Employee Clinic

Our Patient Portal provides a convenient option for appointment scheduling, lab results, visit summary and more.



Login To Patient Portal



Access your health record



Join a Televisit



Join a booked consultation

Login To Patient Portal

☒ User Credentials



User Name



Password

Login

[Trouble logging in?](#)

Step 3: Sign in using your username and password.

Note: Are you new to the practice? If so, please call 423-402-8176 (recommended) to register and receive an email with your patient portal sign-in credentials and portal registration details. Or, use the pre-register link located on the portal homepage. Please allow 24 hours for registration and a welcome email.

Note: Did you forget your username or password? Click "trouble logging in?" and follow the prompts.

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Login To Patient Portal

☒ User Credentials



User Name



Password

Login

[Trouble logging in?](#)



New to Practice?

Pre-register for hassle-free appointment booking and easy check-in for your first visit.

[Pre Register](#)

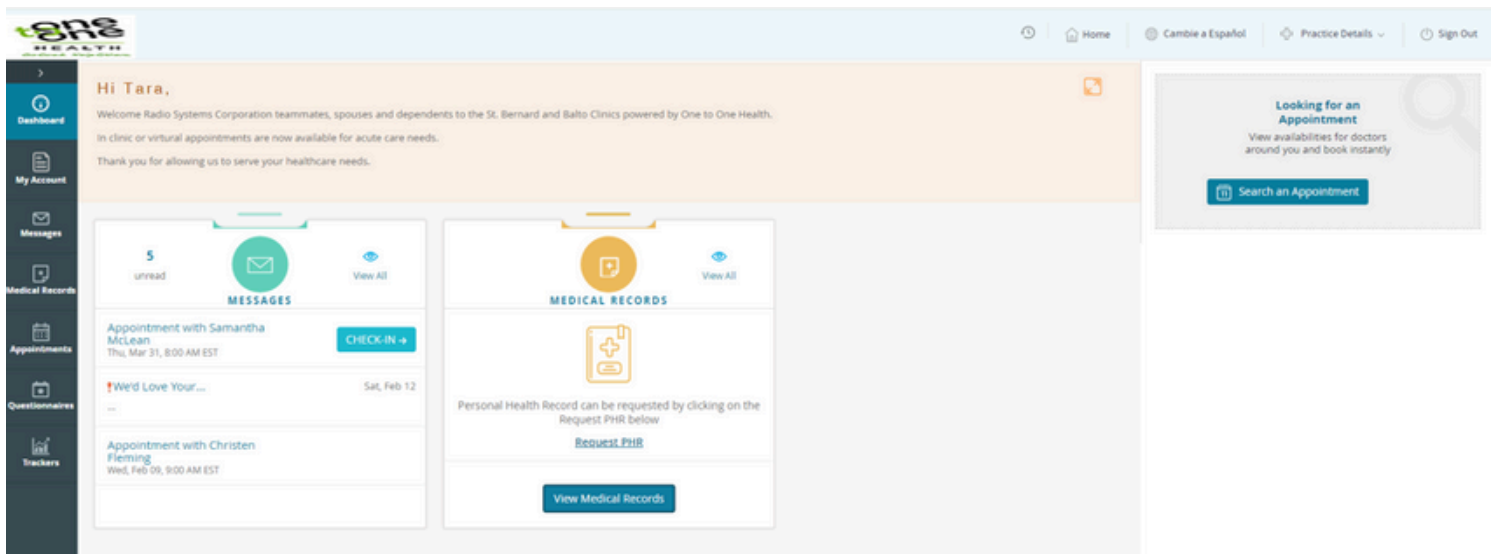


Download App

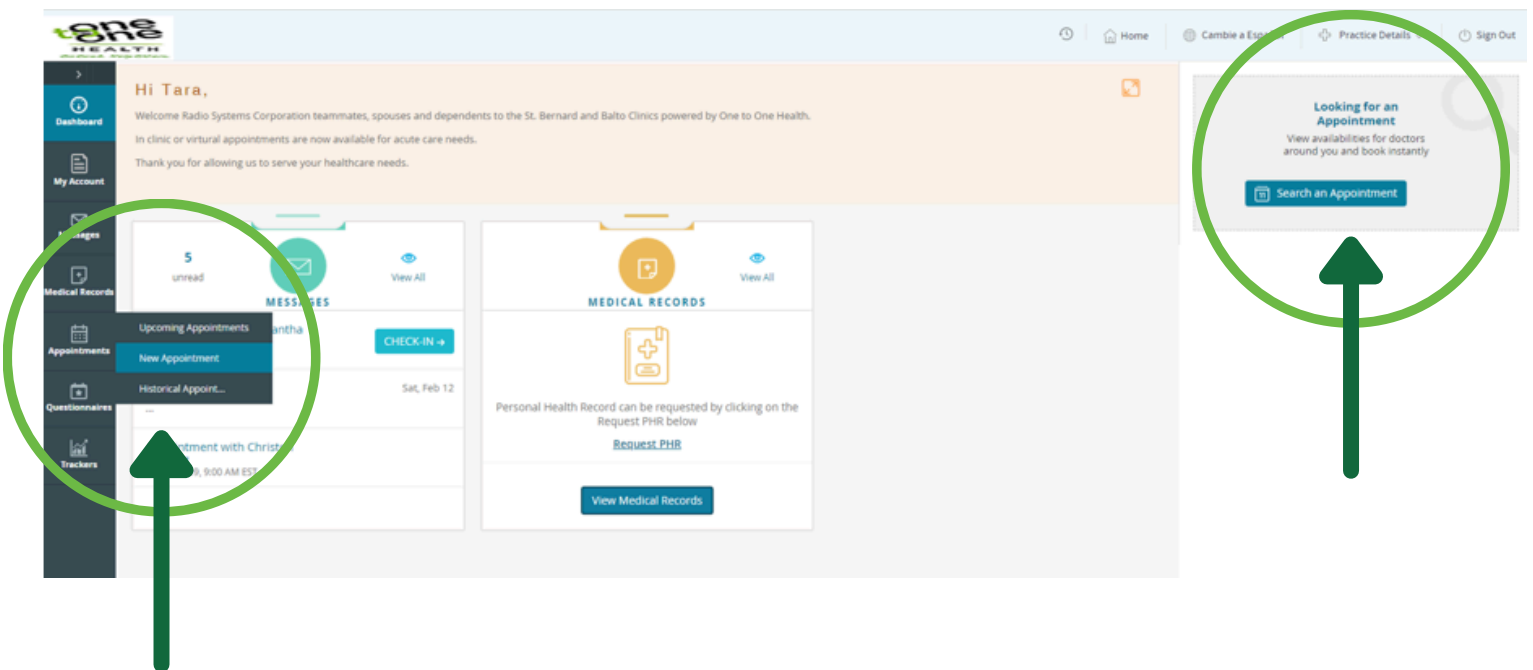
healow app is a secure and convenient way to manage what's important and puts you in control of your health.

[Know More](#)

Step 4: Welcome to your patient portal! View the dashboard for upcoming appointments and important information.



Step 5: To make an appointment, click "appointment" then "new appointment" on the left hand side of your screen. Or, search for an appointment at the upper right hand side of your screen.



Step 6: On the next screen, select "family medicine". Then, click next.

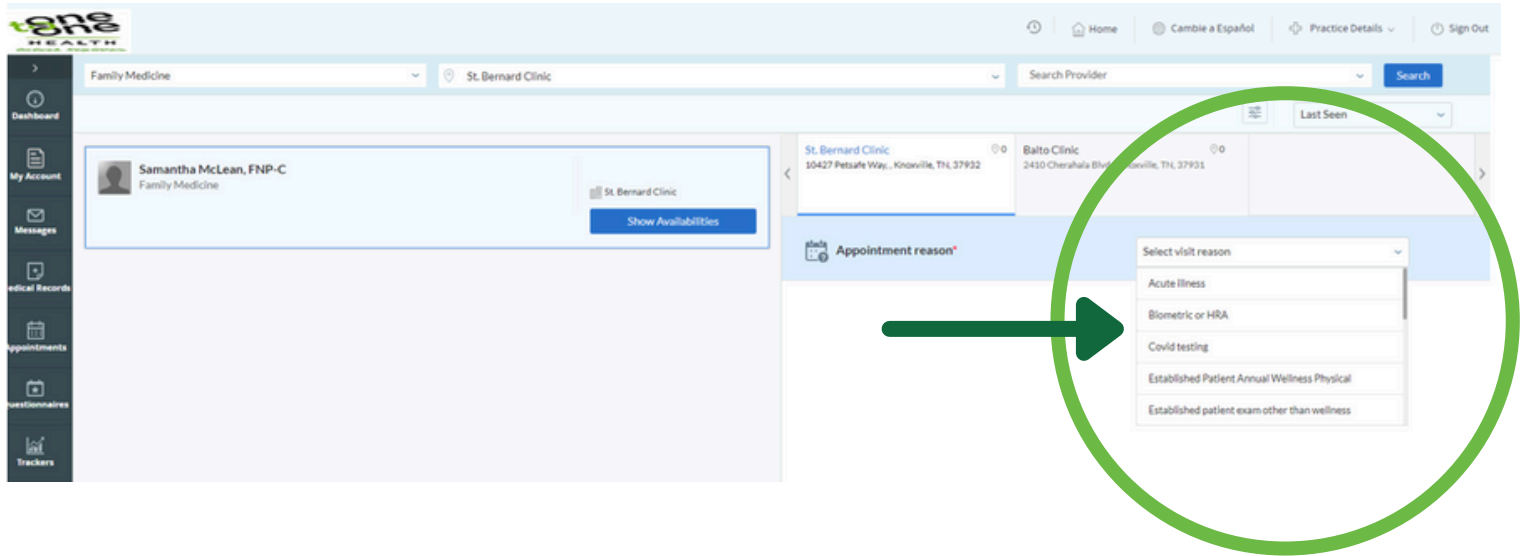
The screenshot shows the 'one HEALTH' portal interface. On the left is a dark sidebar with icons for Dashboard, My Account, Messages, Medical Records, Appointments, Questionnaires, and Trackers. The main content area has a light blue header with a home icon and the text 'Home'. Below the header, a white box contains the text 'Pick specialty or find a provider for this appointment'. Inside this box, there is a dropdown menu currently showing 'Family Medicine'. Below the dropdown is the text 'OR' and another dropdown menu labeled 'Search Provider'. At the bottom of the white box is a blue button labeled 'Next' with a right-pointing arrow. A large green circle is drawn around the 'Family Medicine' dropdown and the 'Next' button. A green arrow points from the 'Appointments' icon in the sidebar towards the green circle.

Step 7: On the next screen, use the dropdown menu to select the clinic where you would like to schedule your appointment. Then, click next.

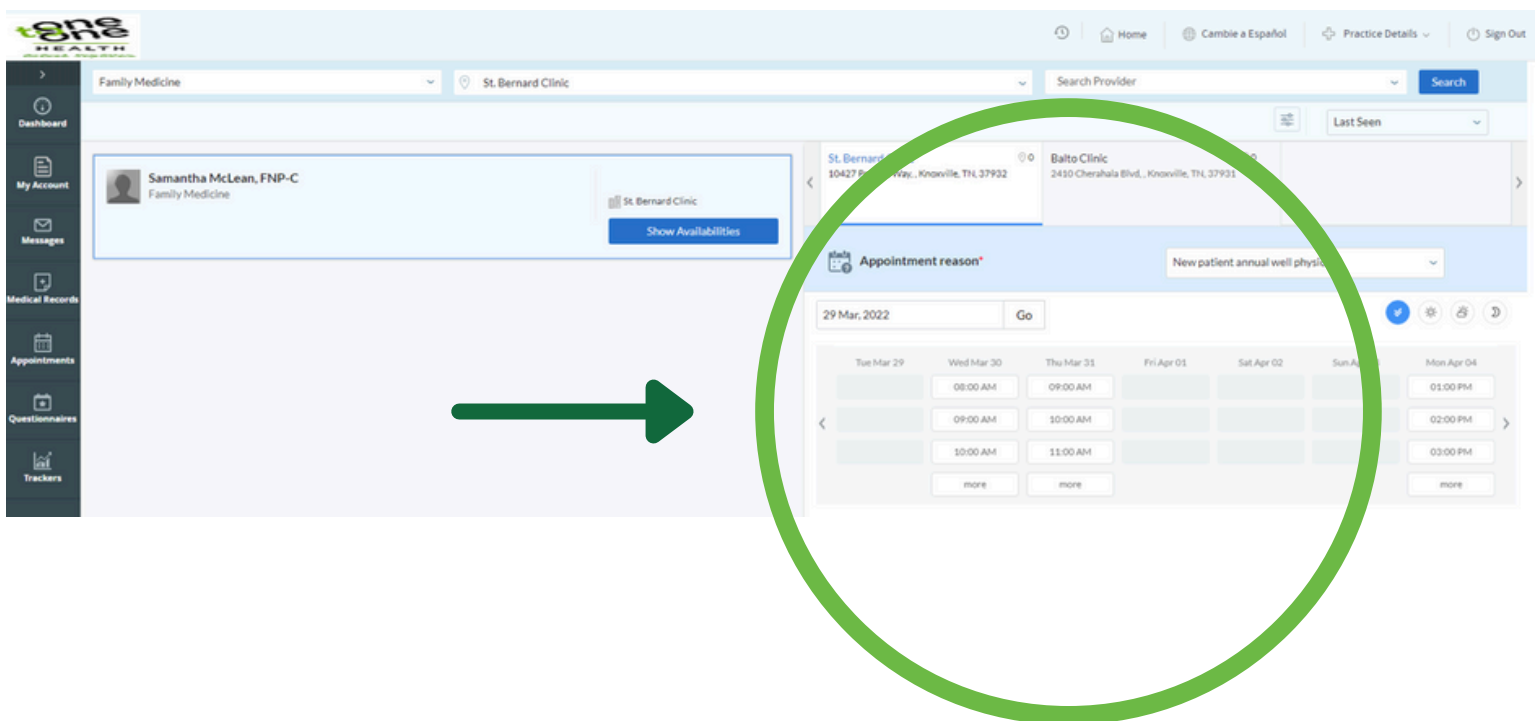
The screenshot shows the 'one HEALTH' portal interface. On the left is a dark sidebar with icons for Dashboard, My Account, Messages, Medical Records, Appointments, Questionnaires, and Trackers. The main content area has a light blue header with a home icon and the text 'Home'. Below the header, a white box contains the text 'Which office location would you like to see the provider?'. Inside this box, there is a dropdown menu currently showing 'Any Location'. Below the dropdown is a list of two clinic options: 'St. Bernard Clinic' at '10427 Petsafe Way., Knoxville, TN, 37932' (0 mile) and 'Balto Clinic' at '2410 Cherahala Blvd., Knoxville, TN, 37931' (4.97 miles). A large green circle is drawn around the dropdown menu and the list of clinic options. A green arrow points from the 'Appointments' icon in the sidebar towards the green circle.

Step 8: Using the dropdown menu, select the reason for your visit.

Note: You may need to click "Show availabilities" for the option to appear.



Step 9: Available days and times will appear below the appointment reason dropdown menu. You can view more available time options by selecting "more" or additional days by using the arrow to the right. You may also select another facility above the appointment reason to view additional days and times. To book the appointment, select the clinic, date, and time you prefer.



Step 10: Now, the Patient Details screen will appear. Please verify the information. Then, click next.

The screenshot shows the 'Patient Details' screen in the One Health portal. The top navigation bar includes 'Home', 'Cambie a Español', and 'Practice Details'. A progress indicator at the top shows four steps: 'Select Provider' (1), 'Patient Details' (2, highlighted), 'Visit Details' (3), and 'Phone Verification' (4). A warning icon and text state: 'If you think you have a medical emergency, please call 911'. The main form area is divided into two columns. The left column, titled 'Patient Details', contains fields for 'First Name' (Tara), 'Last Name' (Test), 'Contact Email' (tscott@onetoneppn.com), 'Date of Birth' (02/22/1977), 'Contact Phone' (423-618-9913), and 'Gender' (Male, Female, Other/Prefer Not to Disclose). The right column, titled 'Your Doctor', displays information for Samantha McLean at St. Bernard Clinic, including her address, language (English), and appointment date/time (Mar 31, 2022, 9:00 AM). A 'Next' button is located at the bottom right of the form.

Step 11: Now, the Visit Details screen will appear. Please answer the questions and add additional information for the provider regarding your upcoming visit. This is optional. Please mark "By cash/Not Applicable" for the question regarding payment. Then, click next.

The screenshot shows the 'Visit Details' screen in the One Health portal. The top navigation bar is the same as in Step 10. The progress indicator shows four steps: 'Select Provider' (1), 'Patient Details' (2), 'Visit Details' (3, highlighted), and 'Phone Verification' (4). A warning icon and text state: 'If you think you have a medical emergency, please call 911'. The main form area is divided into two columns. The left column, titled 'Visit Details', contains a section for 'Additional Information provided by you would help the doctor serve you better'. The right column, titled 'Your Doctor', displays information for Samantha McLean at St. Bernard Clinic, including her address, language (English), and appointment date/time (Mar 31, 2022, 9:00 AM). The 'Visit Details' section contains several questions: 'Have you visited this Provider before?' (Yes/No), 'Reason for the Visit' (New patient annual well physical), 'Info for the Provider' (a text area with a character count of 250), and 'How will you be paying?' (By Cash / Not Applicable, By Insurance). A green circle highlights the 'How will you be paying?' section, and a green arrow points to the 'By Cash / Not Applicable' radio button. A 'Next' button is located at the bottom right of the form.

Step 12: Next, the phone number verification screen will appear. The system needs to send you a passcode to verify your phone number. The passcode can be sent by call or text message. Please select the option that works best for you.

The screenshot shows the 'Phone Verification' step in the e888 HEALTH system. A green circle highlights the 'Voice' and 'Text' options. A green arrow points to the 'Text' option. The 'Text' option is labeled 'Send'.

Phone Verification

We need to verify your phone number for this appointment. This will be done by an instant phone call or text message. Select your preference.

By entering your number, you agree to receive an automated telephone call or one text message (with a passcode) to verify your account. Message and data rates may apply.

Voice **Text**

Call **Send**

Patient Details

Patient Name: Tara Test

Patient Date of Birth: 02/22/1977

Patient Gender: female

Visit Details

Reason for the Visit: New patient annual well physical

Info for the Provider: By Cash / Not Applicable

Appointment Preferences

Appointment Date: Mar 31, 2022

Time of the Day: 9:00 AM

Your Doctor

Samantha McLean

St. Bernard Clinic

10427 Persafe Way

Knobsville, TN 37932

Language(s): English

Mar 31, 2022 9:00 AM

Change

Step 13: Enter the code you received, then click "Verify and Book".

The screenshot shows the 'Phone Validation' modal window. A green arrow points to the 'Verify and Book' button. The modal contains a text input field with the value '2163' and a 'Resend Code' link.

Phone Validation

Validation code sent

Please enter the validation code you received on the phone number provided.

2163 **Verify and Book**

Code is valid for 15 minutes or 3 attempts

[Resend Code](#)

Step 14: Congratulations! You have made your first appointment. You will have the option to print your appointment confirmation. You will also receive a confirmation email.

Note: Two days prior to your appointment, you will receive an appointment confirmation via email to the email listed in your file.

The screenshot displays the Onetoone Health patient portal interface. At the top, there is a navigation bar with the Onetoone Health logo, a home icon, a language toggle for 'Cambie a Español', and a 'Practice Details' dropdown. A sidebar on the left contains icons for Dashboard, My Account, Messages, Medical Records, Appointments, Questionnaires, and Trackers. The main content area features a 'CONGRATULATIONS!' message stating that an email confirmation has been sent to tscott@onetooneppn.com. Below this, the 'Your Appointment Request' section provides details for patient Tara Test (45 Y, F), including the appointment date (Mar 31, 2022), day (Thursday), time (9:00 AM), reason for visit (New patient annual well physical), and payment details (By Cash / Not Applicable). The 'Your Doctor' section identifies Dr. Samantha McLean at St. Bernard Clinic, located at 10427 Petco Way, Knoxville, TN 37932, with English as the language. Contact details for the practice are also listed: Email: tscott@onetooneppn.com and Phone: 423-618-9913. A 'Print' button is located at the bottom right of the confirmation card.

Onetoone HEALTH

Home Cambie a Español Practice Details

If you think you have a medical emergency, please call 911

CONGRATULATIONS!
We have sent an email confirmation for this appointment at tscott@onetooneppn.com

Your Appointment Request

PATIENT'S NAME
Tara Test, 45 Y, F

When: Mar 31, 2022 Day of the Week: Thursday Time of the day: 9:00 AM

Reason for Visit: New patient annual well physical Info. for Provider

Payment Details: By Cash / Not Applicable Contact details: Email: tscott@onetooneppn.com Phone: 423-618-9913

Your Doctor

Samantha McLean
St. Bernard Clinic
10427 Petco Way
Knoxville, TN 37932
Language(s): English

Print

Phone: 423-402-8176

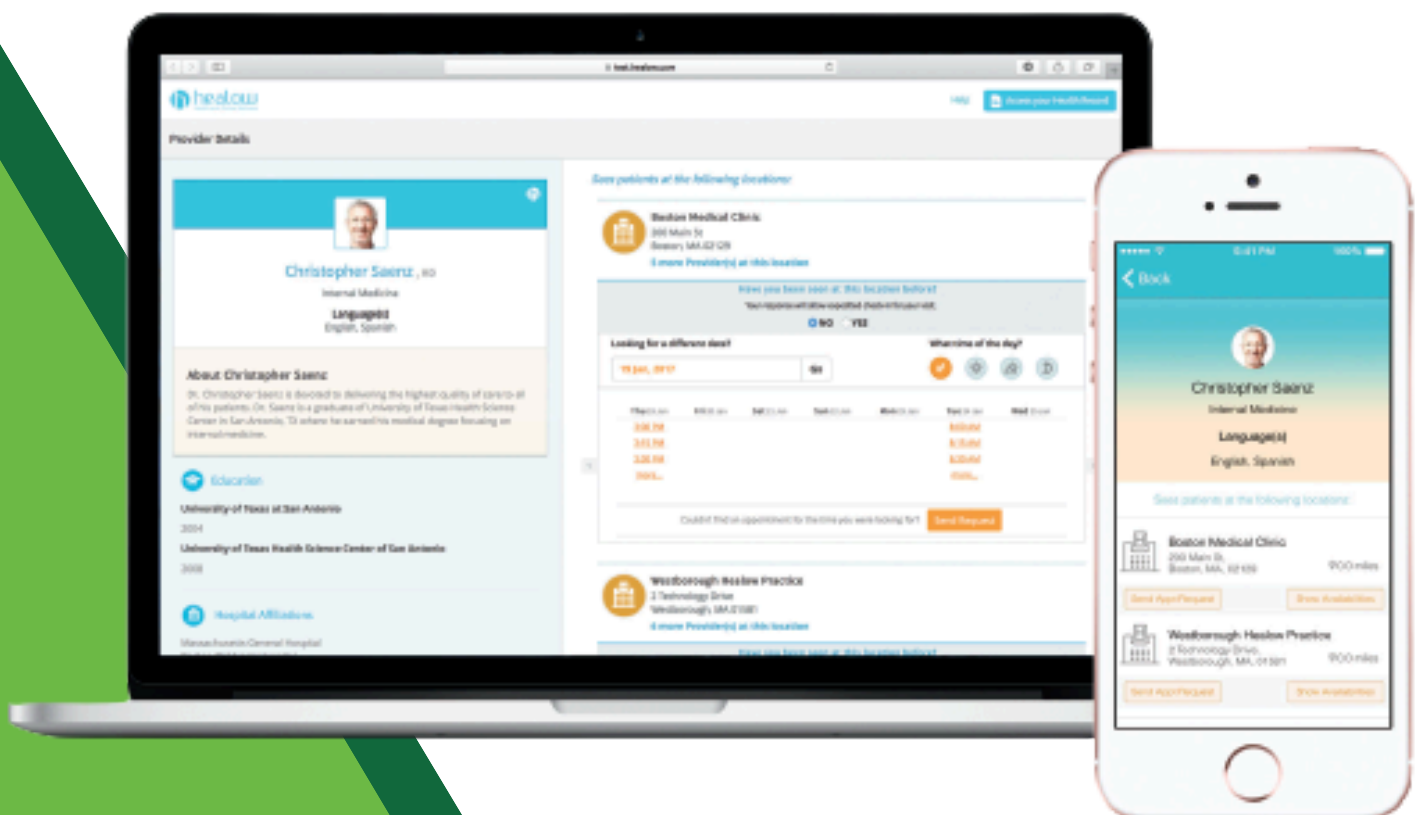
Email: patientservicescatoosa@121.health

Healow App Instructions

Follow these instructions to download the Health app onto your mobile device and book appointments, view your medical records, lab work, and more.

Phone: 423-402-8176

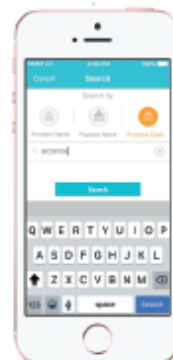
Email: patientservicescatoosa@121.health





Step 1: Download the healow app from App Store (iPhone) or Google Play (Android Phone).

Step 2: Enter the practice code- **CEJABD**



Step 3: Enter your patient portal username and password.

Note: If you do not have a patient portal, please review the patient portal instructions or call 423-402-8176 for assistance.



Step 4: Set up your secure 6 digit pin.



Step 5: Find or schedule appointments, view upcoming appointments, medications, and health records from the wheel on your home screen.

Step 6: To allow access to your virtual H2H visit with your provider, click on Settings in the upper right-hand corner. Click "H2H" then follow the prompts to enroll in your practice, verify your device, and register your number.

Note: 24 hours after your clinic has been enrolled for H2H on the health app, your provider can connect via a virtual visit at the time of your appointment. Please watch for a call from your provider to your mobile phone via the Healow app.

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