

Health Records on iPhone FAQ

General

1. What is Health Records on iPhone?

- Health Records is an expanded version of the Health app already found on every Apple mobile product. It allows you to download, manage and utilize a personal copy of your health records from multiple institutions directly from your device.
- It does this by connecting your Health app to a participating hospital's patient portal, allowing you to download a copy of your health information onto your phone or device. This data can then be combined with your own self-generated data (e.g. apps tracking activity level or glucose levels).

2. How do I access the Health Records feature?

- If you would like to download a copy of your health records onto the Health app, you will need to first complete a one time set up for each patient portal you would like to link with the app.
- As a WCH patient you will need to have a myHealthRecord account and use your myHealthRecord log-in information to verify your identity. For more information on how to set up a myHealthRecord account click [here](#).

3. I have a myHealthRecord account, how do I download the Health Records feature?

- We have created a quick start guide and manual for patients outlining how to download the Health Records feature, to access it click [here](#).

4. Do I have to use Health Records on iPhone if I am a patient at WCH or if I use myHealthRecord?

- No, you're not required to use the app. It is an optional feature for you to use if you want to, once you have read Apple Health's terms and conditions of use and satisfied yourself that Apple's privacy and security measures are acceptable to you.

5. How often does the app synchronize with myHealthRecord and update?

- You will need to consult Apple's user information to find out how often the app will synchronize with myHealthRecords. Synchronizing is not within the control of WCH and the frequency could change without notice to WCH. WCH does not have any control over the app or how often it updates, that is entirely under the control of Apple.
- Women's College Hospital cannot guarantee that myHealthRecord will be continually up to date with each patient's latest information. MyHealthRecord data is not a replacement for medical advice and it may not contain your most up-to-date or accurate health information. Once you have authorized the release of your data to Apple or any other third party, WCH can no longer guarantee the privacy, accuracy or security of the data. Patients should always consult with their physician or healthcare provider before making decisions related to their health and ensure that care providers are aware that myHealthRecord information and Apple Health data may not be the most recent information available and accuracy is not guaranteed.

6. My recent imaging results are not listed in the app, why?

- The Health Records app currently does not support imaging data. If you would like to view your imaging data, you can do so by logging into your myHealthRecord account from your web browser.

7. Can I pick which information is downloaded to the app?

- Once you have authorized the app to access your myHealthRecord content, all of your information on the myHealthRecords portal will be released to the app. You cannot select which content can be downloaded. If you do not feel comfortable or do not consent to having all of your myHealthRecord data released to the app, please do not authorize Women's College Hospital to release your data.

8. I want to cancel the app's access to myHealthRecord, can Women's College Hospital do that for me?

- Once you have allowed the app to access your data, Women's College Hospital cannot terminate access for you. You have a few options to restrict or terminate the app's access:
 - follow the app's process to restrict access;
 - visit the "manage my linked apps and devices" page in myHealthRecord, which will allow you to remove access and prevent future syncing between the app and your health record account; or
 - change your myHealthRecord portal password, so that the app is unable to access or update information from the portal.
- It is important to note that terminating the app's access to your myHealthRecord portal does not delete any data that the app may have previously downloaded onto your phone or device. It simply prevents the app from being able to access future information.

9. Does Apple Health Records replace my official medical record?

- Neither myHealthRecord nor any third party that you may authorize WCH to release your data to is intended to replace your official patient medical record. Before making a decision regarding your health, you should always consult with your physician or healthcare provider.

10. Can I access my COVID-19 test results through Health Records on iPhone?

- You can check and print your results online within 48-72 hours (depending on volume, this may vary) at the Ministry of Health website: <https://covid-19.ontario.ca>. An OHIP # is required.
- If you are registered with [My Health Record](#), you can check your results with your OHIP # or MRN # which is given to you prior to your test. Please keep this number so you can access and print your test results online.
- Please contact our Health Information department at :416-323-6098 or by email at: requestforrecords@wchospital.ca for a copy of your test results if you are unable to access them online. Please note this may take up to 5 business days.
- In addition, you may also view your COVID-19 test results through Health Records on iPhone.

Privacy and Security

1. Is Apple accessing or storing my personal health information?

- Apple issued a statement [here](#) confirming that your data is not accessed or stored by Apple in any way as of February 11, 2019. Please refer to Apple's Privacy and Security terms for the most up to date information.
- Once your health data has been downloaded to your device, you become the owner and custodian of the data and are responsible for managing who you share your data with including the Apple Improve Health Feature and third party applications.

2. What happens when I share my health data with third party apps?

- For information on any third party app's privacy and security measures, you should read the app user information. An app's privacy and security measures are entirely under the control of the third party app and the measures they use may change over time. You should only make the decision to authorize the download of your personal health information to the third party app if you are comfortable with the privacy and security standards that the third party app has in place. Once you have authorized the third party app to download your information, WCH no longer has control over it and your information is no longer subject to WCH's privacy and security measures and standards.

3. What is the Improve Health feature? Should I use it?

- The Improve Health feature provides you with the option to share your data with Apple to improve the Health app's performance. Women's College Hospital does not recommend that you use this feature.
- Once you transfer your health records data to the Health app, you are responsible for managing and protecting the data on your phones and devices. And you determine which third party apps you will share your health data with. Each third party app will have its own policies and procedures for how they guard and share your data. Learn how to view and manage the [applications that have requested access to your Health Records](#).

4. If I believe that my personal health information has been misused or that there has been unauthorized use of my personal health information, what should I do now?

- You should immediately terminate access to your data by the third party app that you believe has misused or allowed an unauthorized use of your data. Keep in mind that the more access you give, the more difficult it may be to identify the source of the breach.
- As outlined in the terms of use agreement, once you approve an app's access to your myHealthRecord data, WCH no longer has control over the privacy, security or protection of your data and is no longer responsible for the use, security or privacy of your data. Once you transfer your health records data to an app, you are responsible for managing and protecting the data on your devices and for any further access by third parties that you may decide to permit.
- If you believe your personal health information has been misused in any way or that there has been unauthorized use of your personal health information, please contact our privacy department: privacy@wchospital.ca or by phone at 416-323-7702.

5. What are the risks when my personal health information is transferred from myHealthRecord to the Apple Health app?

- Transferring any information over the internet always contains the possibility of risk, including the possibility that your data will be lost, stolen or misused.
- Apple Health uses FHIR (Fast Healthcare Interoperability Resources), an industry standard for transferring electronic medical records.
- If you do not feel comfortable accepting the possibility of risk when transferring your personal health information to the app, then please do not participate in Apple Health.

6. What measures are in place to keep my data secure once it is transferred to the app?

- Your health records data is encrypted and protected with your iPhone passcode, Touch ID or Face ID. Once a patient transfers her or his health records data to the app, you are then responsible for managing and protecting the data on your phones and devices. Each additional third party app on your device that requests access to your health data must be given permission by you to gain access. We strongly encourage you to carefully read the privacy and data use policies of each third party application you choose to allow to have access to your health data on your device.

7. Why did I receive an email/text/phone call from Women's College Hospital requesting my username and password for myHealthRecord so that I can be signed up for the app?

- Women's College Hospital will never ask you for your personal health information or myHealthRecord information via email, text or over the phone. If you do receive such a request, do not respond as it may be an attempt by an outside party to fraudulently obtain your personal information. Please contact our privacy department immediately if you receive a request of this nature: privacy@wchospital.ca or by phone at 416-323-7702.