

## **FAQ – Health Records on iPhone**

### **What is Health Records on iPhone?**

Health Records on iPhone makes it easy for patients to see their available medical data from multiple affiliated healthcare providers whenever they choose.

The Health Records on iPhone feature is part of the Health app, which also shows activity, heart rate, nutrition and other health data consolidated from iPhone, Apple Watch and HealthKit-enabled third-party apps.

The feature is only available to St. Joseph's Healthcare Hamilton patients who are currently enrolled in a clinic that is using the hospital's secure patient portal, [MyDovetale](#).

### **What are the benefits of Health Records on iPhone?**

Health Records on iPhone enables patients to consolidate health data from multiple participating medical providers. It creates a direct connection between medical institutions and a patient's iPhone, allowing a central view of allergies, conditions, immunizations, lab results, medications, procedures and vitals.

Patients can share consolidated health data with other people in-person, including clinicians and caregivers, to manage and monitor their health in between medical appointments.

### **How do St. Joe's patients access Health Records on iPhone?**

St. Joseph's Healthcare Hamilton patients can access Health Records on iPhone from within the Health app and can download their health records by selecting "St. Joseph's Healthcare Hamilton" and authenticating with their MyDovetale patient portal username and password to access health data.

### **What is MyDovetale, and how do I access it?**

MyDovetale is a secure online portal designed for St. Joseph's Healthcare Hamilton patients to access their health information and engage with their healthcare team. MyDovetale enables patients, their families, and members of their support network to take a more active role in managing their care and monitoring their health.

MyDovetale provides:

- A view of current health information, medication list, allergies, medical history, lab test results and diagnostic imaging reports.
- The opportunity to securely message members of a patient's care team, including nurses, physicians and support staff of the participating clinic(s).
- A view of all appointments at St. Joseph's Healthcare Hamilton, and the ability to cancel and request appointments at participating clinical areas
- The ability to have virtual visits with their care team.

Information about how to access and use MyDovetale can be found in the [MyDovetale Patient Guide](#).

### **How are MyDovetale and Health Records on iPhone linked?**

MyDovetale records are downloaded into the Health Records on iPhone feature in the Health app. St. Joseph's Healthcare Hamilton patients can access Health Records on iPhone from within the Health app and can download their health records by selecting "St. Joseph's Healthcare Hamilton" and authenticating with their MyDovetale patient portal username and password to access health data.

### **What devices can I use to access Health Records on iPhone?**

Health Records on iPhone is available via Apple's Health App on iPhone and iPod touch.

### **If I use Health Records on iPhone, will Apple have access to my health data?**

Through Health Records on iPhone, St. Joseph's Healthcare Hamilton health data can be stored on a patient's iPhone, and is protected through a direct, encrypted connection between the device and our health records system. Once downloaded, patient data is only stored on the iPhone, unless a patient elects to back up their health information on Apple's iCloud.

*Please note, while Health Records on iPhone security features have been reviewed by St. Joseph's Healthcare Hamilton, the feature is a separate platform from the hospital's digital medical records platform, MyDovetale. As such, patients who elect to use Health Records on iPhone do so at their own risk.*

### **How secure is my health data when using Health Records on iPhone?**

Apple designed Health Records on iPhone to protect patients' privacy through a direct, encrypted connection between the user's iPhone and the healthcare organization. Downloaded health records data is stored on-device and encrypted with the user's iPhone passcode, Touch ID or Face ID.

Apple worked with the healthcare community to take a consumer-friendly approach, creating Health Records based on Fast Healthcare Interoperability Resources (FHIR), a standard for transferring electronic medical records.

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### **How can I learn more about Health Records on iPhone?**

You can learn more about Health Records on iPhone by visiting: [www.apple.com/ca/healthcare/health-records/](http://www.apple.com/ca/healthcare/health-records/).