

## **FAQs: Sharing my health information with another app**

**Q: Will the app I choose protect my MyChart personal health information?**

**A:** HonorHealth does not endorse any vendors developing an app to connect and import your data into their environment. It's recommended that you read the app's Terms and Conditions.

**Q: What apps can I share my health information with?**

**A:** HonorHealth does not endorse any particular app vendor. The health system simply gives you the ability to share your personal health information electronically, if you choose to do so.

*Note - At this time, sharing health information technology with apps is very much in its infancy. Please ensure that you read their Terms and Conditions, and fully agree with the access you are about to provide.*

**Q: How does sharing info with an app work?**

**A:** We have worked with our electronic health record vendor, Epic, to allow for an app to securely connect to MyChart. You determine which app(s) you wish to use and what information you wish to share. Follow the app's instructions.

*Note - HonorHealth is not responsible for testing these apps.*

**Q: I'm worried about my health information security. Can you tell me more?**

**A:** You are in control. You must have an active MyChart account in order to exchange information. Your MyChart username and password are your authentication for MyChart to share the requested information with the app. Sharing information between the app and MyChart is time limited based on the selection that you made when creating the connection (up to one year).

**Q: Will I have to sign into MyChart each time I want to share information with an established app?**

**A:** No, the application will have access that you can revoke up until the point when you created the link (up to one year). You will have to sign in to authorize it after that time.

**Q: How can I revoke sharing my health information with an app?**

**A:** This can be done in two different ways:

1. In MyChart, go to *Settings*. Click on *Linked Apps and Devices*. In the *Services Accessing MyAccount* section, locate the app link you wish to remove. Click *REMOVE ACCESS* button.
2. From within the linked app, follow their instructions to revoke information sharing.

**Q: I've located an app that allowed me to connect to my HonorHealth MyChart data, but when the app attempted to import data, nothing happened. What should I do?**

**A:** Contact the app vendor and ask them to work with Epic directly.

**Q: Some of my data appeared to be incorrect when I used the app to import my data. What should I do?**

**A:** Contact the app vendor.

**Q: I can't get into my HonorHealth MyChart account. What should I do?**

**A:** On the MyChart home page, click *Forget username* or *Forget password* to reset this information. If you're still having issues, please contact the HonorHealth Customer Navigation Center by calling 623-580-5800.