Health Records on iPhone for PeaceHealth patients
FAQs

PeaceHealth now supports Health Records for iPhone users with Apple’s Health app.

How does this iPhone feature benefit patients?
Empowering patients to view and track their health information can help them get and stay engaged in living a healthier lifestyle. When patients have their medical information organized into one view right on their iPhone, it can help them better understand their overall health and provide key elements of their medical history when visiting a new doctor.

Who can use this iPhone Health app feature?
The Health app, which comes installed in all iPhones, is available to PeaceHealth patients with an iPhone running iOS 11.3 or later.

How do I access my health records on the iPhone Health app?
Getting your health records into your iPhone is simple:

1. **Go to the Health Records section of the Health app**,  
2. **Search for PeaceHealth** *(Because all PeaceHealth locations use one, integrated electronic record you can select any PeaceHealth site to access your complete health record)*,  
3. **Log in with your existing My PeaceHealth credentials**.

After you log in to the Health app once, your health records will start to appear, and you will be notified when new records are ready to view. Your health record data is kept secure, because it is encrypted and protected with the passcode on your iPhone.

Do I need to have a My PeaceHealth account to use this app feature?
Yes, you must have a [My PeaceHealth account](https://www.peacehealth.org) to use this iPhone Health app feature. My PeaceHealth is an online tool that offers you personalized and secure online access to portions of your medical record.

How do I create a My PeaceHealth account if I don’t have one?
If you want to create a My PeaceHealth account, your clinic care team can sign you up while you’re in the clinic. Otherwise, at the end of your visit, you will receive an activation code that you can use later at your own computer. This code will enable you to login and create your own username and password. If you lose your activation code, you can call the clinic to have a new activation code mailed to you or get one at your next visit.

How is Health Records on iPhone different than My PeaceHealth?
My PeaceHealth is the online patient portal, giving patients access to their PeaceHealth medical records. The collaboration with Apple complements the My PeaceHealth portal. My PeaceHealth will continue to provide patients a direct connection to all of the services PeaceHealth provides. The Apple Health app can incorporate additional health records from other health systems, plus a patient’s health records from My PeaceHealth so you can see all comprehensive health records in one place. You can also view other health data in the app (such as fitness and nutrition information), creating a more holistic view of your health.
Is my personal health data safe?
Apple is providing the ability to request and download your health records through a direct, encrypted connection between your iPhone and the application programming interfaces (APIs) provided by PeaceHealth. As part of this feature, Apple is not creating, receiving, maintaining or transmitting protected health information (PHI) for or on behalf of PeaceHealth.

When health record data is transferred from PeaceHealth to the Health app, it is encrypted and does not go through Apple's network. When your iPhone is locked with a passcode, Touch ID or Face ID, your health data in the Health app is encrypted on the device. If you choose to sync your data with iCloud, it is encrypted while in transit and at rest.

Once the data is in the patient's hands, it's the patient's responsibility to protect the data by keeping the iPhone locked and secure, as well as carefully considering whether it's appropriate to make it accessible via iCloud.

How can I get more information?
For more information about the Health app, please visit apple.com/health.