

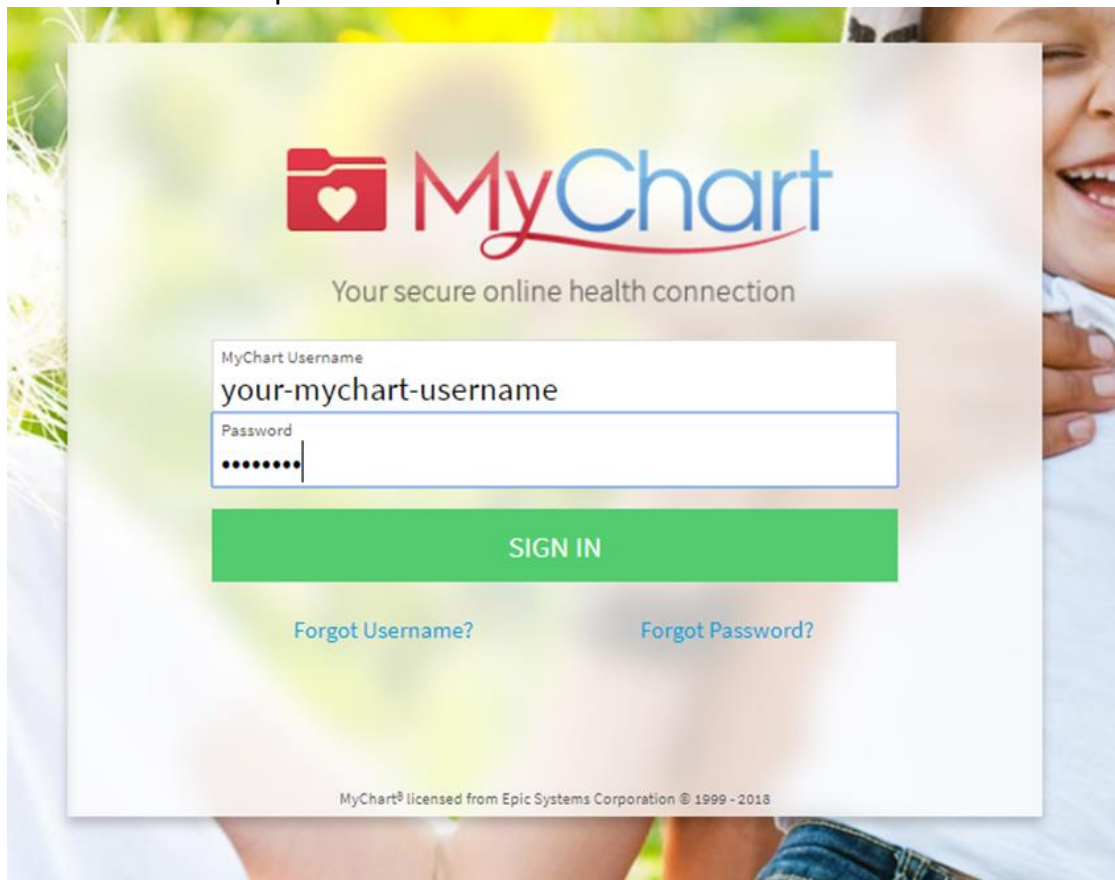
Your Health Record and Client Portal

How to allow a third-party app to access your health record

Members can use special applications (apps) to see parts of their health record for their own use. These apps can show lab results, allergies, medications, and vaccines you've had.

To let the app to get your health data, follow these steps (the pictures might look different based on your healthcare provider):

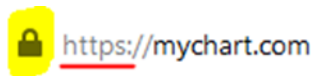
1. Make sure you have a MyChart account. You will need your login. MyChart is a name for a health portal.
2. Open the application on your phone. Carefully read the app's rules and agreements.
3. The app may ask you to pick your healthcare provider from a list. Choose your healthcare provider.
4. You will be taken to your provider's MyChart login screen. Enter your username and password to continue.



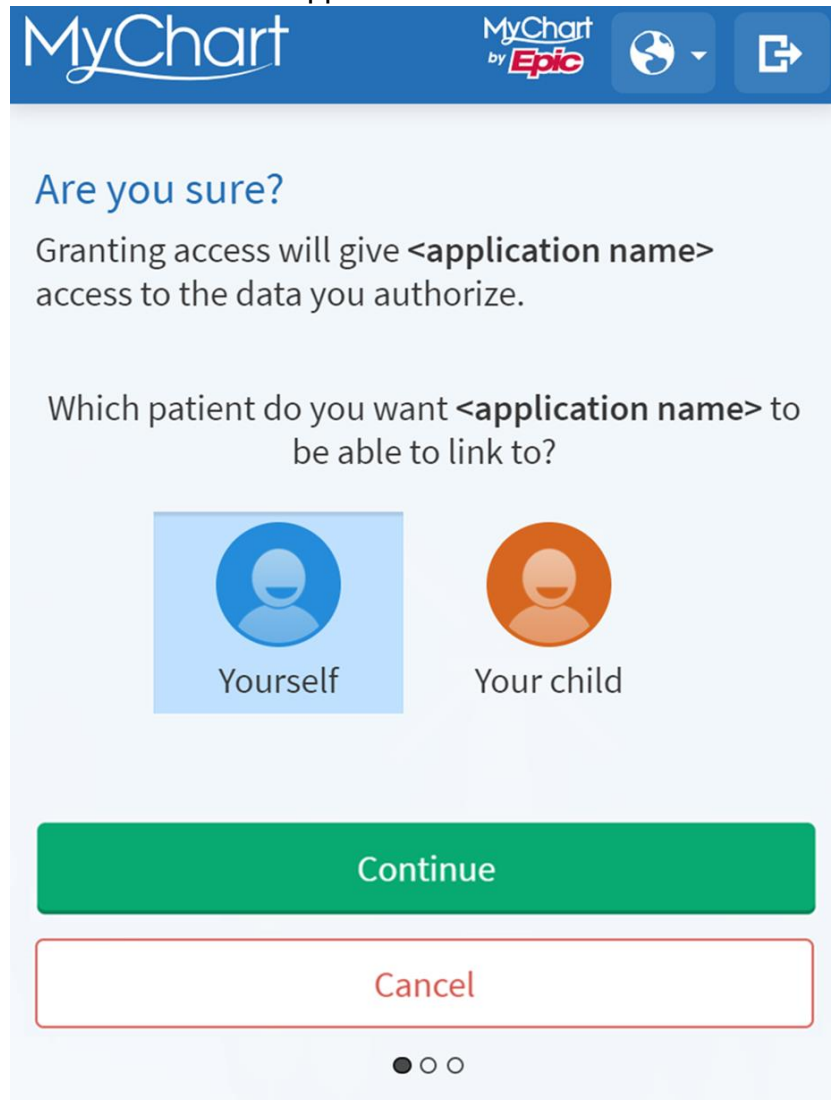
Note: Do not share your password with another person or application. This page lets you share your health record safely without giving your password. The logo and background image on this page might look different for each of your healthcare providers, but the page should be similar overall, with the Epic Systems Corporation copyright at the bottom of the screen.

For security, look at the URL at the top of the browser window to make sure :

- The website name matches your healthcare provider
- The URL starts with https:// or has the lock icon:



5. If you're using another person's account, you'll need to choose which account you want to connect the app to.



6. You may see a page with details about the application. These details come from a form that the app creator fills out, such as how the app is funded, if it shares your data with others, and if you're able to delete or see records its collects. Read this information carefully and decide if you want the app to access your health information. If you agree, click "Allow Access."

7. Here's an example of an app that has filled out the form with useful information:

MyChart MyChart by Epic End session

Are you sure?
Granting access will give <application name> access to the data you authorize.

<application name>, provided by <application developer>, is not affiliated with your healthcare provider. <application developer> is not obligated by HIPAA privacy guidelines to protect your health information.

<application developer> has said that it:

- ✓ Does not sell your data.
- ✓ Will not share your data without your specific permission.
- ✓ Does not use your data for marketing or advertising.
- ✓ Does not use your data to gain insights about your family.
- ✓ Does let you delete all your health data that it has stored.

[Learn more](#)

Continue

Deny access

Back

- Example of an app that has not filled out the form:

MyChart MyChart by Epic End session

Are you sure?
Granting access will give <application name> access to the data you authorize.

Privacy Risk

<application name>, offered by <application developer>, is not affiliated with your healthcare provider and not obligated by HIPAA privacy guidelines to protect your health information.

<application developer> has not shared if it:

- ⚠ Sells your data.
- ⚠ Shares your data without your specific permission.
- ⚠ Uses your data for marketing or advertising.
- ⚠ Uses your data to gain insights about your family.
- ⚠ Stores your health data permanently.

[Learn more](#)

Deny access

Continue

Back

8. Sometimes you can choose what information you want to share. For example, the app wants to access your allergies, appointments, care plans, and results. If you don't want to share your allergy information with the app, you can click the 'allergies' card to remove that information from being shared.

MyChart MyChart by Epic End session

What would you like to share?

Ben's Test App 3 is requesting the following types of information. Select the information you want to share:

- Allergies Allergies
- Appointments Appointments
- Care Plans
 - Appointments
 - Health Goals
 - Medical Conditions
 - Procedural and Diagnostic Orders
- Results Lab Results

[Details and more options](#)

9. You can choose how long the app can access to your information. If any new information is added to your medical record during this time, the app may have access to that new information too.

* How long would you like <application name> to have access to your information?

1 hour	1 day
1 week	1 month
3 months	6 months
1 year	

<application name> will have access to your information for 3 months, until **Thursday February 3, 2022 9:21 AM CDT**.
 <application name> may access your information even when you are not using that app, and you can revoke access at any time.

Deny access

Allow access

[Back](#)

10. You can check and remove the app's access to your health data any time by going to the 'Manage My Linked Apps and Devices' page in MyChart.

MyChart

Menu Visits Messages Test Results Medications

Manage My Linked Apps and Devices

Apps Accessing Your Account

You can manage apps accessing your MyChart information here. You can stop sharing your information with an individual app at any time. Providers at other organizations could still access your information for the purpose of your care. For more information, please call our MyChart patient support line at (555) 555-5555. [Review who's accessed my record.](#)

Verified with MyChart login

<application name> [Stop sharing](#)

Expires Monday March 27, 2023 02:30 PM CDT
[Review Privacy Answers](#)

Access permitted for:
Allergies, Care Plans, Demographic Information, Health Goals, Health Issues, Health Observations, Immunizations, Implants, Medications, Procedures, and 3 more

Reminders:

- Only share your health information with people and apps you trust.
- Once you let your information be sent to a third party, your provider is no longer responsible for the security of your health information.
- Be careful when sharing your health information with mobile applications or other third parties.

HIPPA-covered entities are:

These organizations must follow HIPPA privacy rules and must protect your data.

- Most health care providers, like doctors, clinics, pharmacies,
- Health plans, health care clearinghouses, and their business associates.

Organizations not required to follow HIPPA laws and do not have to protect your data:

- Life insurance companies
- Employers
- Workers' compensation carriers
- Schools and school districts
- State agencies and government offices
- Law enforcement
- Most third-party applications

Filing a Complaint

If you think your healthcare data has been misused or an app has used your data inappropriately, you can file a complaint.

1. The San Francisco Department of Public Health Compliance and Privacy Hotline: The hotline is an anonymous way to report suspected wrongdoing, including privacy concerns, ethical concerns, or other incidents of wrongdoing. The hotline is available 24 hours a day, 365 days a year.

- Report by phone: 855-729-6040
- Report by email: compliance.privacy@sfdph.org

2. If it is a covered HIPPA entity, you can submit a complaint to the HHS Office for Civil Rights:

- Electronically: Visit the OCR Complaint Portal at https://ocrportal.hhs.gov/ocr/cp/wizard_cp.jsf
- Complaint forms are available here: <https://www.hhs.gov/hipaa/filing-a-complaint/complaint-process/index.html>

3. For non-covered HIPPA entities, like mobile applications or other third-parties, submit a complaint to the Federal Trade Commission:

- <https://reportfraud.ftc.gov/>