

Sharing your health information with another app

This tip sheet details MyChart API support to assist you in sharing your health information with another mobile application.

If you'd like to use an app to access and import your health information, WellStar Health System gives you the ability to exchange information. You must have an active WellStar Health System patient portal (MyChart) account because the security you set – user name and password – would be your authentication for MyChart to share designated information with the app. Another security feature is a time limit for the session connection between the app and your MyChart.

Follow the app's instructions. If available, the information you may choose to share includes allergies, conditions, medications, lab tests, family history, goals, immunizations, procedures, smoking status, vital signs, and document reference.



Try It Out

Permitting information sharing:

1. Choose an app you wish to share your health info with OR respond to an app requesting you to share your health info.
2. Read the app's Terms & Conditions.
3. Follow the app's instructions.
4. At the WellStar Health System MyChart login screen, enter your user ID and password to allow health information sharing with the app.
5. Return to the app to complete any remaining steps.

Stopping information sharing via MyChart:

1. Log in to your WellStar Health System MyChart account.
2. Go to Settings.
3. Click on Linked Apps and Devices.
4. In the Services Accessing My Account section, locate the app link you wish to remove.
5. Click REMOVE ACCESS button.
6. Log out of MyChart.

Frequently Asked Questions:**Q. Will the app I choose protect my MyChart personal health information?**

A. WellStar Health System 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. WellStar Health System does not endorse any specific app vendor. The health system simply gives you the ability to share your personal health information electronically, if you choose to do so. Note - Sharing health information technology with apps is very much in its infancy.

Q. How does sharing info with an app work?

A. We have worked with Epic, our electronic health record vendor, 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 instructions. Note - WellStar Health System is not responsible for testing any app you might choose.

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 user name 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 (60 minutes).

Q. Will I have to sign in to MyChart each time I want to share information with an established app?

A. Yes. As a security feature, each time you wish to share your health information with that app, you'll need to re-authenticate with MyChart by entering your user name/password.

Q. How can I stop sharing my health information with an app?

A. You can do this in two ways. Within MyChart, you can delete the app link at any time to discontinue information sharing (go to Settings). From within the app, follow their instructions to stop information sharing.

Q. I located an app that allowed me to connect to my WellStar Health System 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 WellStar Health System MyChart account. What should I do?

R. On the MyChart home page, click on "forget user name" or "forget password" to reset this information. If you're still having issues, contact our MyChart Service Desk at phone: 470-644-0419 or email: mycharthelp@wellstar.org.

Note: If you have any other questions or need further assistance, please contact our service desk. Hours are Monday through Friday, 8:30 a.m. to 5:00 p.m. You can contact the MyChart Service Desk by phone at 470-644-0419, by e-mail at mycharthelp@wellstar.org, or by fax at 770-999-2306. Remember, MyChart is NOT to be used for urgent needs. For medical emergencies, dial 911.