

# Frequently Asked Questions



**Q.** Which health apps are available to connect with my Cerner Health account?

**A.** HealtheLife (for iPhone and Android users), which is the Fort HealthCare MyCompass mobile app, and Apple Health (for iPhone), which is a health app provided by the Apple Company.

**Q.** Is MyCompass the same thing as Cerner Health?

**A.** No – MyCompass is the name of the patient portal/electronic health record product, and Cerner Health is Fort HealthCare’s information technology partner and creators of MyCompass. You must have a Cerner Health account created first (done through an email invitation from your Fort HealthCare provider) before you can connect to a MyCompass account.

**Q.** How do you connect my Cerner Health account to the HealtheLife app?

**A.** See “Connecting to Health Apps” patient handout, or visit [FortHealthCare.com/HealthApps](http://FortHealthCare.com/HealthApps).

**Q.** How do you connect Apple Health to my Cerner Health account?

**A.** See “Connecting to Health Apps” patient handout, or visit [FortHealthCare.com/HealthApps](http://FortHealthCare.com/HealthApps).

**Q.** What if I can’t remember my Cerner Health login credentials?

**A.** If you are experiencing any problems with your MyCompass or Cerner Health account, you can contact the Cerner Customer Service number 24/7 at 1-877-621-8014.

**Q.** What are the benefits of using Apple Health with my Cerner Health account?

**A.** While enjoying the features of the Apple Health app, you can also connect to certain parts of your personal health record through the app and share it with members of your healthcare team when needed. This is a particularly helpful benefit if you are visiting with a healthcare provider that is outside of Fort HealthCare’s network of providers.

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**Q.** Can I connect to both the Apple Health and HealthLife apps?

**A.** Yes.

**Q.** Who can I talk to about connecting to a health app?

**A.** We encourage you to speak with someone in our Health Information Management department. They can be reached during normal business hours at 920-568-5188.

**Q.** Is my personal health information safe and secure if I use a health app?

**A.** Yes. We follow strict protocols to ensure your identity and health information is kept safe and secure.

**Q.** How do I know if I have a Cerner Health account already?

**A.** If you have access to the MyCompass patient portal, then you would have had to have a Cerner Health account created. If you participated in a Fort HealthCare Community Wellness Challenge and needed to create a Cerner Health account for that, the same login credentials could be used to activate a MyCompass account, but you need to receive an email invitation from your provider's office in order to activate your MyCompass account.

**Q.** What if I have a health record/mobile app with a non-Fort HealthCare organization – like SSM Health/MyChart?

**A.** In order to connect to another health app, such as Apple Health, you would need to check with your provider to see if they are an Apple Health partner before you can connect to the app. Fort HealthCare's MyCompass patient portal is on the list of approved healthcare systems that currently work with Apple Health.

**Q.** What if I want to connect MyCompass to a different health app than what is currently available to me?

**A.** Please contact our Health Information Management department at 920-568-5188 with your request, and we will review it with our technology teams.

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**Q.** Can I message my provider from these health apps? Or view visit notes? Refill prescriptions? Can I request an appointment?

**A.** If you are a MyCompass user with the HealthLife mobile app installed on your mobile device, you can message your provider, view visit notes, refill prescriptions, and request appointments through the app interface. You cannot message your provider or take advantage of those features using the Apple Health app.

**Q.** What information will be shared in a health app like Apple Health?

**A.** You will be able to view and share basic health information such as your current medications, allergies, immunizations, and current health-related problems listed in your electronic health records.