



# Registering your Organization for Health Records on iPhone

## Getting Started Guide

September 2020

## Registering your Organization for Health Records on iPhone: Getting Started Guide

Before registering your organization for Health Records on iPhone, please read through this guide and follow the steps outlined below.

### WHO SHOULD REGISTER

Health Records on iPhone registration is for healthcare organizations who wish to enable their patients to be able to download their health records onto their iPhones. Pre-requisites for an organization's participation include having an existing patient portal, or similar mechanism, for patients to authenticate electronically with your organization and having deployed FHIR APIs for patient-facing access.

### WHY REGISTER

#### Registering for Health Records on iPhone:

- Allows your organization to be featured in the Health Records directory in the Health app
- Once your organization is registered and published in the Health app, your patients will be able to search for your listed brands and locations, authenticate, and download their health records securely in the Health app through a direct, encrypted connection between your organization's FHIR APIs and the user's iPhone.

### WHERE TO START

You can register your organization to be listed in the Health Records directory in the Health app using Apple Business Register. To support Health Records on iPhone, your organization must have deployed and configured FHIR APIs in a production environment for patient-facing access according to the [HL7 Argonaut Data Query Implementation Guide](#).

Your electronic health record (EHR) vendor will help you determine if your organization's FHIR APIs are deployed and configured for patient-facing access. They will also guide you through any EHR-specific details to ensure your organization is ready to register with Apple for Health Records on iPhone.

## Registering your Organization for Health Records on iPhone: Getting Started Guide

The following countries and EHR implementations are currently supported with more being added over time:

In Canada:

- Epic 2019

In the U.K.:

- Cerner Millennium with Ignite APIs
- Allscripts Sunrise

In the U.S.:

- Allscripts TouchWorks, Professional, Sunrise, or HealthGrid
- athenahealth
- Cerner Millennium with Ignite APIs, CommunityWorks, or Powerworks
- CPSI Evident Thrive
- Epic 2017, 2018, 2019 and 2020
- MEDITECH Expanse/ 6.0, Client/Server, or MAGIC
- TalkEHR

If your organization has deployed a custom FHIR API, contact Apple at [health\\_records\\_support@apple.com](mailto:health_records_support@apple.com).

## WHO TO INVOLVE

Registering for Health Records on iPhone requires basic information about your EHR gateways, FHIR APIs, brands and locations, as well as, explicitly accepting Apple's Directory Listing agreement. These activities broadly span four general roles outlined below. It is possible for one person to fulfill more than one role.

1. **Administrative Contact:** The person who manages the process of registering your organization with Apple. Larger organizations often appoint a program or project manager who will collect and organize the necessary information, and involve appropriate individuals and departments throughout the registration process.

## Registering your Organization for Health Records on iPhone: Getting Started Guide

2. **Technical Contact:** The person who understands how your FHIR APIs are configured, creates and maintains a test patient per Apple guidelines, and works with the administrative contact throughout the registration process. This may be a person from your organization or a designated stakeholder from your EHR vendor.
  
3. **Signing Authority:** The person who is authorized to review and accept legal agreements on behalf of your organization. Apple will send them the Health Records Directory Listing (HRDL) Agreement in an email. All organizations need to accept the HRDL Agreement prior to participation.
  
4. **Marketing Contact:** The person who can help define how your organization should be listed in the Health Records directory and which brand information to use for your listing. This person will also receive information from Apple about how to promote your organization's participation in Health Records on iPhone.

## INFORMATION NEEDED TO REGISTER

### 1. Business Information

- Brand name and logo for your organization. You can manage multiple brands as needed.
- Location names, addresses, phone numbers and URLs for each care location that will be listed in the Health app.

### 2. Technical Information

- A test patient with completely fictitious data is required in your production environment that Apple will use to validate your FHIR APIs during initial configuration and for testing ongoing availability of the APIs. You will need to provide Apple with the username and password for this test patient account for periodic testing of connectivity with the Health app.
- FHIR-based URL and the URL for your patient portal home page or website.

## Registering your Organization for Health Records on iPhone: Getting Started Guide

- An OAuth 2.0 patient authentication flow using a mobile-first, responsive design through which patients can authenticate. This OAuth page should include a link for new patient sign-up.

## TERMS AND CONDITIONS

When you apply to list your organization in the Health Records directory, Apple will send an email to your signing authority with the terms and conditions contained in the Health Records Directory Listing Agreement, which is required in order to participate in Health Records on iPhone. The signing authority can accept the terms and conditions within the body of the email without needing to sign in to Apple Business Register. For additional information regarding the HRDL Agreement, please refer to the [Health Records Directory Listing Agreement FAQs](#).

## PROCESS

- **Expected Timeline:** For customers of supported EHRs, the process of registering for Health Records on iPhone can be completed in less than two weeks if you have provided the brand, location and FHIR API configuration information mentioned above. Your organization's patient facing APIs and a minimally specified test-patient must also be deployed in your production environment. Apple will review information submitted throughout the process to ensure a high quality user experience for patients connecting to your organization through the Health app.
- **Preview Link:** Once your organization has accepted the HRDL Agreement and your test-patient passes the Apple validation process, you will have access to a preview link so you can preview and test Health Records on iPhone using your test-patient or data from your employees who may, upon consent, volunteer using their own data. This link may only be used for these internal testing purposes and may not be shared beyond your organization. Organizations can then activate their listings in the Health app after previewing their data with the preview link.

## MARKETING

Once the signing authority accepts the HRDL Agreement and your test-patient passes the Apple validation process, you will have access to Apple's marketing and communications guidelines. The guidelines include detailed marketing and brand identity guidelines and supporting image and logo assets that will help you promote your organization's participation in Health Records on iPhone to your patients and employees.

## BEST PRACTICES

- **Align across your organization:** If your organization has multiple EHRs, has more than one brand, or is geographically or organizationally complex, we recommend that you communicate and align across your organization to ensure you are coordinating your entire organization's registration with Apple. You can always choose to start participation in Health Records on iPhone with a subset of your EHRs (should you have multiple EHRs) and/or locations and add EHRs and locations over time.
- **Plan how your organization will be listed:** Patients will securely connect to your FHIR APIs by first searching for your organization's brand or locations in the Health Records directory within the Health app.
  - Apple displays the locations that are most relevant to patients based on their current geographic location and based on terms they use to search in the Health app. If the patient has Location Services enabled for the Health app, organizations with locations that are geographically closest to the patient when searching will be displayed among the top results.
  - It is recommended your organization list as many unique locations as you deem appropriate in order to be featured higher in the search results for patients who have enabled Location Services for the Health app.
  - Some organizations prefer to rely on their patients' recognition of their brand name so they associate multiple locations to a single brand name for listing in the Health Records directory. Others prefer to list unique, location-specific names to be associated with some or all of their locations. Organizations will have the flexibility to select the

## Registering your Organization for Health Records on iPhone: Getting Started Guide

options that best suit their communication and branding needs during the registration process in Apple Business Register.

### NEXT STEPS

1. Contact your EHR vendor to confirm your EHR meets Apple's technical requirements for Health Records on iPhone and is deployed for patient-facing access to your FHIR APIs. They can also help you start the registration process.
2. Identify your internal contacts as defined above and begin coordinating across your organization.
3. Begin collecting the business and technical information needed to register. For additional information on supporting Health Records on iPhone, please see [apple.com/healthcare/health-records/](https://apple.com/healthcare/health-records/).