



Connecting Your Phone's Health App to Your Doctor's Portal

Connecting It to Your Doctor's Patient Portal

— An Extended Guide · No. 1759 —

Tech Made Simple. Service Made Personal.

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SUMMARY

The 60-Second Version

If you read one page first, make it this one. Your phone has a health app already on it. On an iPhone it's called Health; on an Android it's Health Connect. That app can link to your doctor's patient portal — the same login you use to see results online — and once it's linked, your records come down to your phone by themselves.

- You connect once, by signing in with your normal portal username and password. After that it updates on its own.
- It pulls things like lab results, medicines, allergies, and immunizations onto your phone, in one place.
- If you see several doctors, you can add each health system, and they all land in the same app.
- It's free, it's built in, and you can disconnect it at any time.
- Which systems and features work varies — check your health system's portal help page if yours isn't there yet.

WATCH OUT

This is information, not medical advice. I help you connect the apps and find your way around them. What your results mean, and any decision about your health, is for your doctor or nurse. If you ever feel truly unwell, don't study your phone — call your doctor, or call 911 in an emergency.

THE BASICS

1. What "Connecting" Actually Means

Your records, copied onto your phone — automatically.

Let's start plain. Your doctor's office keeps your records in a computer system, and you reach them through a patient portal — a website or app where you log in to see results and messages. Your phone also has a health app built in. Connecting the two means teaching the phone's app to sign in to that portal for you and bring a copy of your records down onto the phone.

Once it's done, you don't log in every time. The phone checks in with the portal on its own and quietly updates. Open the health app and there's your latest lab result or your current medicine list, without hunting through a website.

GOOD TO KNOW

This is a copy coming to you, not you sending your life to a stranger. The records already belong to you. Connecting just puts a tidy copy in your pocket.

THE DIFFERENCE

2. The Portal App vs. the Health App

Two different apps — and why you'd want both talking.

People mix these up, so here's the difference. Your portal app — often one called MyChart, or one with your health system's name on it — is the front door to your doctor's office: messages, appointments, bill paying, results. The health app is your phone's own built-in app for health information.

They do different jobs, and connecting them lets the health app show the records the portal holds. You keep using the portal app for messaging your doctor and booking visits. The health app becomes the quick, one-glance view of what's in your chart.

TIP

On an iPhone you may still need the portal app installed and signed in once for the connection to work smoothly. If the health app can't find your records, installing the portal app first often clears it up.

WHY BOTHER

3. Why Link Them at All

The quiet conveniences that add up.

You might wonder if it's worth the fuss. For most people it is, because it turns a chore into a glance. No logging in to a website, no remembering which doctor used which portal — your health information is simply there when you open the app.

- One place for several doctors: your heart doctor, your regular doctor, and the hospital can all feed the same app.
- Your medicine list in your pocket, handy at a pharmacy or a new office that asks what you take.
- Lab results you can scroll back through over the years, not just the latest one.
- A quick way to show a family member or a new doctor your history without digging.

None of it changes your care. It just saves you steps and a little worry about where your information lives.

TWO PATHS

4. iPhone or Android — Which Path Is Yours

The setup differs by the kind of phone you carry.

How you connect depends on your phone. The good news is you only need to know which kind you have, and the rest of this guide walks each one. If you're not sure, the quick tell: an iPhone is made by Apple; nearly everything else — Samsung, Google Pixel, Motorola — runs Android.

- iPhone: you'll use the built-in Health app and a feature inside it called Health Records. This is the most polished path.
- Android: you'll use Health Connect, a built-in hub that lets approved apps share health information with each other.
- Either way, you sign in with the same portal username and password you already use.

GOOD TO KNOW

The iPhone path to pulling doctor's records is more established and works with a long list of health systems. On Android the record-pulling piece is newer, so what's possible depends more on your apps and phone.

IPHONE

5. Finding Health Records on an iPhone

It's hiding in an app you already have.

On an iPhone, the Health app is the white app with a red heart. It came with the phone, so you don't download it. Open it, and along the bottom you'll see a Summary tab and a Browse tab. The records feature lives under Browse.

- 1 Make sure your iPhone's software is up to date first — this feature needs a reasonably current version.
- 2 Open the Health app (white icon, red heart).
- 3 Tap Browse at the bottom right.
- 4 Look for Health Records, or scroll to it; tap to open.

TIP

If you can't find the Health app, swipe down on the home screen and type "Health" in the search bar at the top. It can't be deleted, so it's always there somewhere.

IPHONE

6. Adding Your Health System on an iPhone

Search for your hospital or clinic by name.

Inside Health Records there's an option to add an account — the labels shift a little between iPhone versions, so look for "Add Account," "Get Started," or a plus sign. Tapping it lets you search for the place you get your care.

- 1 Tap Add Account (or Get Started, if it's your first time).
- 2 Type the name of your hospital, clinic, or health system in the search box.
- 3 Pick the right match from the list — watch for the correct city if there are several.
- 4 Tap Connect to Account to move to the sign-in step.

WATCH OUT

If your health system doesn't come up in the search, it may not offer this connection yet. That's common and not your mistake. Check your system's portal help page to see whether they support it.

IPHONE

7. Signing In With Your Portal Login

The same username and password as always.

This is the step that does the real work. After you pick your health system, it asks you to sign in. Use the exact same username and password you use for that doctor's online portal — not your Apple account, not your email. If you've never set up the portal, you'll need to do that first.

You may be asked to approve the connection, sometimes with a code sent by text as an extra check. Once you sign in, your records begin flowing to the phone. The first batch can take a few minutes; later updates happen quietly in the background.

GOOD TO KNOW

This sign-in is one-time. You won't be asked for that portal password every time you open the Health app — only your phone's own passcode or Face ID keeps the records locked up after that.

IPHONE

8. What Shows Up After You Connect

The kinds of records that land on your phone.

Give it a few minutes, then open Health Records again. You'll see your information sorted into tidy categories. Not every office sends everything, but the common ones are worth knowing so you can find what you're after.

- Allergies — what you've told them you react to.
- Conditions — the diagnoses on your chart.
- Immunizations — your shots and the dates.
- Lab results — bloodwork and other tests, newest at the top.
- Medications — your current and past prescriptions.
- Procedures and vitals — things done and numbers measured.

GOOD TO KNOW

Tap any single result to see more detail, including the date and often the lab's normal range. It's a handy way to answer "when did I last have that checked?"

ANDROID

9. Health Connect on an Android Phone

The built-in hub that ties health apps together.

On a newer Android phone, Health Connect is built into the system; on older ones it was a separate app you downloaded from the Play Store. Think of it as a central hub: apps you approve can read and write health information through it, so your step counter and your heart app can share the same numbers.

Health Connect also has a newer Medical Records feature for the kind of information a doctor's office keeps — things like immunizations and conditions — stored in a standard format that supporting apps can use. It's younger than the iPhone's version, so what you can pull depends on your phone and your apps.

GOOD TO KNOW

To find Health Connect, open Settings and search for "Health Connect," or look under a Security & privacy or Connected apps section. Search is the fastest way, since menus differ by phone maker.

ANDROID

10. Connecting Apps Through Health Connect

You approve each app, one at a time.

On Android, the portal connection usually runs through your health system's own app rather than a single built-in Records screen. You install that app, sign in to your portal, and then grant it permission to read or write through Health Connect.

- 1 Install your health system's portal app from the Play Store, if it isn't already on your phone.
- 2 Sign in to the app with your normal portal username and password.
- 3 Open Health Connect in Settings and look at App permissions.
- 4 Grant the portal app the permissions it asks for — and nothing you're not comfortable with.

WATCH OUT

Not every app supports every kind of data, and not every health system offers record pulling on Android yet. If the pieces don't line up, your system's portal help page will say what works on your phone.

WHAT IT DOES

11. The Three Things Connecting Does

Download, gather, and sometimes share back.

It helps to name exactly what the connection buys you. There are three things, and the first two are the ones nearly everyone uses.

- It downloads your records to your phone — labs, medicines, and more arrive and stay updated.
- It gathers several doctors into one place, so you don't juggle a different login for each.
- In some cases it can share data back — readings you log on the phone, like home blood pressures or steps, can flow to the office if they ask for it.

That third one depends entirely on your doctor's setup. Most people start with the first two and never need the third.

ONE PLACE

12. Pulling Several Doctors Together

The real magic if you see more than one.

If you're like most folks past a certain age, you don't have one doctor — you have a regular doctor, maybe a heart or kidney specialist, and a hospital that's done a test or two. Each may use a different portal. Connecting lets you add each one, and they all pour into the same health app.

- Add each health system the same way — search, pick, sign in.
- Results from all of them show together, sorted by date, so you see the whole picture.
- If two offices use the same portal system, you may still need to add each account separately.

GOOD TO KNOW

This is genuinely useful at a new specialist's office. Instead of "I think I had that test last spring," you can open your phone and show them the actual result and date.

SHARING BACK

13. Sharing Your Own Readings With the Office

When the office wants the numbers you log at home.

Beyond pulling records down, some offices want information to flow the other way — home blood pressures, weights, blood sugars, or activity you record on the phone. This is a separate arrangement your office sets up; it isn't automatic just because you've connected your records.

- Ask your office whether they accept data from your phone, and which app they want you to use.
- They'll usually turn on a sharing option on their end and tell you what to tap on yours.
- You stay in control of what's shared and can stop it at any time.

WATCH OUT

Sharing a home reading is not the same as sounding an alarm. Nobody is watching your phone minute by minute. For anything urgent, call your doctor — or 911 in an emergency — rather than assuming a shared number got noticed.

IT VARIES

14. Why Features Differ From Person to Person

What works depends on your system — and that's normal.

If a friend's phone does something yours won't, don't assume you've done it wrong. What's possible depends on three things: your kind of phone, how current its software is, and whether your particular health system has turned the feature on. Those don't line up the same way for everyone.

The most reliable answer always comes from your own health system. They publish a portal help page that spells out what connects, on which phones, and how. When in doubt, that page beats any general advice — including mine.

TIP

Search the web for your health system's name plus "MyChart help" or "portal support," or call the number on your after-visit paperwork and ask for the portal help desk. They answer this question all day.

STAYING FRESH

15. How Records Stay Up to Date

You connect once; it keeps itself current.

The part people love is that this isn't a one-time download that goes stale. After you connect, the app checks back with the portal on its own and brings in new results as they're finalized. A fresh lab result can appear on your phone within a day or two of the blood draw.

Many phones will even nudge you with a gentle notification when new records arrive, so you don't have to keep peeking. You can leave those notifications on or turn them off to taste.

GOOD TO KNOW

Under today's federal rules, most results are released to you as soon as they're finalized — sometimes before your doctor has called. Seeing a result you don't understand first is normal; it isn't a sign something's wrong.

PRIVACY

16. Where Your Information Actually Lives

On your phone, locked behind your passcode.

This is the question I get most, and it's a good one. On an iPhone, the records pulled into Health Records are stored on your phone itself, encrypted, and protected by the same passcode, Touch ID, or Face ID that locks your phone. They aren't posted anywhere public.

- The copy on your phone is for you; it's guarded by your phone's own lock.
- If your phone is set up to back up securely, that backup is protected too.
- Anyone who can't unlock your phone can't open your records.

TIP

This is the best reason to have a real passcode and Face ID or a fingerprint turned on. If your health records live on your phone, a lock screen is what keeps them private. I'm glad to help you set one that's easy for you but hard for anyone else.

PRIVACY

17. Who Can See the Records on Your Phone

The short answer: whoever can unlock your phone.

Because the records sit behind your phone's lock, the people who can see them are the people you let unlock your phone. That's worth a thought if you share a passcode with a grown child, or if your phone unlocks with a face that isn't only yours.

The health app generally doesn't sell your doctor's records or hand them to other apps without your say-so. Still, it's wise to glance now and then at which apps you've given health permissions to, and turn off any you don't recognize or use.

WATCH OUT

Be careful with "free" health apps that ask to read everything in your health app. Give access only to apps you trust and actually use, and only to the data they truly need.

TURN IT OFF

18. Disconnecting on an iPhone

You're never locked in.

Connecting is your choice, and so is undoing it. On an iPhone you can remove a health system's account from Health Records whenever you like, and the records that came from it go with it. Nothing about your actual care changes — this only affects the copy on your phone.

- 1 Open the Health app and go to Browse, then Health Records.
- 2 Find the account or the health system you want to remove.
- 3 Tap it to open its details and look for a Remove or Delete Account option.
- 4 Confirm, and that system's records stop syncing to your phone.

GOOD TO KNOW

Removing it from your phone doesn't delete anything at your doctor's office. Your chart and your portal login stay exactly as they were. You can reconnect later if you change your mind.

TURN IT OFF

19. Disconnecting on an Android Phone

Pull the permissions back any time.

On Android, you undo the connection by taking away the permissions you granted in Health Connect, or by signing out of the portal app. Either one stops the sharing. As on the iPhone, this only touches your phone, not your records at the office.

- 1 Open Settings and go to Health Connect.
- 2 Tap App permissions and pick the app you want to cut off.
- 3 Turn off its permissions, or choose to remove all its access.
- 4 To go further, sign out of or uninstall the portal app itself.

TIP

Health Connect also lets you see and delete the data stored there. If you want a clean slate, that's the place to clear it — your doctor's records stay untouched.

FIRST TRY

20. A First-Time Setup Checklist

Have these ready and it goes smoothly.

Most connection headaches come from missing one small thing at the start. A couple of minutes of prep saves a lot of going in circles. Here's what to have in hand before you begin.

- Your portal username and password — the login for your doctor's online records. Reset it first if you've forgotten it.
- Your phone updated to its current software.
- Your phone's unlock passcode, in case it asks.
- Your phone near good Wi-Fi or signal, so the first download isn't slow.
- A few quiet minutes; the first sync can take a little while.

GOOD TO KNOW

If you've never used your doctor's portal at all, start there. You can't connect a login that doesn't exist yet. Many offices will set one up for you at the front desk or over the phone.

FIX-IT

21. When Your Health System Won't Appear

A calm look before you give up.

You search for your hospital and nothing comes up, or the wrong city shows. Don't fret — this is the most common snag, and it's usually one of a few simple things.

- 1 Try a shorter search — just the main name, not the full legal one.
- 2 Try the parent health system's name, not a single clinic's.
- 3 Check for the right city or state if several share a name.
- 4 Update your phone's software and try once more.
- 5 If it's still missing, the system may not offer this yet — check their portal help page to be sure.

TIP

In our area, the big systems commonly use the MyChart portal, but labels and what's offered vary. Their help page is the honest answer for whether the phone connection is available for you.

FIX-IT

22. When Sign-In Fails or Records Won't Update

The usual culprits, in order.

If the sign-in is rejected or your records stop refreshing, work down this short list. Nine times in ten it's the password or a software update, not anything broken.

- 1 Make sure you're using your portal password, not your email or Apple password.
- 2 Sign in to the portal in its own app or website to confirm the password still works.
- 3 Check for a text code or approval prompt you may have missed.
- 4 Update your phone, then open the Health app again.
- 5 Still stuck? Remove the account and add it back fresh.

GOOD TO KNOW

A paused update is a technology hiccup, not a health one. If you feel fine, there's no need to worry over a record that's a day late to the phone.

MISTAKES

23. Common Mistakes People Make

The traps that send folks in circles.

After doing this with a lot of people, I see the same few mix-ups again and again. Knowing them ahead of time saves you the frustration.

- Typing the Apple or Google account password instead of the portal password. They're different logins.
- Expecting records the instant you connect — the first batch can take several minutes.
- Thinking the health app replaces the portal app. It doesn't; you still message your doctor through the portal.
- Giving up because one system isn't listed, when the others you use might connect fine.

TIP

If anything feels off, the safe reset is almost always: remove the account, make sure the portal password works on its own, then add it back. Clean and simple.

RESULTS

24. Seeing a Result Before Your Doctor Calls

Normal now — and not a reason to panic.

Here's something the connection makes more likely: a new lab result pops onto your phone before anyone from the office has called. Under today's rules, most results are released to you the moment they're finalized. So you may read a number, maybe one flagged high or low, with no explanation yet.

A flagged value doesn't automatically mean trouble. The "normal range" a lab prints is a general guide, not a verdict on you, and one number out of range is often nothing. The person who can tell you what it means for you is your doctor or nurse.

WATCH OUT

I can show you how to find and read a result on your phone. I can't tell you what it means for your health — that's for your clinician. If a result frightens you, message or call the office; if you feel truly unwell, call 911.

YOUR LOGIN

25. Keeping Your Portal Login Safe

The one password this all rests on.

The whole connection hangs on your portal login, so it's worth keeping that login strong and private. Treat it like the key to your medicine cabinet, because in a way it is.

- Use a password you don't use anywhere else, and write it down somewhere safe at home.
- Turn on the extra text-code check if the portal offers it.
- Never give the password to someone who calls or emails claiming to be from the office — they won't ask.
- If you think it's been seen, change it in the portal, and the phone connection keeps working with the new one.

WATCH OUT

No real health system, and no phone maker, will phone you out of the blue asking for your portal password. If someone does, hang up. That's a scam, plain and simple.

QUESTIONS

26. Common Worries, Answered

The things people actually ask me.

"Does connecting cost anything?" No. The health app is free and built in, and the connection to your portal is free too.

"Will my doctor see everything on my phone?" No. Connecting pulls your records to you. It doesn't hand the office your photos, your steps, or anything else unless you set up sharing on purpose.

"If I delete the app's records, do I lose my chart?" No. Your real chart lives at the office. The phone only holds a copy.

"Can I do this if I'm not good with phones?" Yes — it's a one-time setup, and it's exactly the sort of thing I'm happy to sit down and do with you.

FOR THE HELPER

27. A Note for the Family Helper

If you're setting this up for a parent.

If you're the adult child or spouse making this work, a few things keep it smooth and respectful. The records belong to your parent, and the connection uses their portal login — so this is set up on their phone, with their login, as their choice.

- Set it up on their phone, not yours, unless they truly want it on yours.
- Make sure their phone has a lock screen, since their records will live behind it.
- If you need to see a parent's records on your own phone from a distance, that's a different tool — proxy access to their portal.
- There's a companion guide in this series on getting that proxy access set up the right way.

GOOD TO KNOW

Putting your parent's records on your phone with their login is not the same as proper proxy access. For lasting, aboveboard access, use the portal's own friends-and-family feature instead.

MYTHS

28. A Few Myths, Cleared Up

What connecting is — and isn't.

"It puts my records on the internet for anyone." No. It copies them onto your phone, behind your lock screen.

"My doctor can now watch my phone." No. The flow is records coming to you, not your office peering in.

"It costs money or needs a subscription." No. It's free and built into the phone.

"Once I connect, I'm stuck with it." No. You can disconnect in a minute, and your chart at the office is untouched.

A DAY

29. A Day in the Life

What this really adds up to, day to day.

Strip away the setup and here's what it looks like once it's done. You had bloodwork on Monday. Wednesday your phone buzzes gently: new records available. You tap, and there are your numbers, the dates, the normal ranges, all laid out. You scroll, you see one is flagged, and you remember not to panic over a single value.

At your appointment the next week, the specialist asks what medicines you're on. Instead of fishing in your purse for a list, you open the health app and read it right off. When she asks about an old test, it's there too. The visit goes faster, and you leave feeling on top of things rather than scrambling.

GOOD TO KNOW

The point isn't to make you fuss over your health more. It's to put your own information within easy reach, so you spend less time hunting and more time living.

NOTIFICATIONS

30. Managing the Nudges

Keep the helpful ones, hush the rest.

When new records arrive, your phone can let you know. For some people that's a welcome heads-up; for others it's one more buzz they'd rather not have. Either way, you're in charge of it.

- You can turn health notifications on or off in your phone's Settings, under Notifications.
- Leaving them on means you learn about a result without checking.
- Turning them off means your records still update quietly; you just look when you feel like it.
- If a result notification would worry you more than help, it's perfectly fine to switch it off.

TIP

A gentle middle path: keep notifications on but promise yourself not to read into a single flagged number. Note it, and ask at your next call.

ACCURACY

31. When the Records Don't Look Right

The phone only shows what the office sent.

Now and then you'll spot something odd — a medicine you stopped taking still listed, or an allergy that isn't yours. The health app only shows what your doctor's records hold, so a wrong entry there shows up wrong on your phone too. Fixing it means fixing it at the source.

- Note exactly what looks wrong and where you saw it.
- Message or call the office that owns that record to ask them to correct it.
- Once they fix it in their system, it'll refresh on your phone on its own.

WATCH OUT

Don't rely on your phone's medicine list to tell you what to take today if it looks out of date. Go by what your doctor or pharmacist has told you, and get the record corrected.

AT THE VISIT

32. Making the Most of It at Appointments

Turn a copy in your pocket into a better visit.

The connection pays off most at the doctor's office. Walking in with your records on your phone means you can answer the front-desk questions in seconds and steer the visit toward what matters instead of reconstructing your history from memory.

- Pull up your medicine list when they ask what you take.
- Show an old result when a new doctor asks "when was that last checked?"
- Glance at your immunizations when a pharmacy or office asks.
- Jot down any question a flagged result raised, and ask it face to face.

GOOD TO KNOW

Having the record handy doesn't replace the conversation. It makes room for it — less time on "what and when," more on "what should we do."

SAFETY

33. When to Call the Doctor — or 911

The phone is a filing cabinet, not a lifeguard.

I'll say this plainly because it matters. Your records on the phone are a convenience, not a monitor and not an emergency line. Nobody is watching them for you. If you have chest pain, trouble breathing, signs of a stroke, or you simply feel that something is very wrong, don't open an app — call 911.

WATCH OUT

Never wait on your phone in a worrying moment, thinking a result or a shared reading will summon help. It won't. For anything urgent, you reach out — your doctor for concerns, 911 for an emergency.

STARTING OVER

34. If You Get a New Phone

The connection moves with a little nudge.

Getting a new phone doesn't mean losing all this. If you move everything from an old iPhone to a new one, your Health Records usually come along. If you switch from Android to iPhone or the other way, though, you'll generally set the connection up fresh on the new phone — the same way you did the first time.

- iPhone to iPhone: your records typically transfer with your other data; sign in again if prompted.
- Switching between Android and iPhone: expect to reconnect each health system from scratch.
- Either way, your portal login is the key — have it handy for the new phone.

TIP

Setting up a new phone is the perfect time to have me along. We can reconnect your health systems, check your lock screen, and make sure nothing got left behind on the old one.

WORTH IT

35. Is It Right for You?

An honest take, not a sales pitch.

Not everyone needs this, and that's fine. If you rarely look at results and you're happy calling the office when you have a question, you can skip it with no harm done. But if you see several doctors, like having your medicine list handy, or just prefer your information within reach, it's a small setup for a lasting convenience.

- Great fit: several doctors, lots of tests, a long medicine list, or a wish to feel organized.
- Less needed: one doctor, few results, and a comfort with the portal website as it is.
- Either way, it's free to try and easy to undo if it's not for you.

GOOD TO KNOW

There's no wrong answer here. The best setup is the one that makes your life a little easier — not the one with the most features turned on.

YOU'RE NOT ALONE

36. You Don't Have to Do This Alone

A friendly, patient person is one call away.

I hope this guide made connecting your health app to your portal feel a little less daunting and a lot more doable. Keep it in a drawer with your other home papers, come back to a page whenever you need it, and don't worry about memorizing anything. Nobody expects you to.

When you'd rather have a hand, that's exactly what I do. I come to your home, work at your pace, and never make you feel rushed or silly for asking. A first visit is a flat ninety-nine dollars, and for the parts that don't need me on-site I can often help right on your screen for less. Every visit comes with a 30-day, come-back-free guarantee.

I'm a patient tech helper — not a doctor, nurse, or your insurance company — so I stick to the technology: the apps, the logins, the cameras, the gadgets and getting them talking to each other. Anything about your health, your medicines, or what a number means, I'll always point you back to your doctor or nurse.

GOOD TO KNOW

When you call, I answer — or Sophie, my friendly AI helper, takes a message so nothing gets lost. Sophie isn't a runaround; she's just making sure I call you back.

TIP

Call or text me at (330) 200-8042, or visit BillsHomeTech.com. Serving Atwater and all of Portage County, with 30+ years of patient, plain-English tech help. If you're ever not 100% happy with a visit, I'll make it right or refund it. That's a promise. — Bill

CHEAT SHEET

Everyday Cheat Sheet

Keep this by your phone.

- iPhone: Health app, Browse, Health Records, Add Account, search your system, sign in.
- Android: install your system's portal app, sign in, then grant it in Health Connect.
- Sign in with your PORTAL password — not your Apple, Google, or email password.
- First batch of records can take a few minutes; after that it updates on its own.
- Add each doctor or hospital separately; they all land in one place.
- Your records live on your phone, behind your passcode — keep a lock screen on.

- Disconnect any time; it never changes your chart at the office.
- A result you don't understand is for your doctor to explain. Feeling truly unwell? Call your doctor — or 911 in an emergency.

AT A GLANCE

A Picture to Follow Along

Connecting on an iPhone

A one-time sign-in that pulls your records onto the phone.

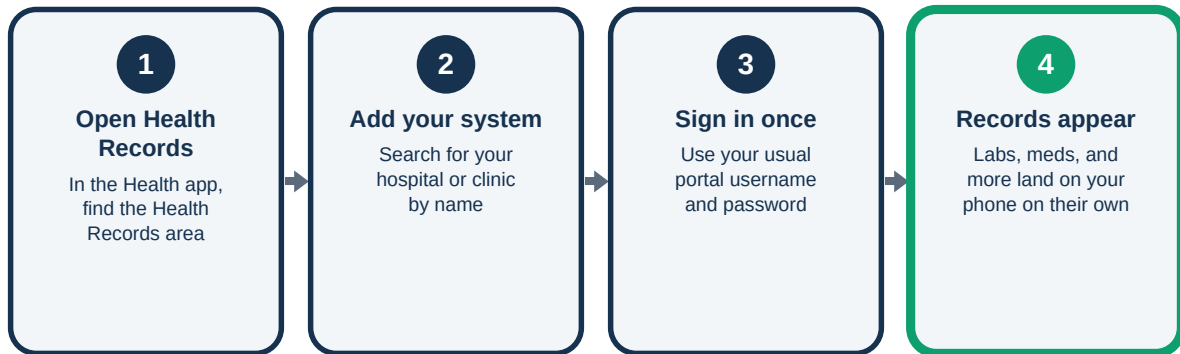


Illustration - a schematic, not to scale. Your setup may differ.

AT A GLANCE

A Second Look

iPhone and Android, Side by Side

Both pull records onto the phone — the paths differ.

	How you connect	Good to know
iPhone	Health app, Health Records	Works with many portals
Android	Health Connect + an app	Records feature is newer
Either way	Sign in with portal login	Check your system's help page

Illustration - a schematic, not to scale. Your setup may differ.

BEFORE YOU GO

A Note From Bill

A quick note from Bill. I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results.



HOW I CAN HELP

Your Visit — and My Promise

In-home visit — \$99 flat for your first visit. No contracts and no surprise charges, and a 30-day follow-up is included.

Remote Support — \$49 for a screen-share session. I only connect with your permission, you watch the whole time, and you can end anytime. If I can't fix it over the screen-share, I refund the \$49 — and if it turns out you need me in person, that \$49 goes toward your visit. It's included free for Support Plan members (\$39/mo).

GOOD TO KNOW

My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full \$99. No questions, no awkwardness. That's how I'd want to be treated.

Call or text **(330) 200-8042** · Book a visit: **billshometech.com/book** · **bill@billshometech.com**

This free guide is for general information only — not professional advice, and no substitute for your device's own manual. Any prices or outside products mentioned can change; please confirm current details before you buy. Please use your own good judgment and follow it at your own risk — for anything involving electricity, gas, water, or heights, stop and call a licensed professional. Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results. © 2026 Bill's Home Tech, LLC.