

Patient Portal App Access

Frequently Asked Questions

How do I access an app to see my health information?

Your health information is available on several apps.

For iOS/iPhone: Health records on the Apple Health app, Medlio, and MyFHR.

For Google and Android Phones: Coral Health Records, Medlio, and MyFHR.

With these apps what can I view?

With these apps you are able to view the majority of your medical record. Keep in mind that in order to have access to your health records via these apps, you must already have a MyJacksonHealth account.

I do not currently have a MyJacksonHealth account. How can I get one so that I can also use an app?

Visit <https://jacksonhealth.org/myjacksonhealth> at any time to self-enroll in the Jackson Patient Portal.

You will need your Medical Record Number, which can be found on any of your Jackson Health System documents, as well as your demographic information as registered with Jackson (i.e., same first and last name as registered with Jackson).

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I forgot my username and password. What do I do?

In order to reset your app username and password, you'll also need to reset your MyJacksonHealth username and password.

Go to <https://jacksonhealth.org/myjacksonhealth/>, click **Jackson Patient Portal – Patient Records** and then click **Forgot Password**.

I have concerns about the accuracy of my health information. Who do I contact?

If you have concerns about the accuracy of your health information, please contact your health provider.

Contact Us

If you experience an issue logging in to your account or have other technical issues, please call **1-877-621-8014**.