



# iHealth & MyOchsner Quick Reference Guide For iPhone & Android Users



## Are you using the latest version of the iHealth® MyVitals & MyOchsner apps?








If not, please follow these instructions.

1. Delete the current version of the iHealth or MyOchsner app by holding down the icon on your screen for three seconds.
2. Follow the prompts to delete it.
3. Visit the Apple App Store (iOS - iPhone) or Google Play Store (Android phone) to download the  iHealth MyVitals and/or  MyOchsner app.

## Troubleshooting Potential Problems


### Issue 1: Ochsner Digital Medicine has not received my readings.

Open the MyOchsner app and log in. 

- For iPhone users previously connected to Apple Health:
  - Tap  **Menu** →  **Track My Health** →  **Manage Connections** → **Stop Receiving Data** → **Disconnect**.
  - Close out and return to **Menu**.
- Tap  **Menu** →  **In the Know** to open the web version.
- Tap  **Menu** →  **Track My Health** → **Manage Accounts**.
- Next to the iHealth logo, tap **Connect Account** and **log in** using you iHealth username and password.
  - If you see **Unlink** instead of Connect Account, follow the steps to unlink then re-connect your account.


### Issue 2: My glucometer is not connecting to the iHealth MyVitals app.\*

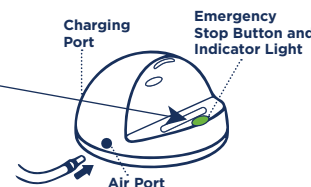
Open the iHealth MyVitals app and log in. 

- If prompted, allow access requested.
- Tap **Select New Devices** or the  icon in the upper right corner → **Blood Glucose Monitor** → **Gluco+** → Tap **Next** and follow prompts on screen.
- The Bluetooth icon on the meter will light up when the connection is successful.
- If the device is still not connecting, charge the device for 8 hours and try again.

### Issue 3: My blood pressure cuff is not connecting to the iHealth MyVitals app.\*

Open the iHealth MyVitals app and log in. 

- If prompted, allow access requested.
- Tap **Select New Devices** or the  icon in the upper right corner → **Blood Pressure Cuff** → **Ease** → Tap **Next** and follow prompts in the app.
- You've connected successfully when the indicator light on the base is green.
- If the device is still not connecting, charge the device for 8 hours and try again.



\*Is your device still not connecting?

Contact the Digital Medicine Support team at **866-637-1205**, or visit [ochsner.org/DMsupport](https://ochsner.org/DMsupport)



# New Orleans Metro - O Bar Locations



**Primary Care**  
1401 Jefferson Highway  
New Orleans, LA 70121  
504-842-8566



**Benson Cancer Center**  
1516 Jefferson Highway  
New Orleans, LA 70121  
504-703-1154



**Baptist Napoleon Medical Plaza**  
2820 Napoleon Ave.  
New Orleans, LA 70115  
504-703-8270



**Elmwood Ochsner Fitness Center**  
1200 South Clearview Pkwy., Ste. 1200  
Harahan, LA 70123  
504-703-9172



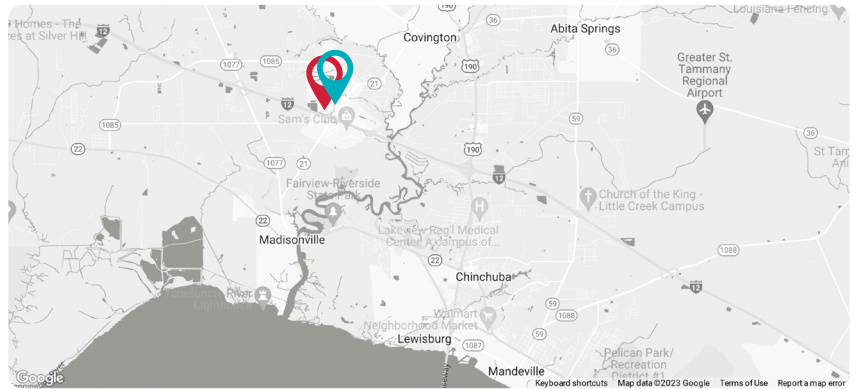
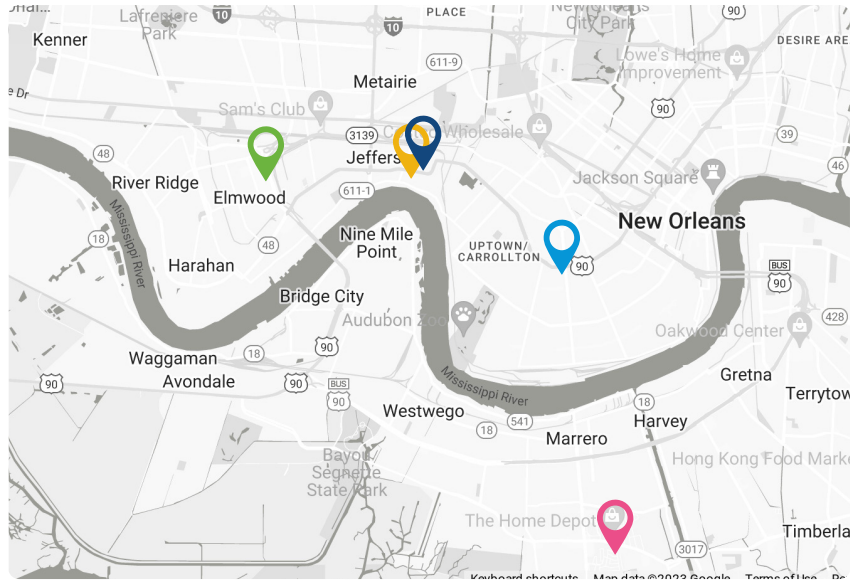
**Lapalco**  
4225 Lapalco Blvd.  
Marrero, LA 70072  
504-703-2116



**Covington**  
1000 Ochsner Blvd.  
Covington, LA 70433  
985-898-7250



**St. Tammany Cancer**  
900 Ochsner Blvd.  
Covington, LA 70433  
985-338-5003



# Baton Rouge Metro & Shreveport - O Bar Locations



**Gonzales**  
2400 South Burnside Ave.  
Gonzales, LA 70737  
Phone: 225-459-7010



**O'Neal**  
16777 Medical Center Drive, Plaza I  
Baton Rouge, LA 70816  
Phone: 225-412-5080



**The Grove**  
10310 The Grove Blvd.  
Baton Rouge, LA 70836  
Phone: 225-761-5543



**Shreveport**  
1606 Kings Highway  
Shreveport, LA 71103  
Phone: 318-626-0003

