



How to Choose a Health & Wellness Mobile App: Guidelines from the UHN Patient & Family Libraries

First, find out ...

Is this app supported by your mobile device?

All apps are device-specific. For example: if the app was created for iPhone, it may not work properly on your iPad or may not work at all if you have another mobile device.

This is why it is important to read information about app **compatibility** and download only those apps that work on YOUR mobile device.

To ensure your safety and confidentiality, consider answering these questions before you download a health app:

Privacy

In some cases you will be asked to enter your personal information to access all of the app's features. Check the following before you share your personal information:

- Does this app provide a clear Privacy policy?
- Does it explain how your personal information will be used?
- Will it be shared with third parties, such as advertisers?

Credibility

- Who created this app?
- Is it a credible organization or an expert whose credentials are clearly stated?
- Does the app provide clear contact information of the creator or owner?

Currency

- Is this app updated regularly?
- Is the date of the latest update recent?

Disclosures and disclaimers

- Is information about sponsorship and advertisement policy provided?
- Is there a clear statement that the information you get through the app does not provide medical advice and does not substitute your doctor's visit?

Content

- Is the information in the app presented in easy-to-understand language?
- Are the instructions easy-to-follow?
- Does the app promote any pay-for products?

Contact information

- Does the app provide clear contact info for technical support or for more information about the app?

User rating and reviews

- Does this app have a high user rating?
- Do users comment on the ease of use and other helpful features?