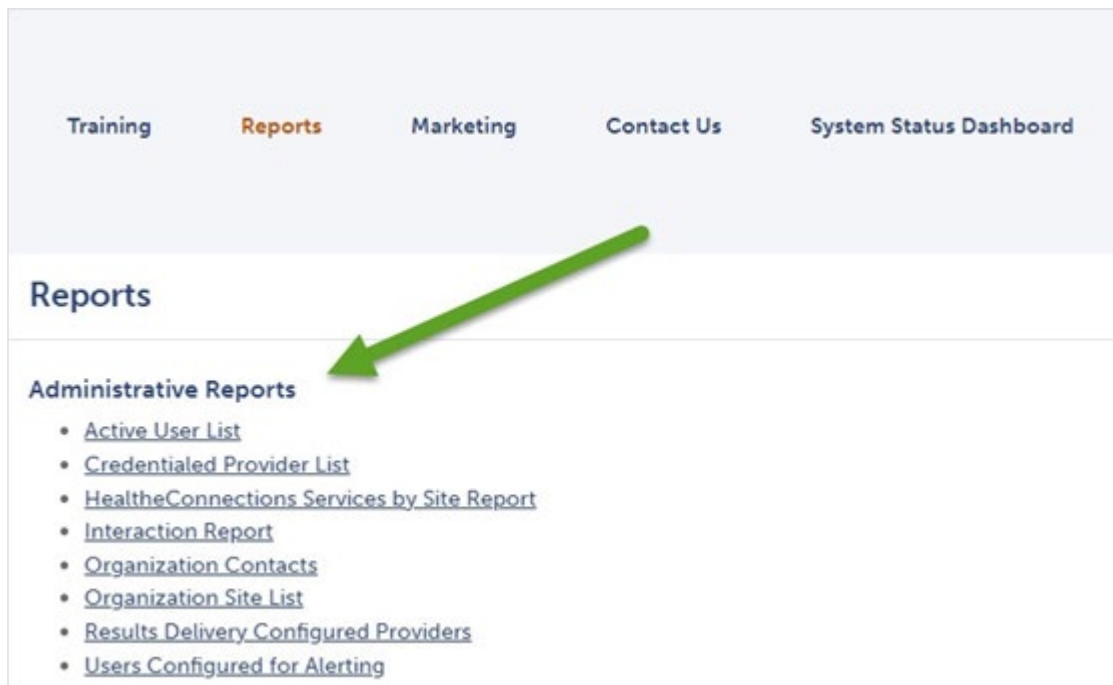## HealtheConnections Administrative Reports

To navigate to the Reports section, click on the link at the top of the HealtheConnections portal once you have logged in. If you do not already have HealtheConnections credentials, please follow the steps to obtain an account found here **https://www.healtheconnections.org/resources/training-documents/**

If you have forgotten your username or password, our support team would be happy to assist you and can be reached at **support@healtheconnections.org** or by phone at (315) 671-2241 ext. 5.

You will see reports that you have been provided access to on your screen. The Administrative reports are under the section titled "Administrative Reports." If you are an Audit Contact, in addition to a RHIO Administrator, you will also find your "Audit Reports" on this page.

The Administrative Reports consist of several reports, which are outlined below.

Active User Report

This report provides a list of all active portal user accounts configured for your organization.
Please let us know if (1) any employee is no longer in your employ so that we can de-activate the account and (2) any update to user information (name change, email address change) and (3) the primary site that the individual is employed at (see note below by Site Name).

- Name
- My Connections Username
- Email
- Organization
- Site Name
  This field indicates the primary site that a user is employed at; this is determined by their initial Authorized User form and can change over time. If the field has information in it, please confirm it is correct. If the field does not have information in it, please provide us with the primary site for everyone – using the Organization Site List can assist in this process.
- User Created
- Training Due Date
- Last Successful Login
  If Last Successful Login date = 01/01/1900, the user has NEVER logged into the portal.
- Break the Glass Enabled
  This setting indicates that a user can enter a patient record without consent; this is not available for all users / organizations.
- Patient Lookup
- Public Health Patient Lookup
- myResults Enabled
- myAlerts
- Direct Mail
- Direct Provider Directory
- Administrative Reports
- Audit Reports
  This indicates that a user has access to Audit Reports.
- Community Referrals
- Perinatal Referrals (Onondaga County)
- myData
- TTP Access *(This is a special type of access provided to users at organizations with a PACS server that is connected to HealtheConnections and is utilized for transferring imaging)*
- Direct Email Address
- Special Account Notations *(Designated for special account notations)*

Credentialed Providers by Site

This report is a pivot report of the Credentialed Provider List (see details below) identifying all sites that each provider practices at within your organization. If a 1 is in the field, we have that provider identified as providing services at the specific site noted. If field is blank, we do not have that provider identified as providing services at the specific site noted. **Please inform us of ALL sites each provider works at.**

Credentialed Provider List

This report provides a list of all Credentialed Providers at your organization. Credentialed providers may or may not have a user account, depending on how they utilize HealtheConnections services, but all credentialed providers should be listed within this report. Historically we only captured MD, DO, and DPM, so any additional credentialed providers may not be in this list at this time. **Please provide us with any updates (additions, removals, name changes, etc.) to this list.**

- Name
- Title
- Credentials
- NPI
- Email Address
  This field defaults to na@noemail.com if the provider email is unknown to HealtheConnections.
- Organization (LE)
- Organization (Site)
  Each provider will have an entry per site that they work at.

HealtheConnections Services by Site Report

The HealtheConnections Services by Site Report identifies which services are configured by site. This information is based on user site data and other underlying data.

- Organization Name
- Site Name
- Sharing Data
- Portal Access
- myResults
- Collecting Consent
- Transfer to PACS Imaging
- Results Delivery Recipient
- Doc Query / Doc Retrieve Enabled
- Data Forwarding
- Alerting Enabled
- Direct Messaging
- myData
- myPopHealth

Interaction Report

This report provides a list of interactions that you have had with our support team; by using the filters on the right side of the screen, you will be able to see any Open interactions.

- Organization
- Case Number
- Status
- Created Date
- Completed Date
- Subject
- Category
- Sub-Category
- Item(s)

Organization Contacts

This report provides a list of individuals that we have noted as providing a role within your Organization for HealtheConnections purposes. **Please inform us of any updates; keep in mind that you should have at least one individual assigned to the RHIO Administrator and Audit Contact roles.**

- First Name
- Last Name
- Title
- E-Mail
- Primary Site
- Contact Role(s)

Organization Site List

This report provides a list of all your facilities' sites. This report will often show duplicate entries, particularly in the event of your organization holding licenses for multiple articled facilities. **Please provide us with any update to this list (new site opened, site closed, site moved, contact information).**

- Organization Name
- Site Name
- Mailing Address
  HealtheConnections adopts USPS standards, when applicable
- Physical Address (if different than mailing address)
- Phone
- Phone Extension
- Fax
- Website
- Primary Contact
  This should be the person that HealtheConnections can reach out to regarding users and services; this is often a RHIO Administrator.
- Primary Signing Authority
  Primary RHIO Administrator responsible for approving Authorized User requests through the HealtheConnections Adobe e-signature process.

- Secondary Signing Authority
Secondary RHIO Administrator responsible for approving Authorized User requests through the HealtheConnections Adobe e-signature process.

Results Delivery Configured Providers

If your organization is configured for Results Delivery, this report will show you which providers are configured to receive results. **Please provide us with any update to this list (Results Delivery is configured by both your EMR and HealtheConnections, so any changes will also need to be shared with your EMR).**

- Organization Name
- First Name
- Middle Name
- Last Name
- Suffix
- NPI
- Credentials (Degree)

Results Delivery Configured Providers

This report provides a list of all users that are configured for myResults. By default, a credentialed provider is configured, but this report will also show when a user is configured for myResults as a provider's delegate too. **Please let us know if there is any update.**

Users Configured for Alerting

This report provides information on users that are configured for Alerting. **Please let us know if there is any update.**

- Organization Name
- Alerting Type
- Direct Mail Address or Username