Usage Dashboard – User Guide

HIE Usage Dashboard Introduction

- The HIE Usage Dashboard is a tool available to authorized users who have access to the HealtheConnections portal

- Reports will include organization demographic information, consent information, user information, unique patient count accesses, and results delivery

- Reports can be exported from the portal in Excel format and manipulated as needed

Accessing HealtheConnections

- Access myConnections portal via any web browser
- Click "myConnections Login" to enter your username and password

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Syracuse, NY 13204

healtheconnections.org
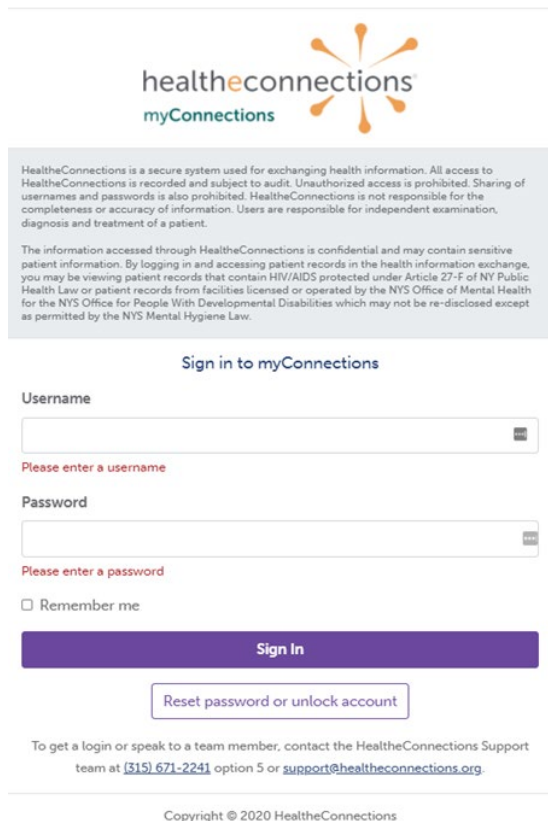
Logging In

- Enter your username and password
- Click "Sign in"
- If you forgot your password, click "Need help signing in?" You'll receive an email from **noreply@okta.com**, which may go to your Junk folder. If it is not in your Junk folder, contact our Support team at **support@healtheconnections.org**

Accessing HIE Usage Dashboard

- Once logged in, click on "Reports" in the horizontal navigation. Then select "HIE Usage Dashboard"

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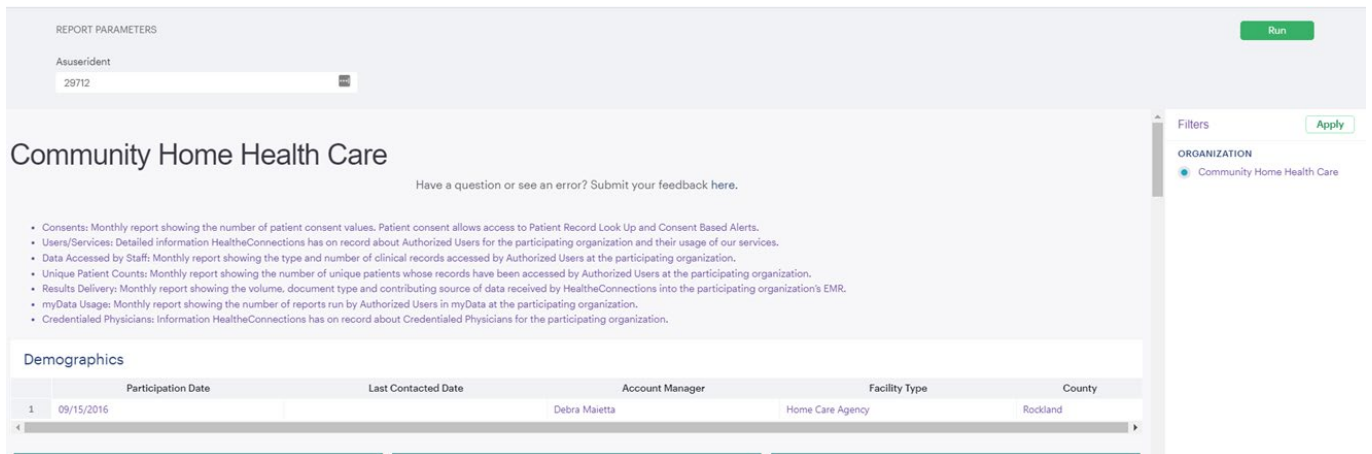
Viewing HIE Usage Dashboard

- The HIE Usage Dashboard will display a list of available reports and your organization's demographics
- On the right, filters are available for users to select the various organizations that they are affiliated with for reporting purposes
- You can select a different organization by changing the filters and clicking "Apply"

Viewing Reports

- Reports can be viewed by using the scroll bar on the far right
- Click on the button with the download icon to download reports as excel files
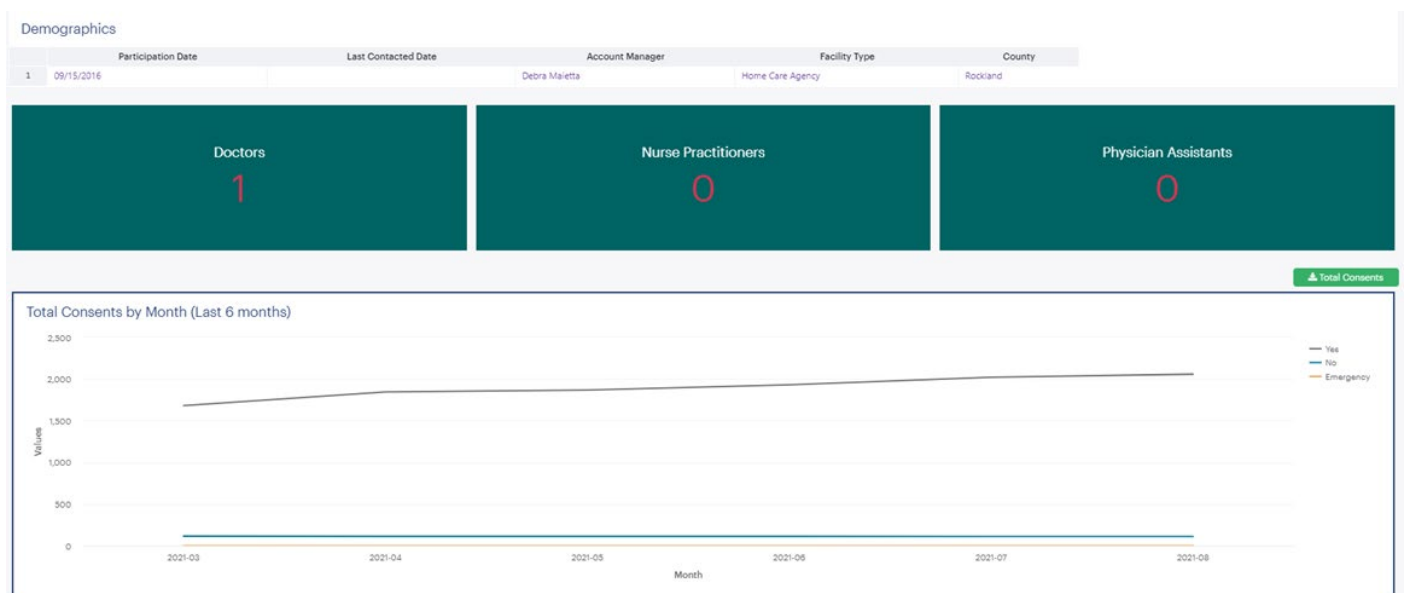
Usage Dashboard Consent Reports

- After viewing demographic reports, additional reports are available by scrolling down
- The monthly consent report shows the number of patient consent values
- The most recent 6 months of consent information (Yes, No, and Emergency Only) will be displayed
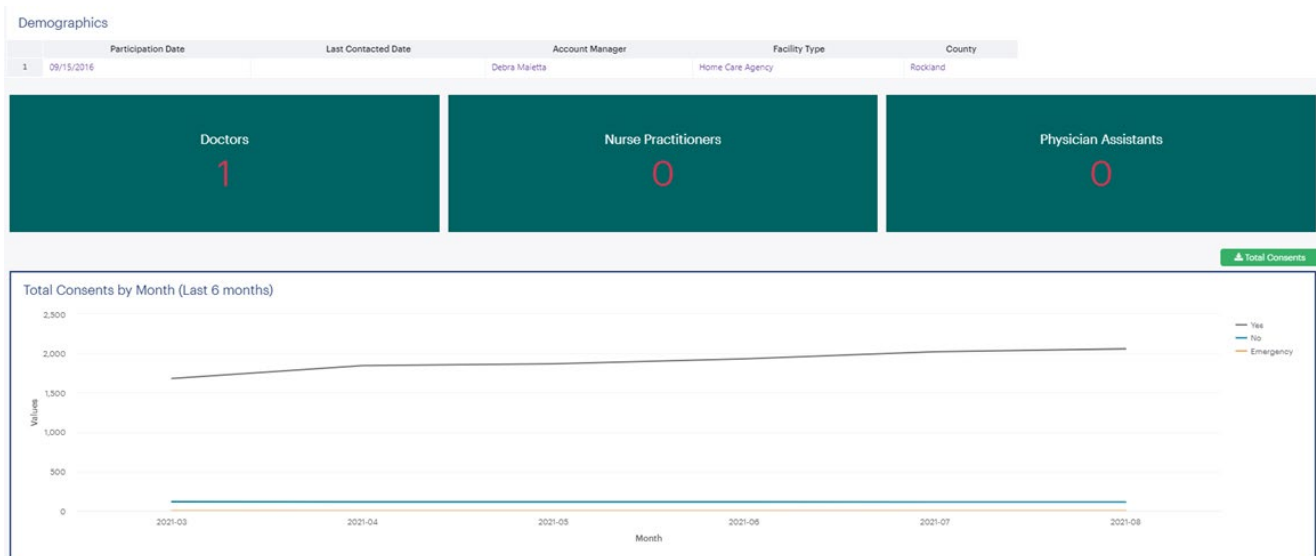
Users and Services

- The next report is a breakdown of authorized users within an organization and usage of HealtheConnections services
- CSV reports will generate a list of all staff members who have access

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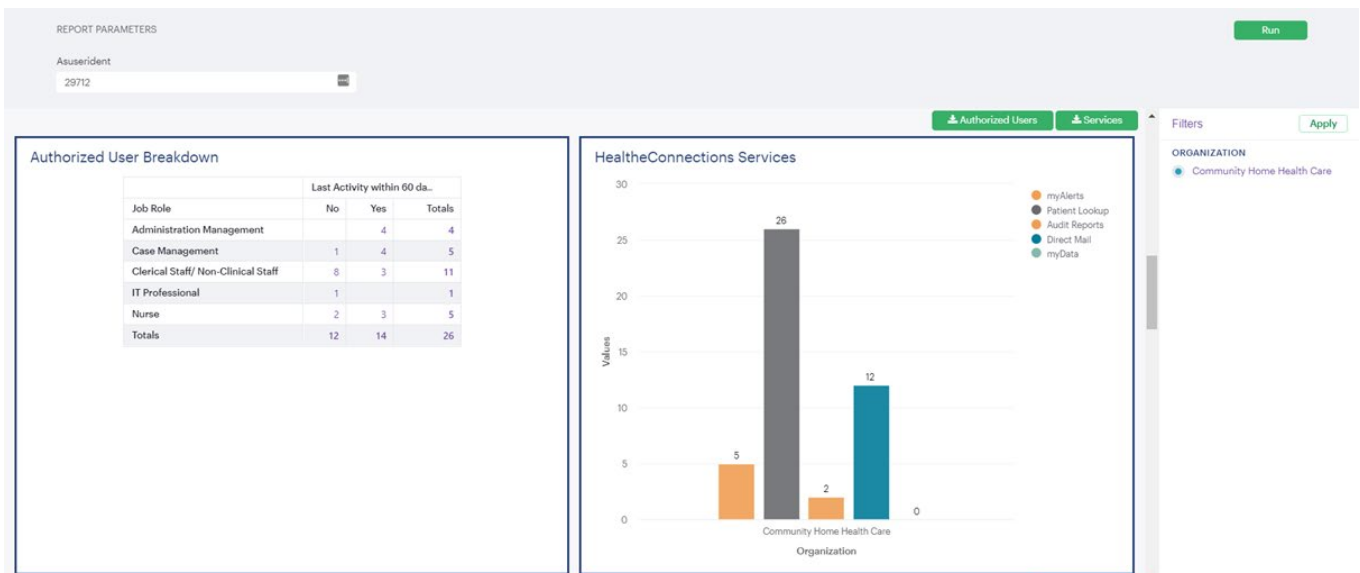
Data Accessed

- The next report will display what sections of a patient record were accessed by authorized users within an organization
- The line graph can be manipulated to display clinical items highlighted within the legend on the right
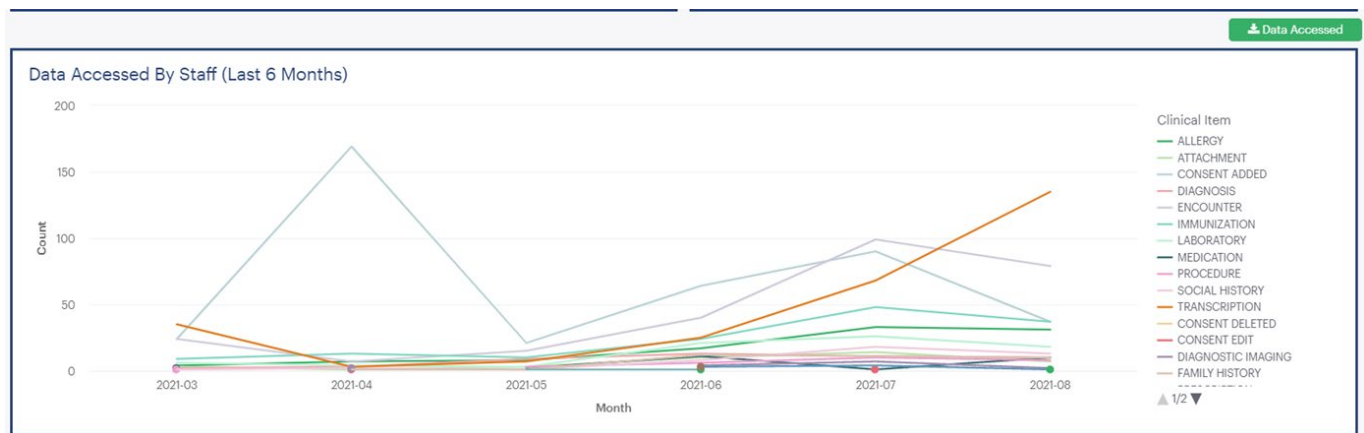
Unique Patient Counts

- This is a monthly report showing the number of unique patient records that have been accessed by authorized users at the organization

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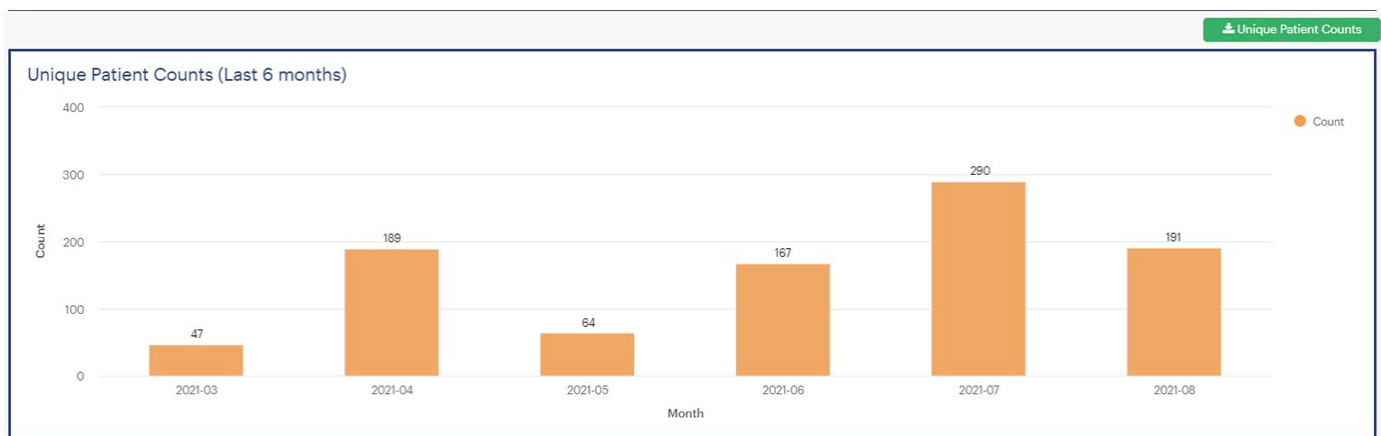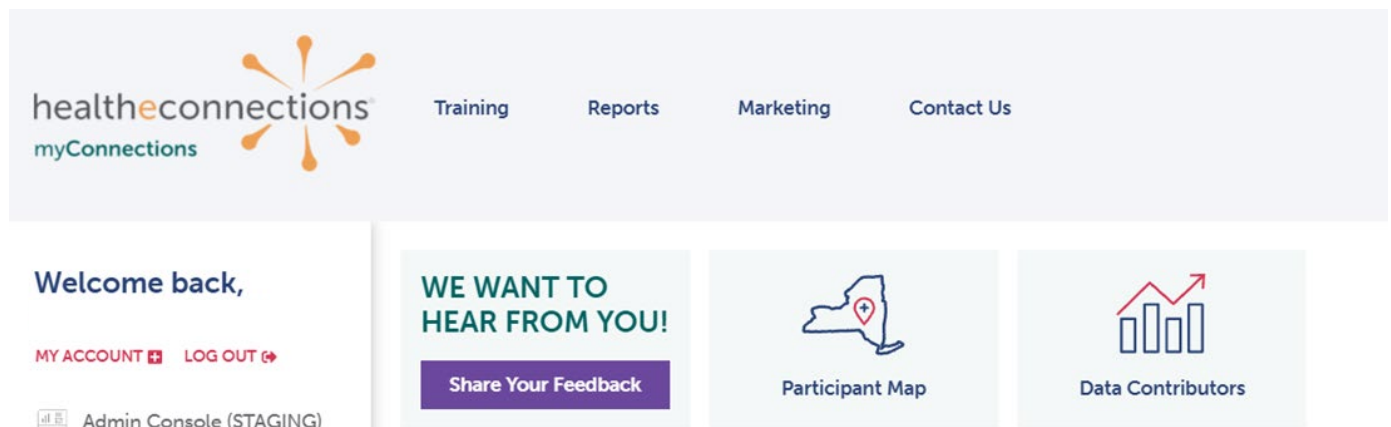
Results Delivered

- This is a monthly report showing volume, document type, and contributing source of data received by HealtheConnections and delivered into the organization's EHR
- The line graph can be manipulated to display data sources highlighted within the legend on the right
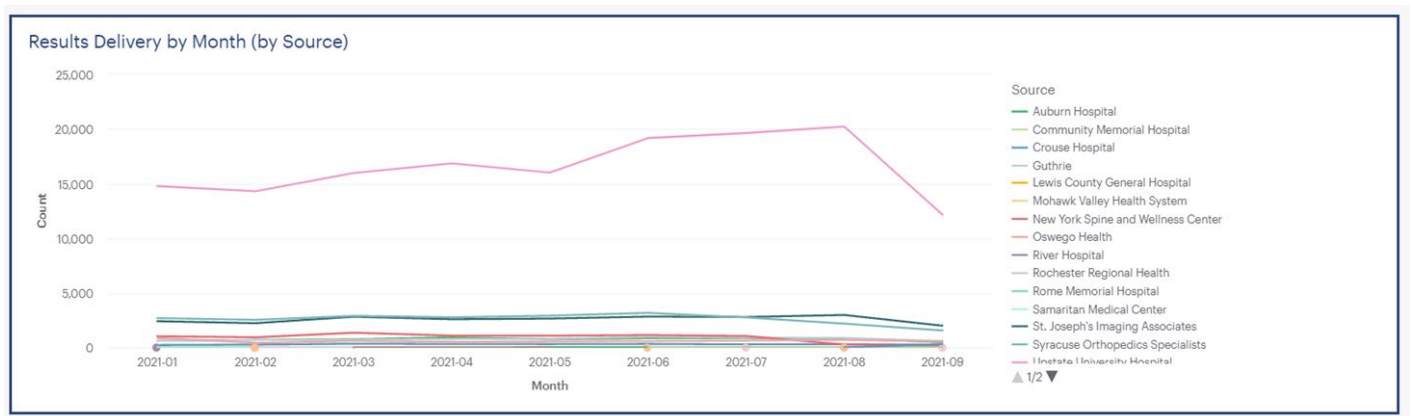

Logging Out

- Once you have reviewed a report and need to review another, scroll down to view another report
- Once your review is complete, you can exit HealtheConnections by clicking on "Log Out"

Important Information

HealtheConnections Support:

Email: **support@healtheconnections.org**
Direct Email: **support@hiemail.healtheconnections.org**
Phone: 315-671-2241 ext. 5

Training Materials:

Additional materials and forms are available on our webpage
https://www.healtheconnections.org/training/

myConnections:

If you forgot your password, click "Need help signing in?" You'll receive an email from **noreply@okta.com**,
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