healtheconnections®

health information exchange:

getting started with patient lookup

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what is the HealtheConnections HIE?

Health information exchange (HIE) is the secure exchange of information across organizations and regions. We provide the capability to electronically move clinical information among different health care information systems.

- In operation since 2010

- No-cost HIE services readily available

- Additional analytics and incentive program consulting & resources
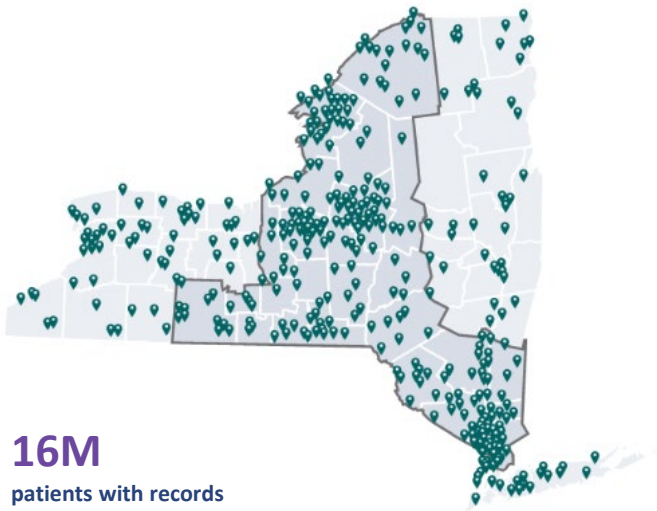
- On-call support team

✓ Improve Quality of Care   ✓ Improve Clinician Experience   ✓ Lower Cost of Care   ✓ Improve Patient Experience

our customers - by the numbers

1,500
participating organizations

4,600+
locations connected

12,600
licensed clinicians connected

600
organizations contributing data

83%

of licensed clinicians connected

75%
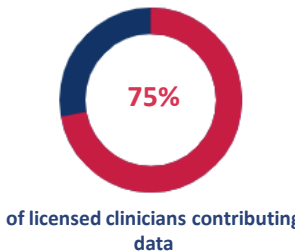
of licensed clinicians contributing data

16M
patients with records in the exchange

5.3M
patients' records received per month

520K
unique patients accessed per month

465K
results delivered per month

314K
image studies received per month

3.9M
clinical summary documents received per month

16M
clinical alerts exchanged per month

information security

Patient and provider security is our top priority.

Audits are conducted regularly to ensure patient and provider security.

- Emergency Access: Break the Glass

- At patient request

- State-mandated periodic access reports

- …and more

HealtheConnections has satisfied HITRUST r2 Certification, a globally recognized information security, privacy and compliance gold standard. The HITRUST r2 certification demonstrates the highest level of information protection assurance for the myConnections provider portal, NextGen/Mirth health information exchange (HIE), and supporting infrastructure, with the regulatory requirements to support Centers for Medicare and Medicaid Services (CMS). Learn more about HITRUST **here**.

healtheconnections services

Patient Lookup
Real-time patient records at the touch of a button

myAlerts
Clinical alerts for hospital and ED admits, discharges and transfers

Direct Mail
HIPAA-compliant secure mail and National Provider Directory

myData
Dashboards for users to better understand their patient profiles

myResults
Labs, rads, or reports easily accessed or delivered directly

Image Exchange
Diagnostic-quality images via the portal, directly delivered to you, or downloaded into your PACS

Query-Based Exchange
Access information from state and national databases

gaining access to patient lookup

To become an authorized user, you must:

1. Fill out the **Authorized User form**
2. The form will be sent to your RHIO Administrator
   - A RHIO Administrator is an appointed contact between your organization and HealtheConnections
3. Once verified, you will receive two emails from HealtheConnections with your login information
4. You'll need to follow the prompts to set up Multi-Factor Authentication (MFA) in order to access the portal
5. Once MFA is complete, you can sign in and start using the portal

If you have any questions, please reach out to your RHIO Administrator or contact us directly at **support@healtheconnections.org**.

if you work at multiple organizations…

…you will only need one username and password with multiple Patient Lookup badges on your dashboard.

It is extremely important to choose the correct organization's badge when using Patient Lookup.

Remember, patient consent only applies to the organization at which it was given. If you look up a patient under the wrong organization, that is an unauthorized access and is subject to sanctions!

protected health information (PHI)

Protected Health Information (PHI) is any information about an individual's health status, provision of health care, or payment for health care.

In addition, there are health conditions that are classified as sensitive data including, but not limited to:

- Substance Use Disorder (42 CFR Part 2)

- Birth Control and abortion (family planning)

- Genetic (inherited) diseases or tests

- HIV/AIDS

- Mental health conditions

- Sexually transmitted diseases

Redisclosure Notice: Any patient records that are accessed through HealtheConnections' health information exchange are subject to all applicable federal and state laws for redisclosure, including but not limited to Minor Consented Services, Substance Use Disorder, HIV/AIDS, Mental Health, and Developmental Disabilities. If such information is present in the HIE, law prohibits you from making any further disclosure of this information without the written consent of the person to whom it pertains. A general authorization for the release of medical or other information is NOT sufficient for this purpose. As an authorized user of the HIE, you are responsible for understanding and following the applicable laws.

HIPAA

HIPAA privacy and security rules must be followed for using the HIE, including, but not limited to, rules such as:

- Minimum necessary access

- Redisclosure requirements (state and federal)

- Do not share login credentials with anyone

- **Do not look up yourself, family members, friends, neighbors, or anyone with whom you do not have a treating relationship.**

PHI should be securely shared using one of the following methods:

- Direct Mail

- Fax

- Encrypted or password-protected email

Get more information about HIPAA policy **here**.

understanding patient consent

NYS law requires that Participating Organizations obtain a patient's consent before viewing their PHI for non-emergency treatment

- HIE records may only be viewed for patients who provide an affirmative consent

- A patient's consent applies only to the Participating Organization that collected the consent form, not to all Participating Organizations
  - Patients only need to provide consent **one time**
  - A patient may change their consent option at any time by filling out a new consent form

- With the appropriate security role, any authorized user may access an affirmative-consenting patient's health record

- Providers cannot refuse treatment to patients based on willingness to provide consent

- For more information on how to talk to your patients about consent, visit our FAQ page

FACT: 95% of patients who are asked say YES!

consent values

I GIVE CONSENT for the Provider Organization or Health Plan to access ALL of my electronic health information through HealtheConnections to provide health care services (including emergency care)

I DENY CONSENT EXCEPT IN A MEDICAL EMERGENCY* for the Provider Organization to access my electronic health information through HealtheConnections

I DENY CONSENT for the Provider Organization or Health Plan to access my electronic health information through HealtheConnections for any purpose, even in a medical emergency

*limited by organization and RHIO Administrator approval
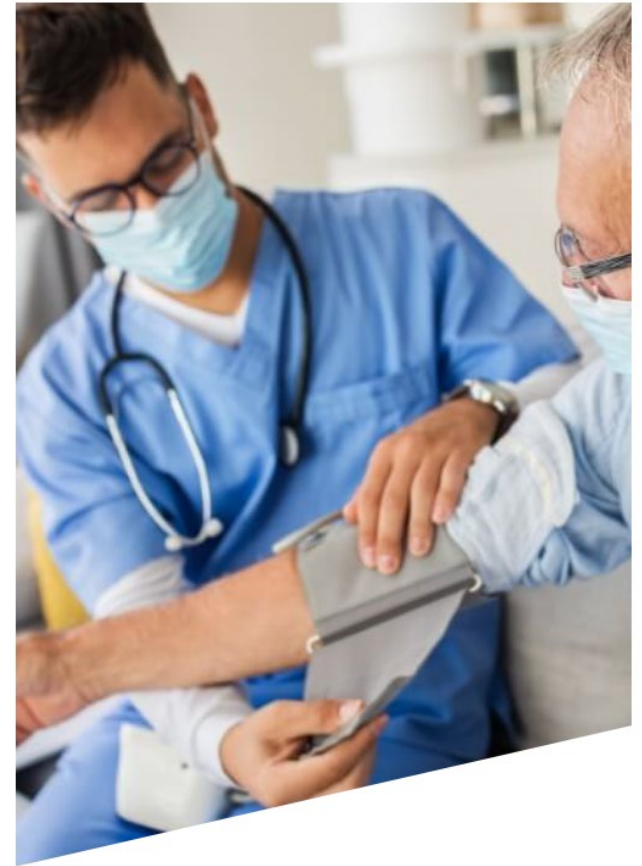
emergency access: break the glass

Break the Glass is the emergency access option within the HIE. **This is only available to a limited number of designated providers.**

Break the Glass is designed for:

- Emergency Departments
- Authorized hospital providers
- Other select organizations

"Break the Glass" access may only be used to access a patient record in the case of an emergency in accordance with Public Health Law Section 2504(4).

community-wide deny consent

Community-wide Deny Consent is used when the patient does not want any participating organization of HealtheConnections to access their information.

This consent must be entered by HealtheConnections Support.

If a patient requests this, you can:

- Give the patient a Community-wide Deny form and submit it to HealtheConnections Support on their behalf via secure email, Direct Mail, or through a postal service.

- Instruct the patient to make an appointment with HealtheConnections. During their appointment they will need to provide photo identification to complete the form.

- Instruct the patient to contact HealtheConnections directly for a form, have it notarized, and mail to HealtheConnections.

unlock protected consent

For users who view consent values through the myConnections portal: In order to see patients who have selected a "no" or "emergency" consent option, follow the steps below:

Patients who have selected a "no" or "emergency" consent option will populate an additional **Unlock Protected Consent** button.

After clicking the button, a pop-up window will ask if you're certain you want to proceed; click "Ok".
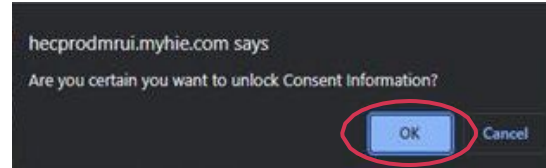
If there is a "no" or "emergency" consent on file, but it needs to be changed, obtain the patient's updated consent form and send an encrypted, secure email to our Support Team at support@healtheconnections.org.

Our Support Team will then review and confirm the consent form and submit the change.

If there is a Community-wide Deny Consent on file, then the patient does not want any participating organization of HealtheConnections to access their information.

This is what an on-file Community-wide Deny will look like in the portal:

who can sign consent?

- **Patients under 18 years:** Parents, Legal Guardians, or State Officials can sign the consent form on behalf of the patient

- **Patients aged 18+ years:** May provide consent for themselves

- **Health proxy/representative:** If an agent is appointed by a patient in a health proxy document or due to incapacity to legally make healthcare decisions on behalf of the patient, that agent may provide consent for the patient

minor-consented services override

Patients under 18 years old can override parental/guardian consent for a minor consented service if:

- The parent/guardian has not previously consented

- The parent/guardian has selected "Deny" or "Deny, Except in an Emergency"

A minor cannot override a "YES" consent provided by a parent or legal guardian

Overrides remain in effect ONLY for the duration of the visit and expires upon logging out of your account.

Parent/guardian shall never be provided information about the minor-consented service or consent override unless authorized by the minor.

Detailed instructions and policies surrounding this option are provided on our website.

consent exceptions

Consent is **NOT** required for:

- Data sources to send patient medical records into HealtheConnections

- One-to-One Exchanges (Ex: Results Delivery)

- Break the Glass emergency situations
    - If patient has not yet consented, or has not selected "Deny to the Participating Organization" or "Community-wide Deny" consent

- Public Health access

capturing and maintaining consent

Capturing Consent

Patient consent can be captured in two ways, depending upon your facility's capabilities:

- Authorized Users can log into myConnections, look up a patient and enter the patient's consent directly via the portal

- Hospitals and other facilities capture patient consent in their EHRs, which is then sent over electronically to HealtheConnections

Maintaining Consent

Patient consent forms must be kept on file for six (6) years

- Signed paper consent forms can be stored in patient charts OR electronic (scanned) copies of the consent forms can be kept on file

- Consents are subject to periodic auditing
  - A copy of the patient's signed consent form must be made available in the event of an audit

accessing healtheconnections

- Visit our website

- Click on "myConnections Login" to access our portal, then bookmark the page

support options

HealtheConnections Support:

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

Contact Method	Business Hours	Off Hours
Phone	Immediate	Immediate
Voice Mail	2 hrs	4 hrs
e-mail	4 hrs	Next Business Day

Others to support you:
- The HealtheConnections Customer Advisory Team
- Your RHIO Administrator
- If you do not know who your RHIO Administrator is, contact **support@healtheconnections.org**

healtheconnections
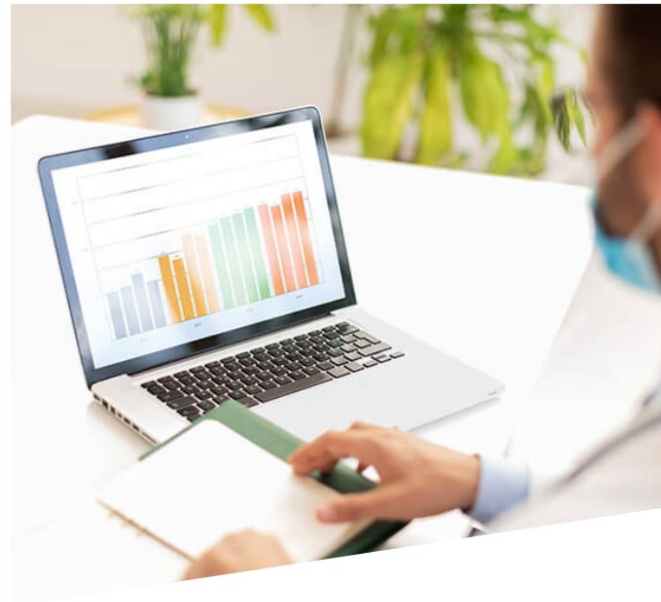
thank you

Now that you understand more about the HealtheConnections health information exchange, its services, and other important aspects, please follow the steps below to obtain your credentials:

1. Fill out the **Authorized User form**
2. The form will then be sent to your RHIO Administrator
3. Once verified, you will receive two emails from HealtheConnections with your login information
4. You'll need to follow the prompts to set up Multi-Factor Authentication (MFA) in order to access the portal
5. Once MFA is complete, you can sign in and start using the portal

Thank you!

315-671-2241 x5

healtheconnections.org