HealtheConnections' Statewide Encounter Alerts User Guide

SHIN-NY Statewide Encounter Alerts, powered by HealtheConnections, deliver real-time notifications to help providers coordinate care, reduce gaps, and improve outcomes. Using PointClickCare's next-generation technology and comprehensive, statewide health data, these alerts give timely, secure insights from Inpatient and Emergency Department encounters.

HealtheConnections' Statewide Encounter Alerts user guide walks users through key features and shows how to access and use real-time hospital admission, discharge, and transfer (ADT) notifications.

Quick links below allow users to jump directly to the sections most relevant to their needs.

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Logging In

Access the HealtheConnections HIE portal at https://www.healtheconnections.org, click the HIE Portal Login button in the top right corner.

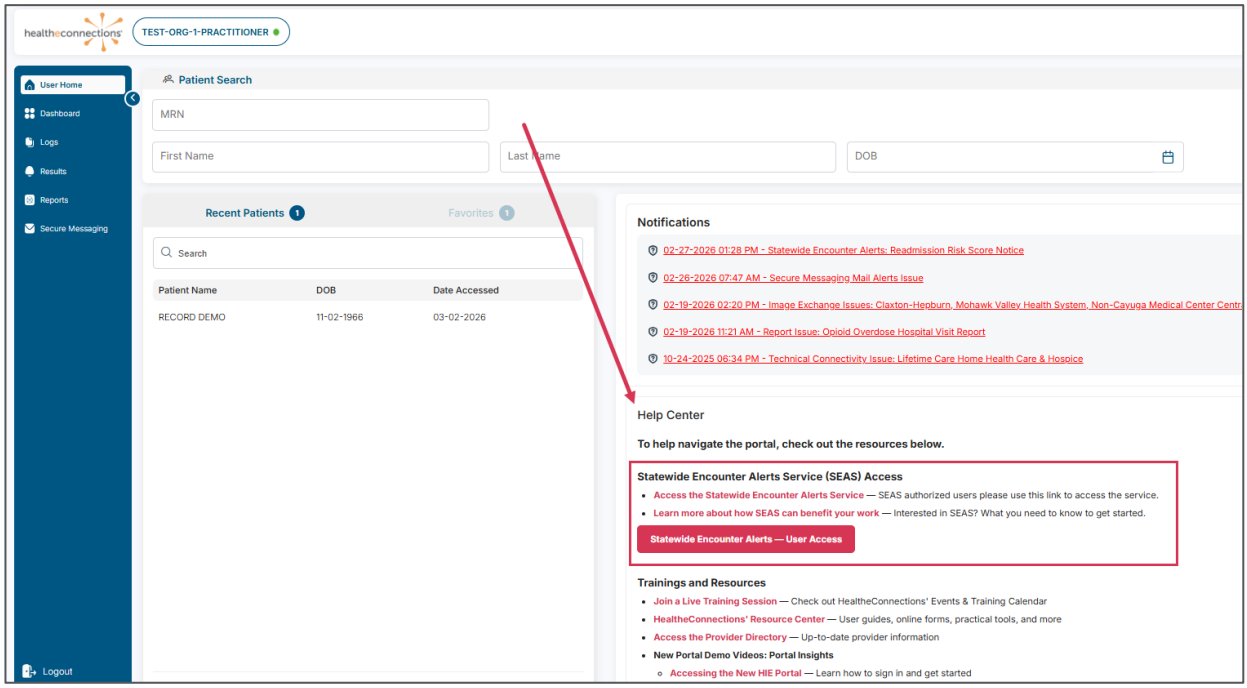


A new window will open to https://portal.prod.healtheconnections.org. At the HIE portal login screen, enter the assigned HealtheConnections Username and Password. Click Sign In, then complete the standard Okta Multi-Factor Authentication (MFA) process.



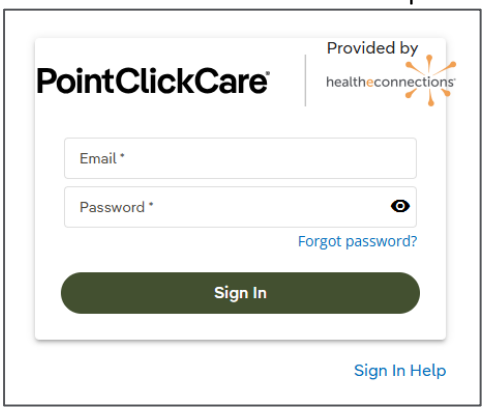
***Note**: To reset a password or unlock an account, utilize the self-help options located below the Sign in button. Select the appropriate link and follow the prompts. Contact HealtheConnections for assistance.*

Once in HealtheConnections HIE portal, the Statewide Encounter Alerts service badge is in the Help Center. Click on the appropriate link or button.



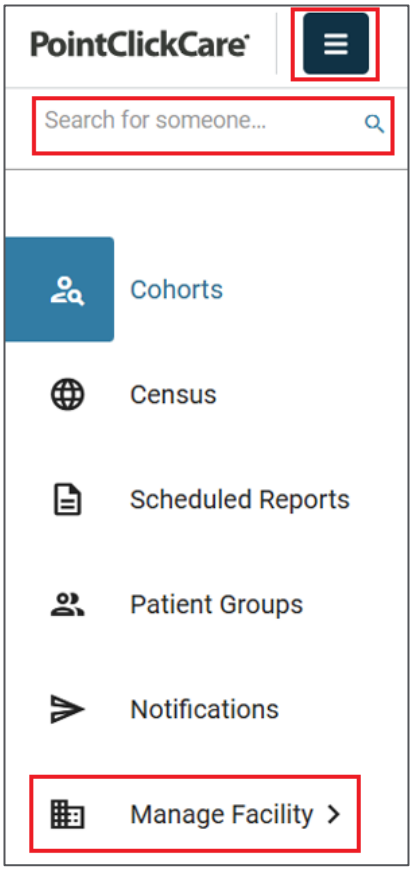
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A new browser tab will open for the HealtheConnections Statewide Encounter Alerts service. To log in, enter your Statewide Encounter Alerts username (email address) and password. If needed, select Forgot Password to receive an email with password reset instructions.



General Navigation

After logging in, the Cohorts page automatically populates. Multiple navigation options are available from this page.



Menu

All available options will be displayed on the left. Click the three-line icon at the top to show or hide menu options.

Multiple Organizations

For users working for multiple organizations, click Manage Facility to toggle between views. Once clicked, select the appropriate facility (organization).

Search

Use the search bar in the left menu to find a specific patient by last name, first name or MRN.

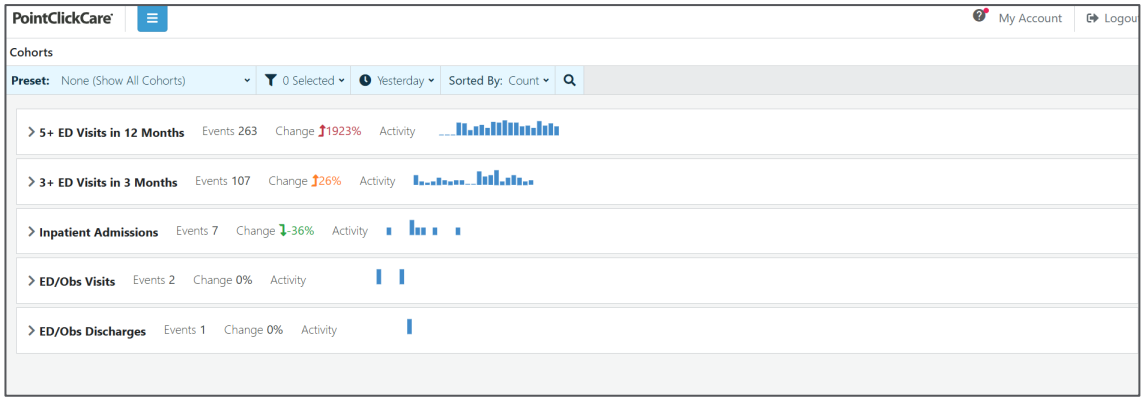
Column Adjustments (Available on all pages)

- Column Sorting: Click a column header to sort numerically or alphabetically; click again to reverse the order.
- Column Sizing: Adjust column widths to customize the view.

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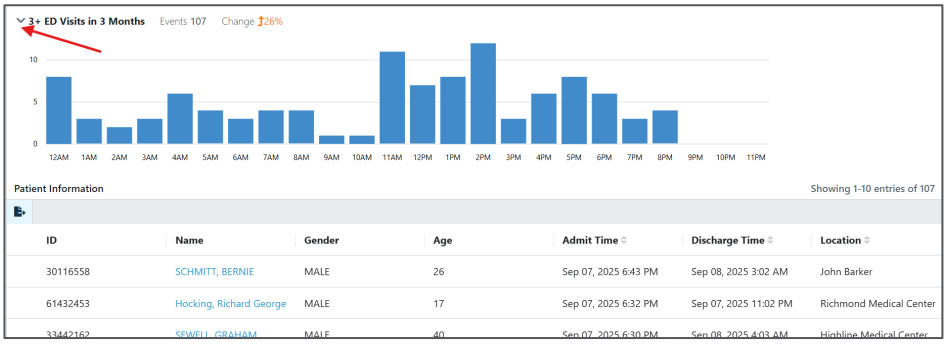
Cohorts

After logging in, the Cohorts page automatically populates. It organizes a facility's patient subscription list based on pre-set criteria by each Cohort title (e.g., 5+ ED visits in 12 months) and updates in real time.

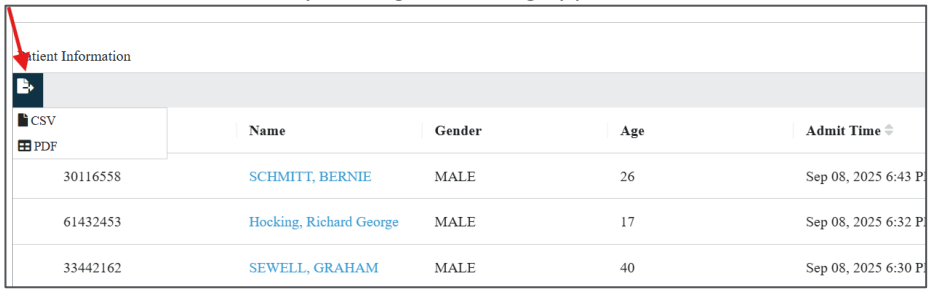


Click on > to expand a Cohort view. Details include:

- Activity Graph: Visual representation of the event distribution throughout the time frame selected. **Note**: The time recorded for the event is when the patient meets the criteria and is not necessarily directly associated with the admit or discharge time.
- ID: Patient ID or MRN provided by the facility
- Name: Patient Name (Last, First)
- Gender: Patient Gender
- Age: Patient Age
- Admit Time: Date and time of Admit for the visit that caused the cohort to trigger
- Discharge Time: Date and time of discharge for the visit that caused the cohort to trigger
- Location: Location of the facility at which the visit that triggered the cohort occurred



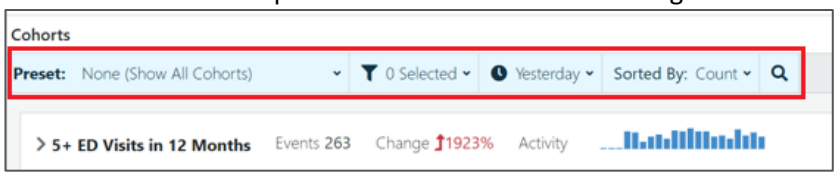
To export, click on the Export Tool icon to download the patient list. CSV or PDF file options available. Downloads will reflect any sorting or filtering applied.



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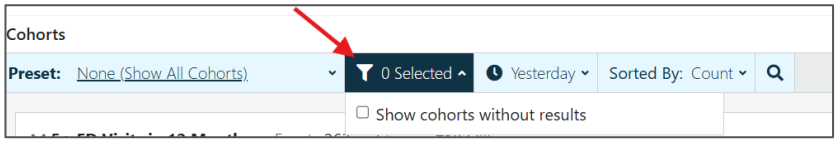
Cohort Preferences

Utilize customization options above the Cohorts to change the views.



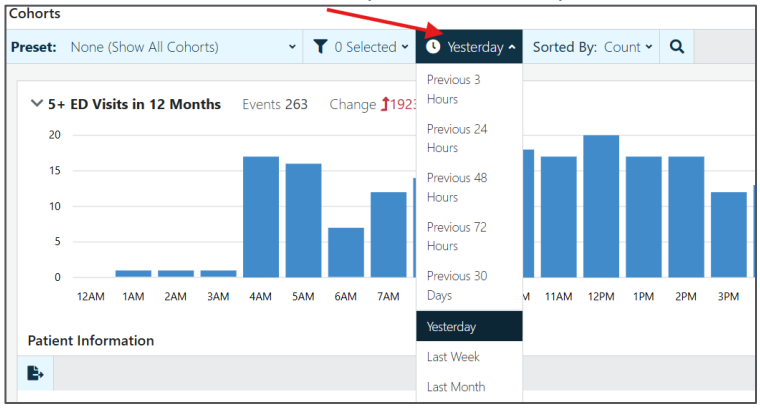
Filter

By default, this page only displays cohorts that have relevant patient events during the selected time frame. This filter also allows the option to also show cohorts without results on the page if this applies.



Adjust timeframe

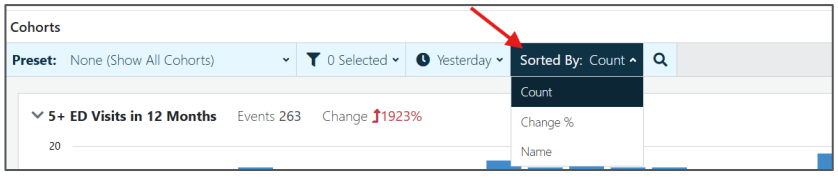
Allows for the selection of the period in which patient cohort activity is displayed.



- Previous 3 Hours – three hours from the current time
- Previous 24 Hours – twenty-four hours from the current time
- Previous 72 Hours – seventy-two hours from the current time
- Yesterday – the period from 12:00am to 11:59pm yesterday (shows no content from today)
- Last Week – the period from 12:00am on Sunday of last week to 11:59pm on Saturday of last week (shows no content from the current week)
- Previous 30 Days – thirty days from yesterday (shows no content from today)
- Last Month – the previous calendar month (shows no content from the current month)

Adjust Sorted By

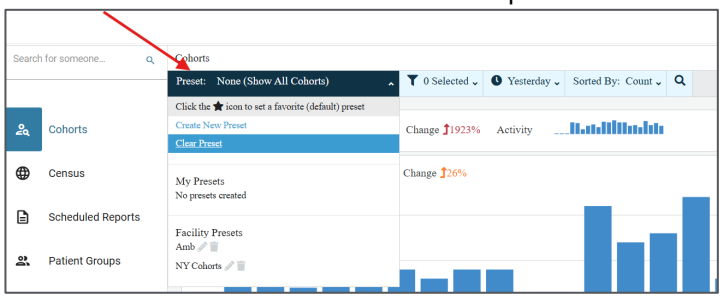
Cohorts are traditionally sorted on the page by the number of events within the selected time frame (highest to lowest). The sort order can be adjusted by selecting Count, Change %, or Name (alphabetically). Selecting Name once will sort A to Z. Selecting Name again will sort the list Z to A.



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Create Presets

Users can create presets to view customized cohorts. Presets can be saved at the facility level as well as an individual level and accessed from this dropdown. To create a New Preset, click Create New Preset.

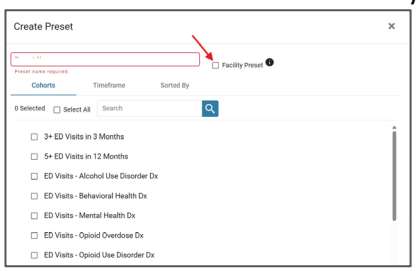


A box will pop up with options to:

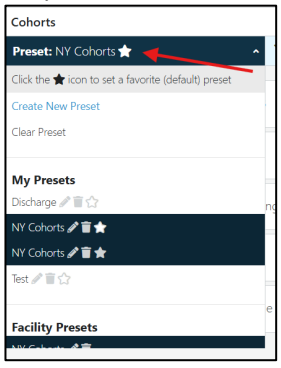
- Name the preset
- Choose Cohorts
- Adjust timeframe
- Select how to sort the preset.

Once the options are selected, determine if the Facility Preset should be checked:

- Check the Facility Preset box to apply to entire facility.
- If the box is not checked it will only apply to the individual user account.



Once all selections are made, click Save Preset. Your custom Preset should now display in the Preset dropdown. Use the Star icon to select a favorite Preset, which will display as your default upon login.



Cohort Customization

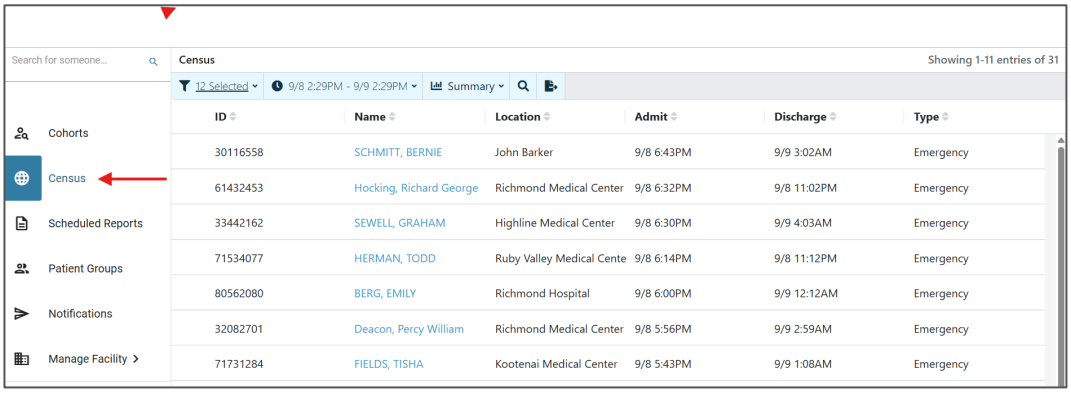
Users may request customized Cohorts based on criteria such as specified diagnoses, or time frame for readmission. Submit requests to HealtheConnections Support.

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Census

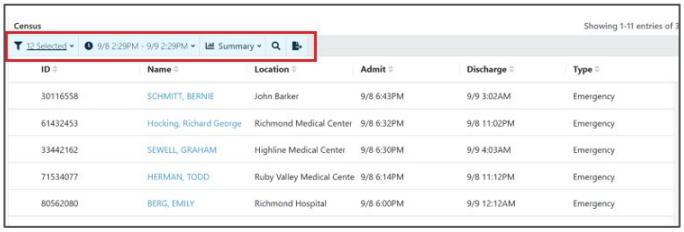
The Census page provides a real-time summary of the encounter activity for any patients on the facility's patient subscription list. The standard patient list on the Census page includes the following details:

- ID – Patient ID or MRN provided by the facility
- Name – Name of the patient (Last, First)
- Location – Location of the facility at which the encounter occurred
- Admit: Date and time of admit for the encounter that caused the alert to trigger
- Discharge: Date and time of discharge for the encounter that caused the alert to trigger
- Type: Specific type of encounter (e.g., Emergency, Med/Surg, etc.)



Census Page Customization

Utilize customization options above the encounter activity summary to break down the information.



Filter

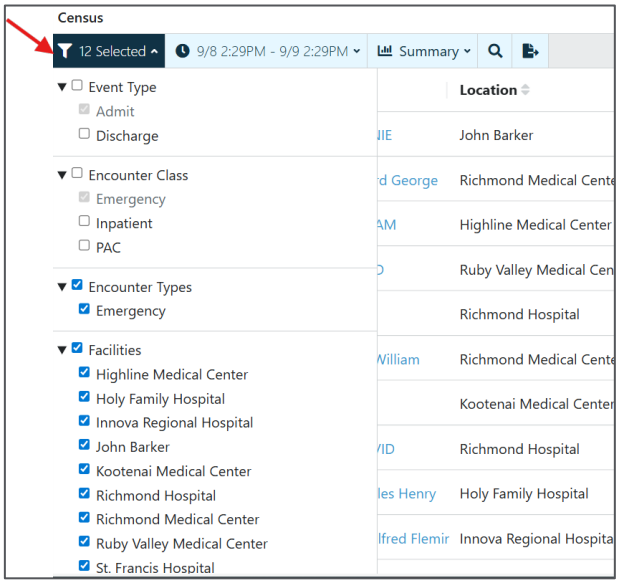
Allows users to view a subset of the population by selecting one or more of the following options:

Event Type: Shows whether the encounter includes an admit or discharge or both

Encounter Class: Indicates if the encounter was Emergency or Inpatient

Encounter Types: Specifies the type of hospital encounter (e.g., Emergency, Med/Surg, etc.)

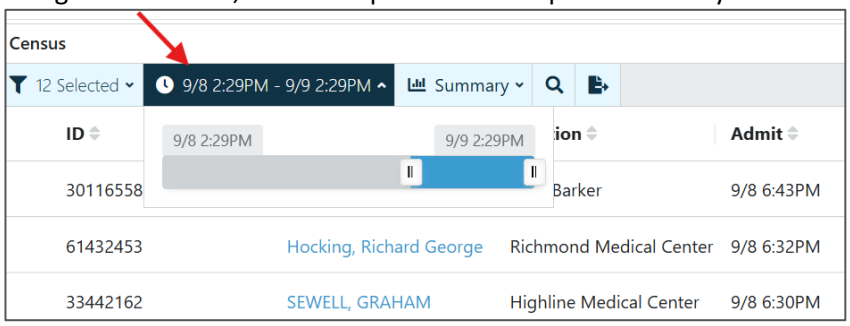
Facilities: Displays the name of the facility where the encounter took place



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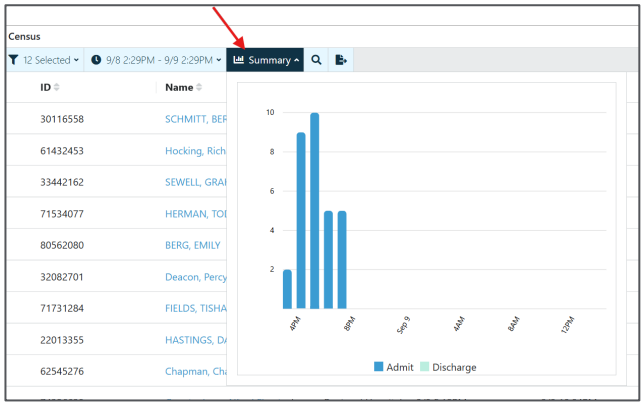
Timeframe

Using the slider bar, select the period to view patient activity. There is a 72-hour limit.



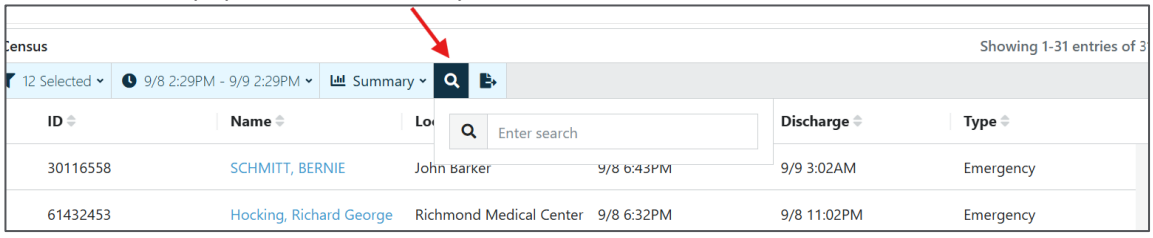
Summary

Provides a detailed visual report of all encounters in the time frame selected.



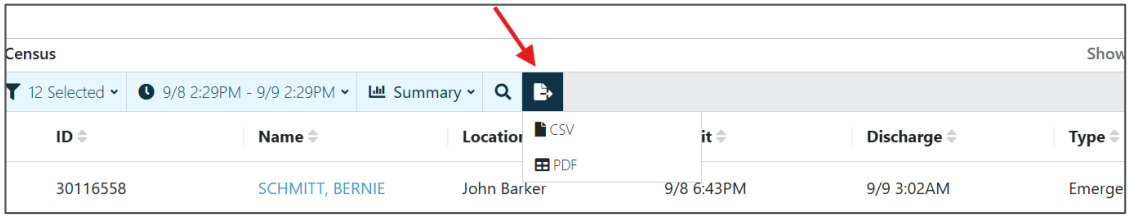
Search

Type a patient's name or ID number (Patient ID or MRN provided by the facility) to locate a patient within Census. Results populate automatically.



Export

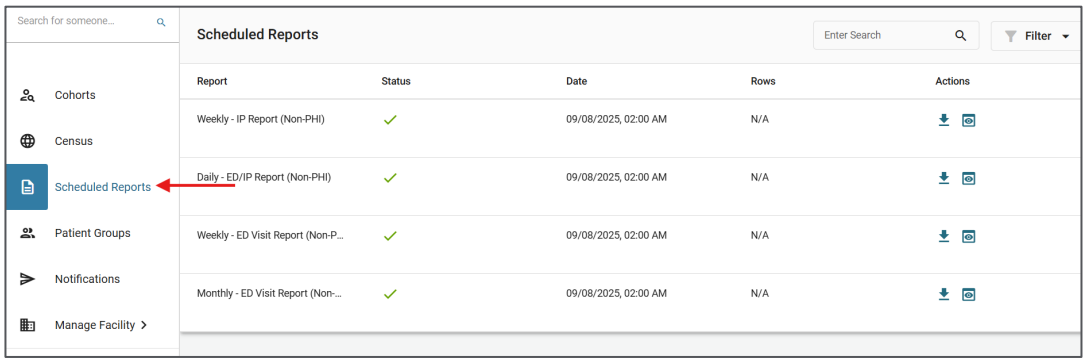
Provides the ability to export the Census data either as a CSV or PDF file. Downloads will reflect any sorting or filtering applied.



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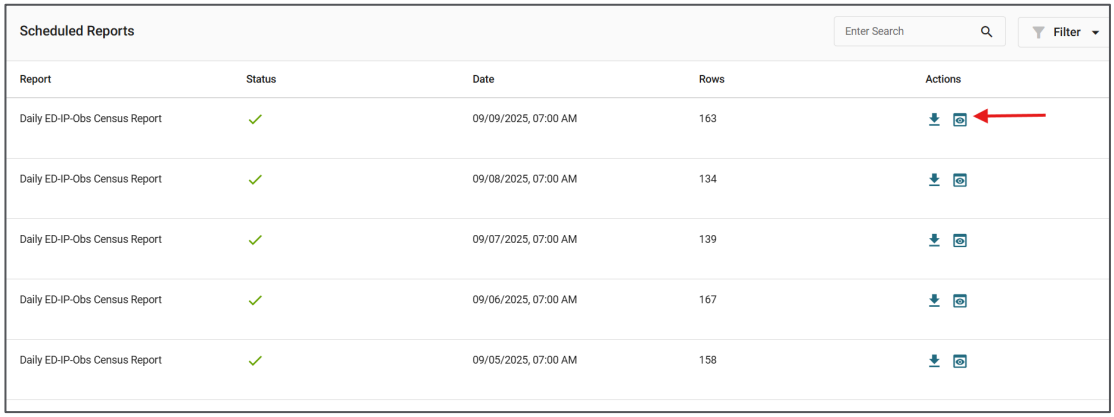
Scheduled Reports

Lists all reports run for the facility and allows searching, previewing, or downloading. Scheduled reports can be generated based on the facility's Cohorts and can be sent daily, weekly, or monthly. Columns shown on facility reports can show up to 30 different data points including patient demographics, diagnoses, and encounter details.



Columns displayed on the Scheduled Reports page include:

- Report: Name of the report.
- Status: Shows a green check when a report was successfully run or indicates a status message detailing any problems if the report was unable to run.
- Date: Gives the date and time each report was run.
- Rows: Indicates how many rows compromise each report; generally, this should indicate how many patients or encounters are being shown depending on the core criteria the report was built on.
- Actions: Options to either download or preview the report. CSV file option is only available.

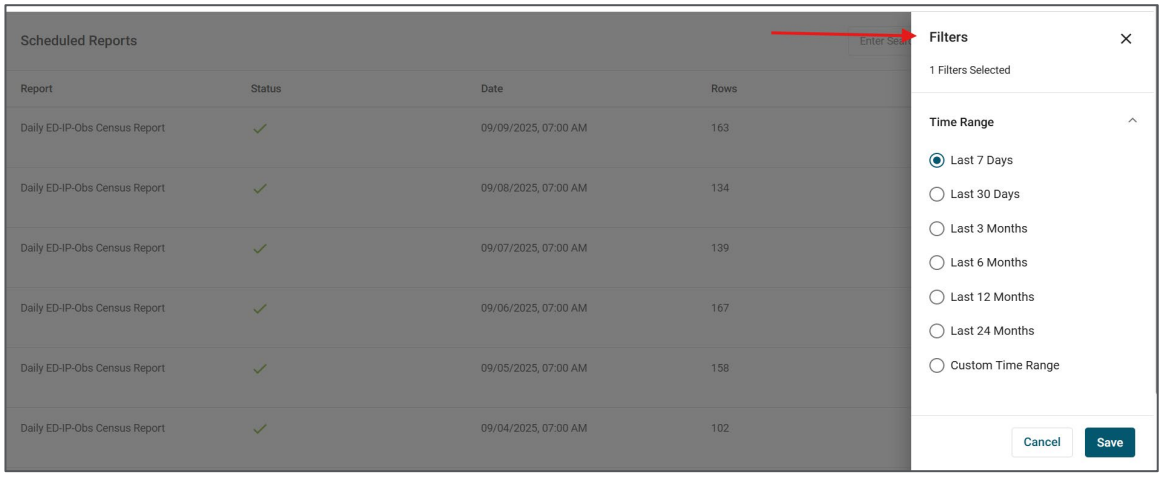


The Search function allows users to search for a report by date or title.



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The Filters function allows users to choose a specific date range for reports.



Contact HealtheConnections Support to request new custom Scheduled Reports or edits to existing Scheduled Reports.

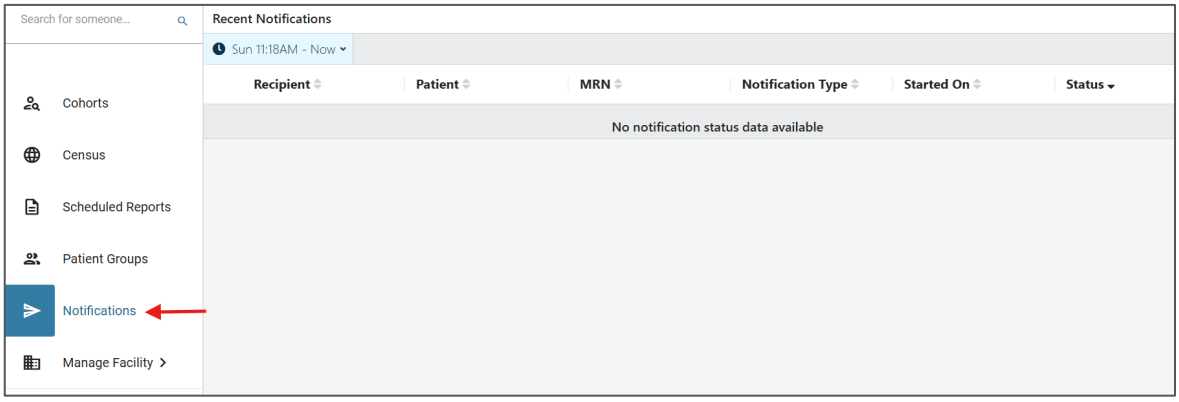
Note: Scheduled Reports will be automatically disabled if there have been no downloads in a 45-day period. If disabled, no new Scheduled Reports will generate until a request has been made to turn them back on. Contact HealtheConnections Support to request Scheduled Reports be re-enabled.

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Notifications

Provides an overview of notices sent for facility users configured to receive Secure Message, email, or text message. Information on the Notifications page includes:

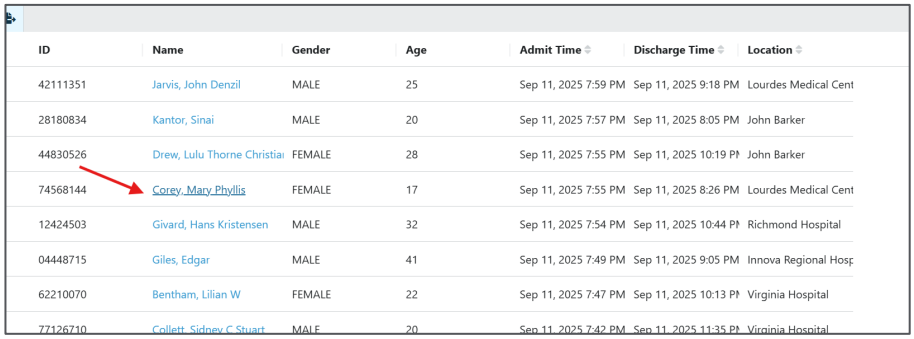
- Recipient: Indicates who the alert is being delivered to, either an individual or a group.
- Patient: The patient who triggered the alert.
- MRN: MRN provided on your facility's patient subscription file.
- Notification Type: The method used to deliver the notification (e.g., email, text).
- Started On: The date and time when the notification was prepared for delivery. This is when it was added to the database.
- Status (Completed On): The date and time when the notification was successfully delivered. This timestamp is captured once our services receive confirmation of delivery.



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Patient Overview

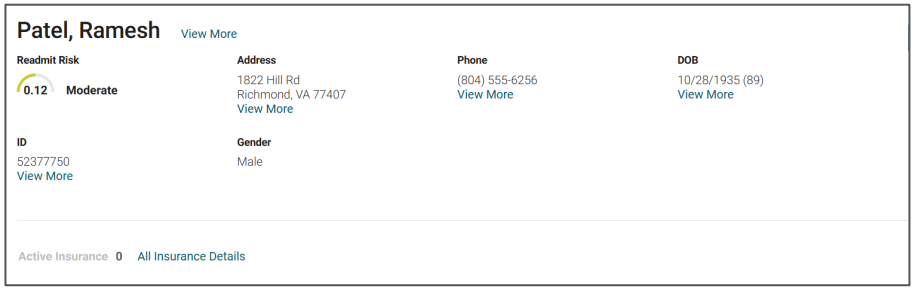
Click a patient name in blue from the Census or Cohort views to access that patient's Patient Overview. You can also use the Search bar on the left had menu to look for a specific patient and access the Patient Overview page.



ID	Name	Gender	Age	Admit Time	Discharge Time	Location
42111351	Jarvis, John Denzil	MALE	25	Sep 11, 2025 7:59 PM	Sep 11, 2025 9:18 PM	Lourdes Medical Cent
28180834	Kantor, Sinai	MALE	20	Sep 11, 2025 7:57 PM	Sep 11, 2025 8:05 PM	John Barker
44830526	Drew, Lulu Thorne Christia	FEMALE	28	Sep 11, 2025 7:55 PM	Sep 11, 2025 10:19 PM	John Barker
74568144	Corey, Mary Phyllis	FEMALE	17	Sep 11, 2025 7:55 PM	Sep 11, 2025 8:26 PM	Lourdes Medical Cent
12424503	Givard, Hans Kristensen	MALE	32	Sep 11, 2025 7:54 PM	Sep 11, 2025 10:44 PM	Richmond Hospital
04448715	Giles, Edgar	MALE	41	Sep 11, 2025 7:49 PM	Sep 11, 2025 9:05 PM	Innova Regional Hosp
62210070	Bentham, Lilian W	FEMALE	22	Sep 11, 2025 7:47 PM	Sep 11, 2025 10:13 PM	Virginia Hospital
77126710	Collett, Sidney C Stuart	MALE	20	Sep 11, 2025 7:42 PM	Sep 11, 2025 11:35 PM	Virginia Hospital

On the Patient Overview page, the demographic and patient information include:

- Readmission Risk Score
- ID – MRN number(s) associated with the patient
- Address
- Gender
- Phone
- DOB



Readmission Risk Score

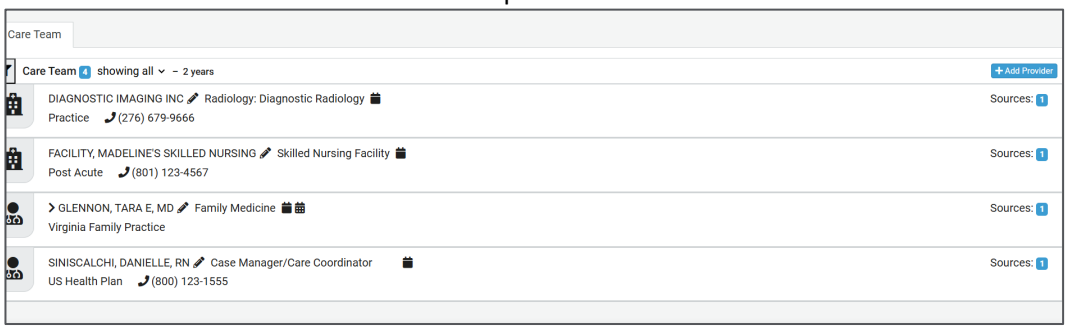
The Readmission Risk Score (RRS) helps care teams identify patients who may need extra support during discharge and follow-up. It highlights higher-risk patients early, supports better care coordination, and uses simple risk levels, Low, Medium, High, and Very High, for quick understanding. The score is updated in real time using data such as visit details, patient history, demographics, and social factors.



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Care Team

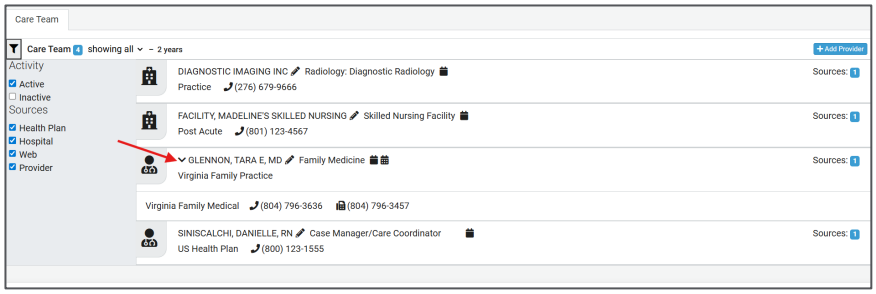
Scrolling down the Patient Overview page reveals the Care Team section, which displays providers and other care team members involved in the patient's care.



Care Team details include:

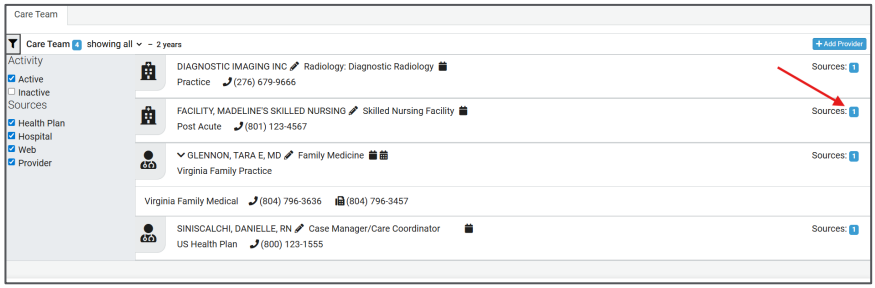
Care Team Provider

Displays available information for each care team member associated with the patient (e.g., provider name, clinic name, provider type, contact information). By selecting the carrot symbol to the left, users can view additional contact information for the care team member.



Sources Indicator

Indicates how many unique data sources reported this provider/clinic as part of the patient's care team.



Assignment Date

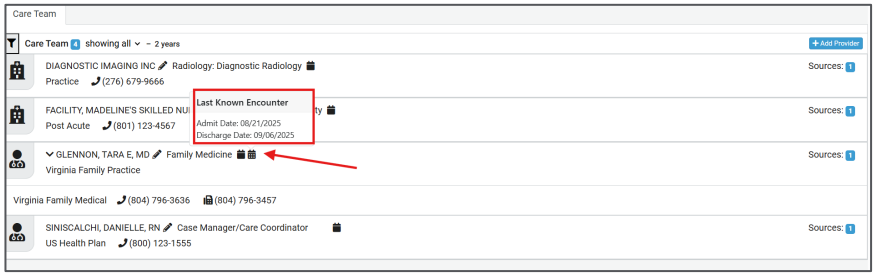
Hover over the icon to know the day the care team member was assigned to the patient.

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Last Known Encounter Date

Hover over the icon to view the last known encounter date for that Care Team member (when applicable)



Care Team Customization

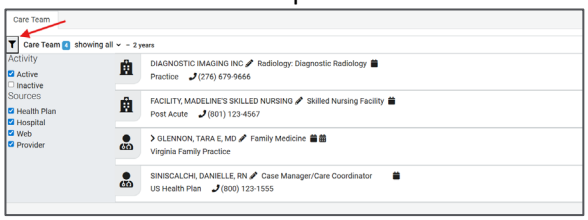
Within the Care Team section there are options to filter based on:

Activity

- Active: Providers where a data source has confirmed activity and/or treatment in the last two years.
- Inactive: Providers where a data source has either confirmed a discontinuation of the provider relationship or where no source has confirmed a relationship in the last two years.

Sources

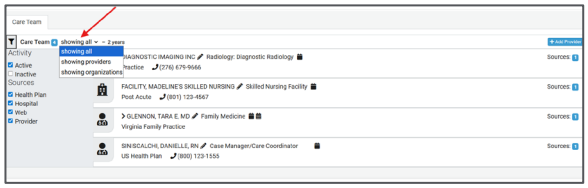
- Health Plan: Relationship was provided in a payer's patient file
- Hospital: Relationship is confirmed through a hospital's HL7/ADT feed
- Web: A user has confirmed the provider relationship through manually entering the information through the service
- Provider: Provider's patient file has confirmed the relationship through the provider's patient file



Providers or Organizations Filter

Filter the care team list to look specifically at individual providers or health care organizations associated with the patient over the past two (2) years.

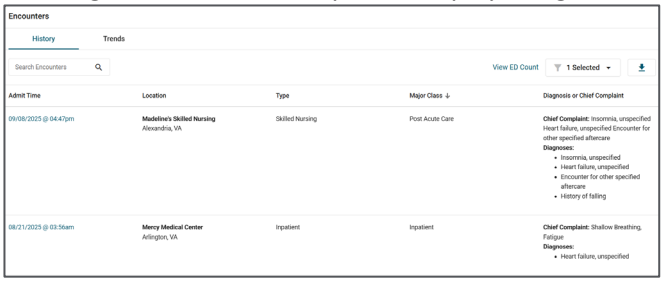
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Encounters

Summarizes a patient's recent encounter history, including:

- Admit Time: Date and time of encounter admission. This is hyperlinked, when clicked a box will pop up providing additional encounter details.
- Location: Name of facility where encounter occurred.
- Type: Specifies type of encounter (e.g., Emergency, Med-surgical, etc.)
- Major Class: Specifies whether the encounter was Emergency or Inpatient
- Diagnoses or Chief Complaint: Displays diagnoses and/or Chief Complaint for that encounter

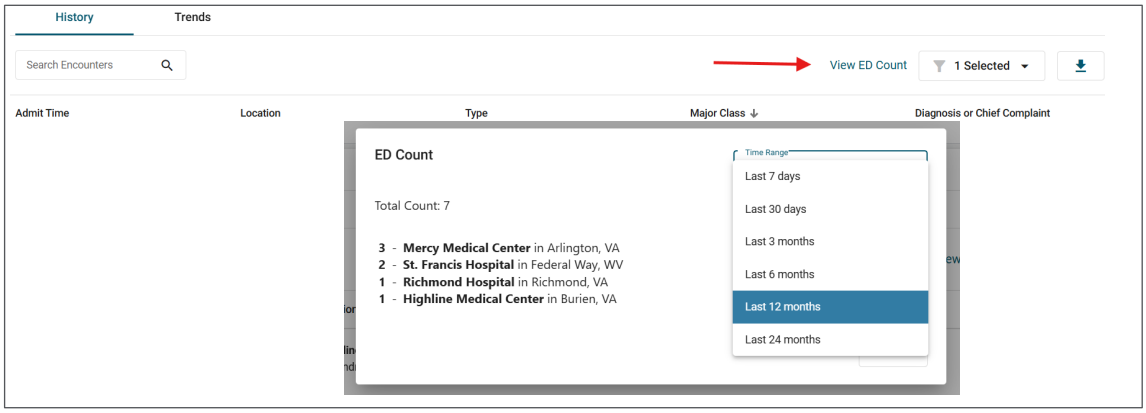


Encounter Customizations

Within Encounters, there are options to filter based on:

View ED Count

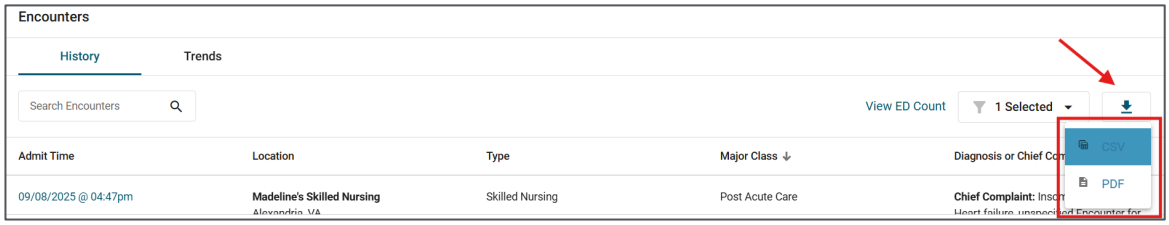
Pop up box will provide count of ED encounters per facility and option to filter from last 7 days to last 24 months.



Download

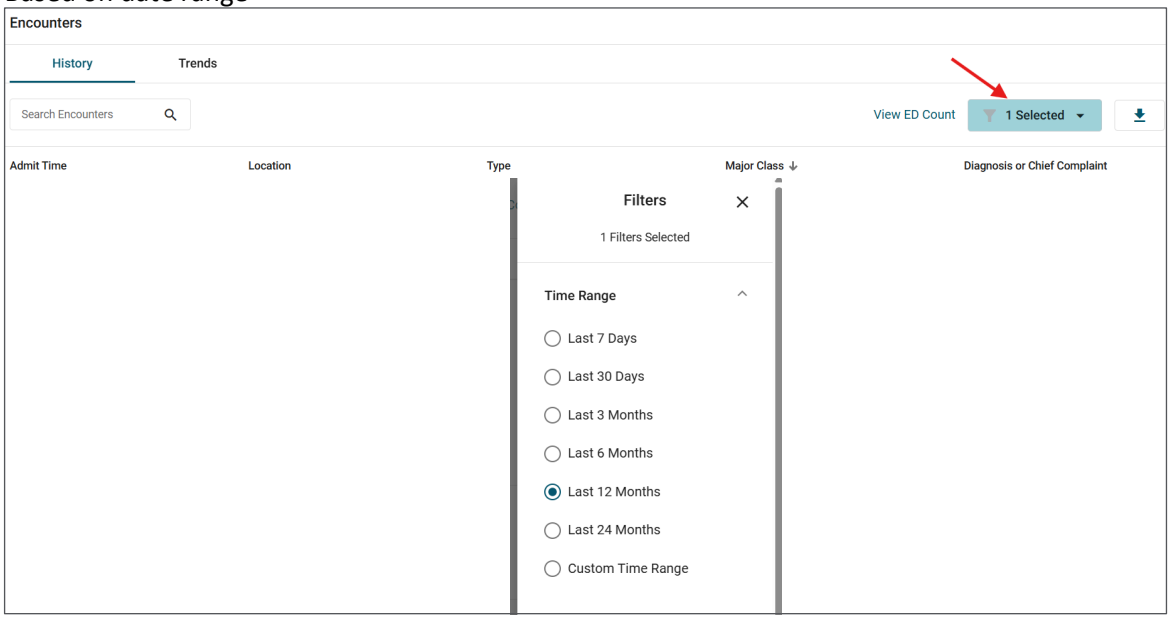
Choose to download as CSV or PDF

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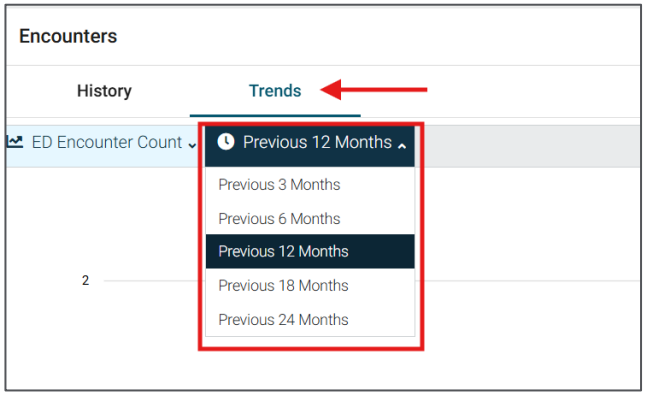
Filter

Based on date range



Trends

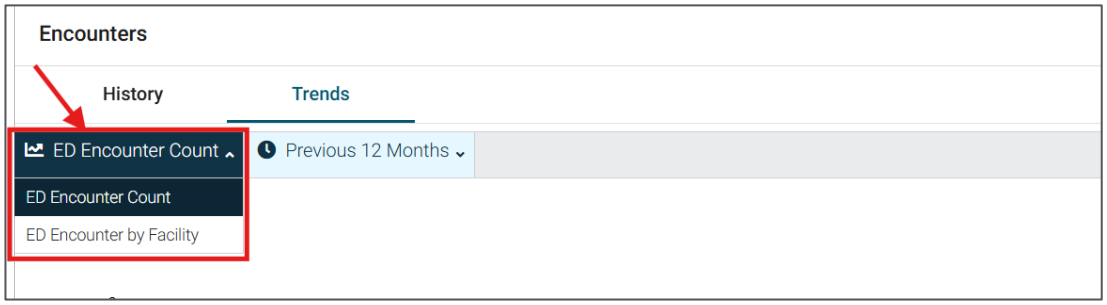
Toggle to the Trends tab to view encounter summary charts. The default timeframe for the charts is previous 12 months. To change the period in the dropdown filter, select either previous 3, 6, 12, 18, or 24-month periods.



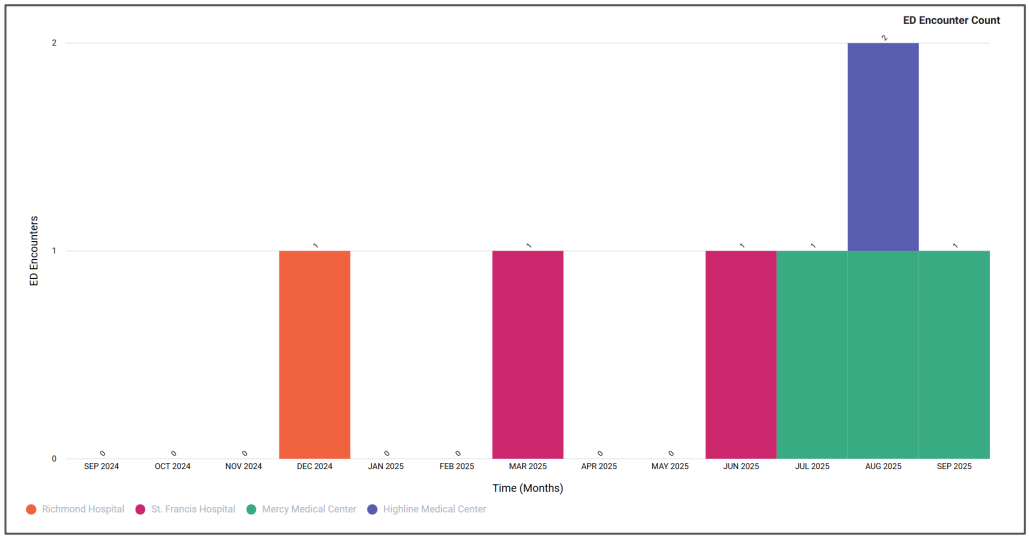
Trend Charts

Use dropdown filter to select the chart to view. Available charts include ED Encounter Count and ED Encounter by Facility.

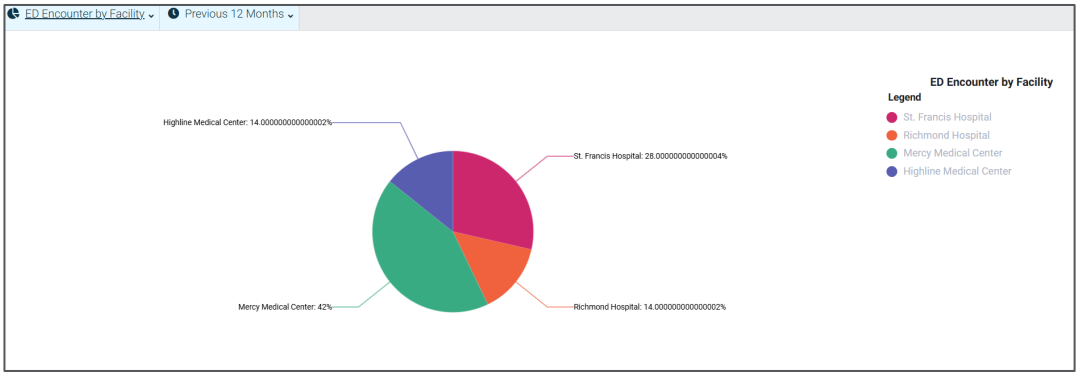
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- **ED Encounter Chart**
  ED encounters for selected time frame with facilities identified by color with the legend at the bottom of the chart.



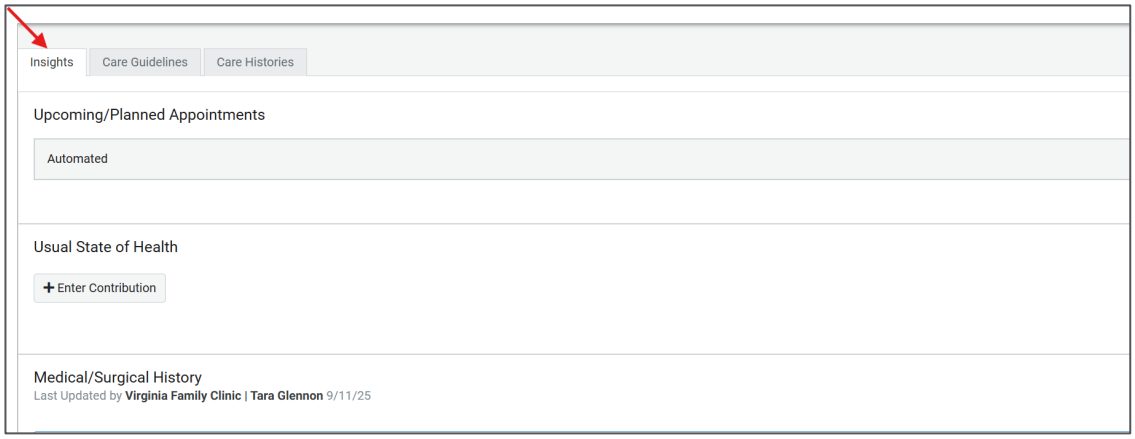
- **ED Encounter by Facility**
  ED encounters grouped by facility with the facility and percentage of encounters for the selected time frame in a pie chart with legend on the right.

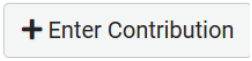


Insights

The Insights section allows care team members to author actionable patient care suggestions and share important information relevant to a patient's care under the appropriate heading (e.g., Mental Health, Security & Safety, etc.). This section is located at the bottom of the Patient Overview page

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To add text Insights, click on Enter Contribution: 

- **Important**: Insights are visible to any user from any facility that is accessing encounter alerts through the service.

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Support

HealtheConnections is here to help and is your first stop for support. For questions or assistance with Encounter Alerts, please contact HealtheConnections at:

- 315-671-2241 ex. 5
- Support@healtheconnections.org

Important: For the most accurate guidance, refer to materials on the HealtheConnections Resource Center. HealtheConnections resources are tailored to our solution.

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