HealtheConnections HIE: RHIO Administrator Overview and Training Guide

This guide helps RHIO Administrators understand their HealtheConnections Health Information Exchange (HIE) role and responsibilities, available resources to support, and know when to contact HealtheConnections for assistance.

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

HealtheConnections HIE: RHIO Administrator Overview and Training Guide 1
- RHIO Administrator Introduction 2
  - Resources & Helpful Tips 2
- Patient Record Access & Management 2
  - Patient Education 2
  - New York State Consent Requirements 2
  - Consent Values 3
  - Maintaining Consent Forms 4
  - Community-wide Deny Consent 4
- User Maintenance & Education Facilitation 4
  - Authorizing Access to Patient Records 4
  - Service Management 5
  - Communication and Correspondence 5
  - Staff Training and Resources 5
- Breach & Policy Management 6
  - Breach Management 6
  - Policy Compliance 6

443 North Franklin St., Suite 001
Syracuse, NY 13204
healtheconnections.org

RHIO Administrator Introduction

Thank you for choosing to participate with HealtheConnections and for serving as the RHIO Administrator for your organization! This important role supports your team and your patients.

- You will be the primary point of contact between your organization and HealtheConnections.
- Organizations must appoint at least one person as a RHIO Administrator, but you may also have more than one.
- For security purposes, the RHIO Administrator(s) will be the only staff authorized to contact HealtheConnections Support regarding authorized user access.
- This role focuses on three key areas:
    - Patient Record Access & Management
    - User Maintenance & Education Facilitation
    - Breach & Policy Management

Resources & Helpful Tips

- Please review HealtheConnections Privacy and Security Policy and Procedures and this Guide to understand your role and responsibilities.
- HealtheConnections must be notified within 24 hours of a staff departure.
- RHIO Administrator's, as point of contact for their organization, must stay connected with HealtheConnections.
- For a RHIO Administrator Role Reference Sheet, click here.
- If you need assistance, we're here to help. Contact us by email at support@healtheconnections.org or phone at 315-671-2241 x5.

Patient Record Access & Management

As the RHIO Administrator, you help ensure appropriate patient record access and support your organization's consent and record management responsibilities. This section outlines what you need to know and do.

Patient Education

Patient Consent Requirements:

- Educate patients on informed consent and protected health information (PHI) sharing.
    - New York State Consent Requirements
    - Consent Values

RHIO Administrator Responsibilities:

- Ensure staff are trained to explain consent accurately.
- Report patient record issues (e.g., merges, unmerges, incorrect data).
- Patient resources are available in the Resource Center.

New York State Consent Requirements

- Patients must give affirmative written consent before their HIE records can be viewed.
- Consent is organization specific. It applies only to the organization that obtained the form.
- Each organization receives a customized consent form.
- Authorized users with the appropriate security role may access records for consenting patients.
- Patients only need to provide consent once per organization but may change their choice at any time.

443 North Franklin St., Suite 001
Syracuse, NY 13204
healtheconnections.org

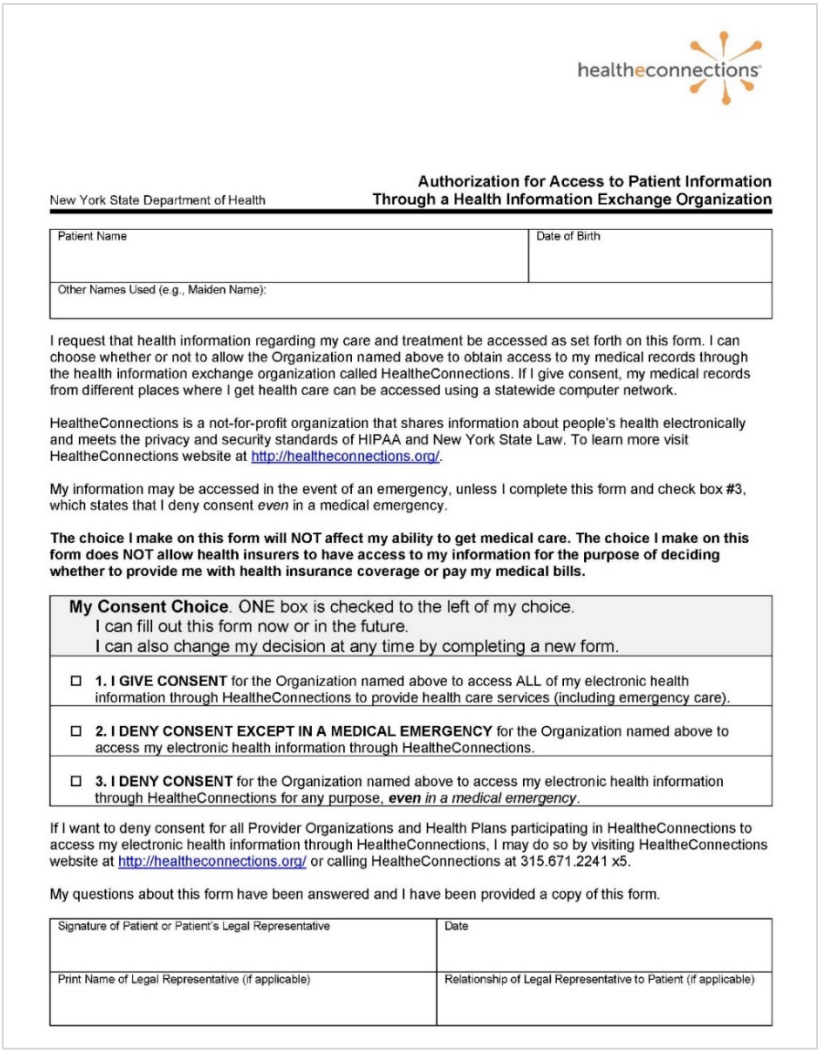
- Providers cannot deny care based on a patient's consent decision.
- Certain public health users may not require consent to access patient records—see the Privacy and Security Policy and Procedure Handbook.

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. *(*Limited by Organization and RHIO Administrator approval)*
- 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.

Sample Consent

Consent forms are organization specific and are not available on our website. To obtain your organization's consent form, contact HealtheConnections at support@healtheconnections.org.



New York State Department of Health

Authorization for Access to Patient Information Through a Health Information Exchange Organization

Patient Name	Date of Birth
Other Names Used (e.g., Maiden Name):	

I request that health information regarding my care and treatment be accessed as set forth on this form. I can choose whether or not to allow the Organization named above to obtain access to my medical records through the health information exchange organization called HealtheConnections. If I give consent, my medical records from different places where I get health care can be accessed using a statewide computer network.

HealtheConnections is a not-for-profit organization that shares information about people's health electronically and meets the privacy and security standards of HIPAA and New York State Law. To learn more visit HealtheConnections website at http://healtheconnections.org/.

My information may be accessed in the event of an emergency, unless I complete this form and check box #3, which states that I deny consent *even* in a medical emergency.

The choice I make on this form will NOT affect my ability to get medical care. The choice I make on this form does NOT allow health insurers to have access to my information for the purpose of deciding whether to provide me with health insurance coverage or pay my medical bills.

My Consent Choice. ONE box is checked to the left of my choice.
I can fill out this form now or in the future.
I can also change my decision at any time by completing a new form.

- ☐ **1. I GIVE CONSENT** for the Organization named above to access ALL of my electronic health information through HealtheConnections to provide health care services (including emergency care).
- ☐ **2. I DENY CONSENT EXCEPT IN A MEDICAL EMERGENCY** for the Organization named above to access my electronic health information through HealtheConnections.
- ☐ **3. I DENY CONSENT** for the Organization named above to access my electronic health information through HealtheConnections for any purpose, ***even*** *in a medical emergency*.

If I want to deny consent for all Provider Organizations and Health Plans participating in HealtheConnections to access my electronic health information through HealtheConnections, I may do so by visiting HealtheConnections website at http://healtheconnections.org/ or calling HealtheConnections at 315.671.2241 x5.

My questions about this form have been answered and I have been provided a copy of this form.

Signature of Patient or Patient's Legal Representative	Date
Print Name of Legal Representative (if applicable)	Relationship of Legal Representative to Patient (if applicable)

443 North Franklin St., Suite 001
Syracuse, NY 13204
healtheconnections.org

Maintaining Consent Forms

Consent Storage Requirements:

- Consent forms remain in effect until the patient changes their consent choice or it expires (e.g., the patient is deceased).
- Forms must be signed and may be stored as:
    - Hard copies: patient file, scanned into EHR/other electronic file
    - Electronically: e-signed form in EHR/other electronic file
    - Consents are subject to audit; signed copies must be available when requested.

RHIO Administrator Responsibilities:

- Maintain patient consent forms.
- Ensure staff understand consent storage and workflow requirements.

Community-wide Deny Consent

Community-wide Deny Requirements:

- Patients may choose Community-wide Deny Consent, which applies to ALL HealtheConnections participating organizations.
- For more information, review the Community-wide Deny Forms and Policy.

RHIO Administrator Responsibilities:

- Ensure staff are trained to explain consent accurately.
- If the patient completes the form at the provider's office:
    - Verify patient identity
    - Discuss ramifications with patient
    - Confirm provider signature
    - Send the signed form to HealtheConnections via encrypted email or Secure Messaging, if enrolled
- If patient does not complete the form at the provider's office:
    - Ensure the patient understands their options
    - Point them to healtheconnections.org for more information
    - Provide HealtheConnections contact information
- **Note**: This also applies to revoking Community-wide Deny.

User Maintenance & Education Facilitation

As the RHIO Administrator, you manage authorized user access and help ensure staff receive the information, training, and resources needed to use HealtheConnections services appropriately. This section outlines what you need to know and do.

Authorizing Access to Patient Records

Authorized User Access:

- Access to patient records is granted at the organization level.
- Authorized users must have access that is appropriate to their role.
- Your organization is responsible for the actions of your authorized users, so it is important that users:
    - Receive the appropriate level of access for their role
    - Are adequately trained
    - Understand that they should only use their credentials to access patients who are being treated at your facility

443 North Franklin St., Suite 001
Syracuse, NY 13204
healtheconnections.org

RHIO Administrator Responsibilities:

- Review and e-sign user request forms.
- Verify identity and approve access level.
- Coordinate user activation/deactivation with HealtheConnections.
- Notify HealtheConnections within 24 hours of staff departure.
- Define user privileges (e.g., Break the Glass, Demographics only).
- Forms are available in the Resource Center. This includes:
    - New User Request Form
    - User Account Modification & Termination Form

Service Management

Service Access for Authorized User:

- Secure Messaging Access:
    - HIPAA-compliant accounts for sending PHI between providers or HealtheConnections
    - Available to all users
- Results Access:
    - Named providers or their delegates can access clinical results.
- Statewide Encounter Alerts (SEAS):
    - Real-time, customizable alerts for secure patient insights to enhance care
    - For more info or to sign-up: Statewide Encounter Alerts

RHIO Administrator Responsibilities:

- Review and approve user requests (All services)
- Ensure provider delegation rules are followed-only providers can delegate to staff. (Results)
- Serve as primary contact for Results and EHR interfaces, including project initiation and providing NPI lists to vendors or HealtheConnections. (Results)
- Assess if alerts support organizational workflow and clinical outcomes. (SEAS)
- Assist with maintaining patient lists as needed. (SEAS)

Communication and Correspondence

RHIO Administrator Responsibilities:

- Keep your organization and users informed on HealtheConnections updates and new features.
- Notifying HealtheConnections of organizational changes:
    - Closures, additions, or address changes
    - User account activation/deactivation
    - Mergers or acquisitions
    - EHR changes
    - New services offered
    - Maintain updated physician list
    - If you leave your organization or change roles
- Stay subscribed to HealtheConnections email notifications.

Staff Training and Resources

RHIO Administrator Responsibilities:

- Ensure all authorized users set up multi-factor authentication (MFA).

443 North Franklin St., Suite 001
Syracuse, NY 13204
healtheconnections.org

- Ensure all staff receive training on the collection of SHIN-NY consent and the requirement to obtain affirmative written consent prior to accessing patients' records.
- Ensure all staff receive training on confidentiality and security surrounding Protected Health Information (e.g., HIPAA training).
- Confirm staff are trained on how to use applicable services.
- HIE Portal access, authorized user forms, guides, training materials, patient education resources, and more are available in the Resource Center.

Breach & Policy Management

As the RHIO Administrator, you serve as a key contact for privacy and security incidents and help your organization follow HealtheConnections policies. This section outlines the reporting, coordination, and compliance responsibilities you need to understand.

Breach Management

RHIO Administrator Responsibilities:

- Serve as the point of contact for breach notifications.
- Coordinate with HealtheConnections on incident investigations and remedies.
- Stay subscribed to HealtheConnections emails and whitelist URLs.
- For more information, review the Privacy and Cyber Security Event Notification Reference Sheet in the Resource Center.

Policy Compliance

RHIO Administrator Responsibilities:

- Review RHIO Administrator reports in the HIE portal to monitor usage, provider lists, site lists, and compliance.
- Report policy violations to your organization's privacy officer and HealtheConnections.
- Ensure sanctions and accountability are applied.

443 North Franklin St., Suite 001
Syracuse, NY 13204
healtheconnections.org