HealtheConnections HIE: RHIO Administrator Reference Sheet

Thank you for serving as a RHIO Administrator—your organization's required point of contact for HealtheConnections.

Your Responsibilities

This essential role includes support, guidance, and oversight of:

User Maintenance and Education Facilitation

- Authorize and manage user accounts, privileges, and services.
- Ensure MFA setup and staff training on patient record privacy and security and patient consent requirements.
- Share updates, notifications, and rollouts with organization and authorized users.
- Notify HealtheConnections of organizational changes (closures, mergers, EHR changes, new services, physician lists).

Patient Record Management

- Maintain and store patient consent forms.
- Facilitate community-wide deny requests (verify identity, discuss implications, submit forms).
- Report patient record issues (merges, unmerges, incorrect data).

Breach & Policy Management

- Report suspected breaches or policy violations.
- Review required reports and report violations.
- Audit access to patient records and complete required attestations. (*Applies if serving as both RHIO Administrator and Audit Contact)*

Stay Informed & Connected

As a RHIO Administrator you must remain connected with HealtheConnections.

- Stay subscribed to our emails to receive updates and notifications.
- Notify us if you leave your organization or change roles.

Support & Resources

For more information:

- Review the RHIO Administrator Training Guide for a detailed overview of roles and responsibilities.
- Additional resources and forms are available in our Resource Center. This includes the:
  - New User Request Form
  - User Account Modification & Termination Form
- Contact HealtheConnections at support@healtheconnections.org or 315-671-2241 x5, if you need assistance. We're here to help.

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