HealtheConnections Reference Guide: Consent and Patient Resources

This guide provides Rochester RHIO participants with a quick reference to consent and patient resources.

Resource Area	What HIE Authorized Users Need to Know
Consent Forms	Consent forms are organization-specific and provided by HealtheConnections.
Consent Access and Management	Refer to the Consent Management Guide for information on consent requirements, consent values, managing consent records, and accessing consent information, including users at multiple organizations.
Break the Glass (Emergency Access Only)	The Break the Glass resource outlines emergency access procedures and applicable requirements. Emergency access is available to approved participating organizations with emergency departments or emergency medical services.
Minor Consent	Organizations that provide minor-consented services can request enrollment in this functionality by contacting HealtheConnections. Visit the Minor Consented Services Override webpage for additional guidance and FAQs.
Part 2 Protected Health Information	The 42 CFR Part 2 FAQ provides information about requirements related to substance use disorder records, often referred to as SAMHSA data.
Community-Wide Deny	The Community-Wide Deny policy and form explain how a patient can deny access to their information across participating organizations. This was referred to as RHIO-Wide Denial at Rochester RHIO.
Written Consent Exceptions	The Written Consent Exceptions resource describes situations in which access may be permitted without written consent, often referred to as Telehealth Verbal Consent by Rochester RHIO.
Medical Record Requests	Provide patients with the Medical Record Request form and follow the associated policy when a patient requests information contained within their HealtheConnections record.
Patient Audit Log Request	Follow the Patient Audit Log Request policy process when a patient requests information about who has accessed their records through HealtheConnections.
Patient Record Merge Requests	Submit the Patient Record Merge Request when duplicate patient records are identified and need to be reviewed for potential consolidation.

Support and Learning Resources

Use these resources to assist with questions about consent, patient requests, or access.

Support Resource	How It Helps
Resource Center	Find training materials, guides, patient resources, and other frequently used information in the Resource Center.
HealtheConnections Support	Contact HealtheConnections by email at support@healtheconnections.org or by phone at 315-671-2241 ext. 5. Additional resources are available at www.healtheconnections.org. • **Business Hours**: Monday through Friday, 7:30 am to 5:00 pm EST • **After-Hours Support**: For urgent issues outside of business hours, call 315-671-2241 ext. 5.

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