Statewide Encounter Alerts Best Practice Guides: General Navigation and Notifications

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.

This Best Practice Guide walks users through **General Navigation** and the **Notifications section**.

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

General Navigation 2

Notifications 3

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

healtheconnections.org

General Navigation

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

Menu

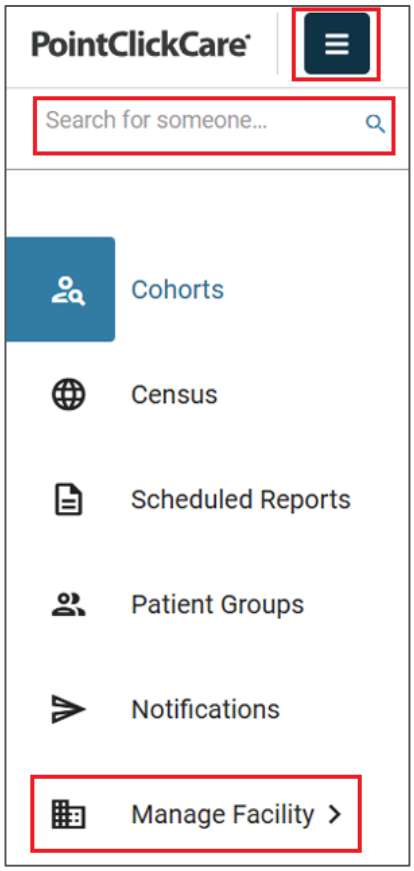
All available options will be displayed on the left. Click the three-line icon at the top to show or hide menu options.

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)

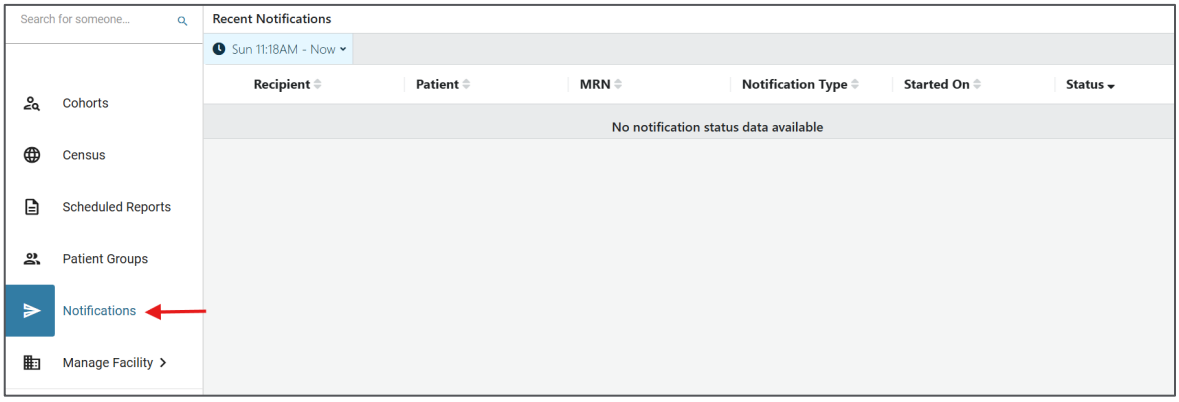
- Column Sorting: Click a column header to sort numerically or alphabetically; click again to reverse the order.
- Column Sizing: Adjust column widths to customize the view.

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

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.



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