



Audit Reports User Guide

As a participating organization of HealthConnections, you are required to attest that your authorized users comply with the policies to access and use the health information exchange. HealthConnections (HeC) audit reports are available on-line for your review every month. Each participating organization is required to attest to their audit reports annually. HealthConnections will notify you via email when you are required to attest, with a copy of the attestation form and deadline for returning the form. You are strongly encouraged to review your list of authorized users every month and report any that require deactivation to HealthConnections Support.

For Break-the-Glass reports, you will be notified daily of any occurrences from the previous day/weekend and you may attest for multiple days by noting the date range on the attestation form.

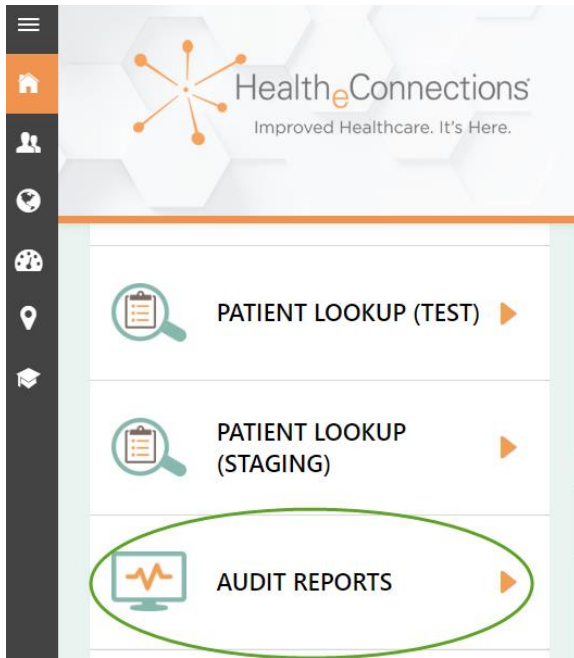
Follow the steps below to access the reports and the required follow-up.

Access myConnections in your browser → <https://hie.healthconnections.org/#/healthe-login>

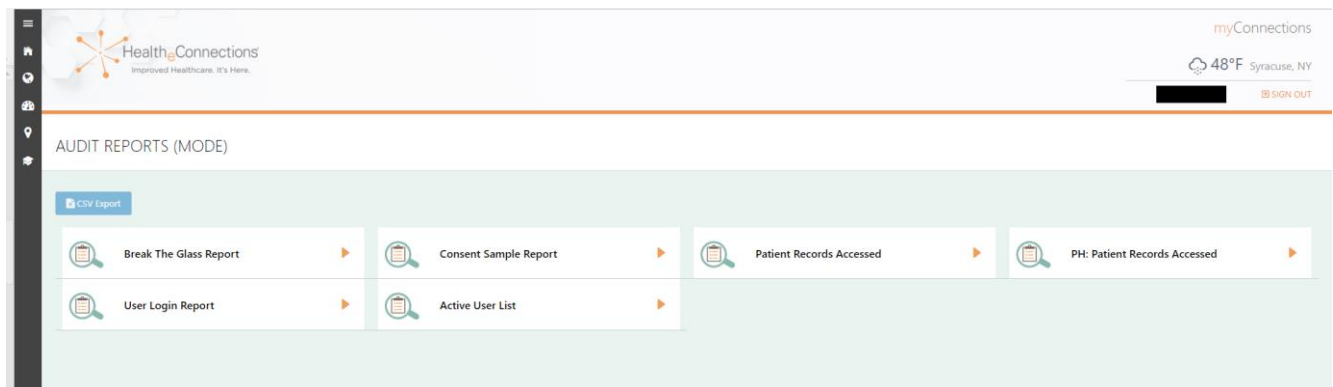
A screenshot of the HealthConnections login page. At the top left is the HealthConnections logo. Below it is a disclaimer in small text: "HealthConnections is a secure system used for exchanging health information. All access to HealthConnections is recorded and subject to audit. Unauthorized access is prohibited. Sharing of usernames and passwords is also prohibited. HealthConnections is not responsible for the completeness or accuracy of information. Users are responsible for independent examination, diagnosis and treatment of a patient. The information accessed through HealthConnections is confidential and may contain sensitive patient information. By logging in and accessing patient records in the health information exchange, you may be viewing patient records that contain HIPAA/DS protected under Article 27-F of NY Public Health Law or patient records from facilities licensed or operated by the NYS Office of Mental Health for the NYS Office for People With Developmental Disabilities which may not be re-disclosed except as permitted by the NYS Mental Hygiene Law." Below the disclaimer are two input fields: "Username" and "Password", each with a red border. Below the fields is an orange "Log In" button. To the left of the button is a blue link "Forgot password?". At the bottom, there is a footer with the text: "Please use your HIE Username and Password to log into myConnections. If you need help or require a log in for this application, contact the HealthConnections help desk at (315) 671-2241 option 5 or email support@healthconnections.org. Copyright © 2015 HealthConnections".

Enter your Username and Password. If you do not currently have a myConnections account, contact HealthConnections support at support@healthconnections.org or 315.671.2241 x 5 for your credentials.

Once you have logged in, the following screen will appear. Select the 'Audit Reports' button to access your on-line reports.



When you click on the Audit Reports badge, you will be taken to the Audit Reports Console (below screen):



Select the report you wish to view.

The report will load into the screen.

	ORGANIZATION	EVENT DATE	REPORT WEEK	USER NAME	USER LOGIN	USER SECURITY ROLE	PATIENT NAME	PATIENT DOB	BREAK THE GLASS REASON	BREAK THE GLASS VIOLATION
1	YOUR ORGANIZATION B	2018-09-21 14:34:29	9/16/2018	USER NAME 2	USER LOGIN 2	Break the Glass Non-Practitioner	PATIENT NAME 2	1970-03-31	TREATMENT	IMPROPER USE OF BREAK THE GLASS
2	YOUR ORGANIZATION B	2018-09-21 14:37:40	9/16/2018	USER NAME 2	USER LOGIN 2	Break the Glass Non-Practitioner	PATIENT NAME 2	1970-03-31	TREATMENT	IMPROPER USE OF BREAK THE GLASS
3	YOUR ORGANIZATION B	2018-09-21 18:44:06	9/16/2018	USER NAME 2	USER LOGIN 2	Break the Glass Practitioner	PATIENT NAME 2	1970-03-31	TREATMENT	IMPROPER USE OF BREAK THE GLASS

When the report opens, the data will default to the first organization in your organization list. If your account is only associated with one organization, this will be the organization that the report defaults to. If your account is associated with more than one organization, you will be able to choose between the organizations in the filter panel.

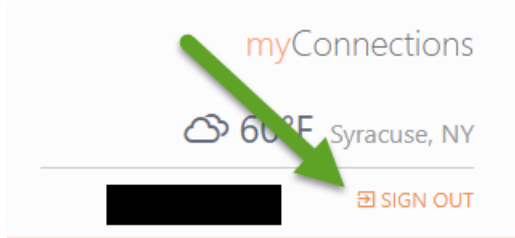
Data will default, as follows:

- To the first week available for Break-the-Glass (7 weeks of reports are available)
- To the first month available for Consent Sample (3 months of reports are available)
- To the first month available for Patient Records Accessed (3 months of reports are available)
- To the first week available for Public Health: Patient Records Accessed (7 weeks of reports are available)
- User Login Report contains a rolling 13 months of data
- Active User List Report contains current information on users associated with the organization

Example: Report is defaulted to “Your Organization A” and report week of “07/29/2018” as indicated by the radio buttons selected. All entries for the report week of 07/29/2018 associated with “Your Organization A” will be displayed. You may select another timeframe or another organization by clicking on the corresponding radio buttons and clicking “Apply.”

Once you have reviewed a report and need to review another report, you can use the drop-down menu to select another report.

Once your review is complete, you can exit HealthConnections by clicking on “Sign Out” in the top right corner.



What to review and how to attest:

Audit Report package for annual attestation includes:

1. *Patient Records Accessed* – this report lists patient records that have been accessed by users from your organization

YOUR ACTIONS:

- Review report. If no discrepancies exist, sign and return attestation form. In the subject line of the email, include *Your Organization Name – Attestation Form*. If discrepancies exist, contact HealtheConnections support at 315.671.2241 x 5 for follow up.

2. *Consent Sample* – this report is a sample of patient consents in place for your organization.

YOUR ACTIONS:

- You are required to locate the consent forms for the first 5 entries and return a copy of the forms to HealtheConnections. Please note that these can only be returned via fax at 315.407.0053 or through your Direct Mail connection to support@hiemail.healthconnections.org In the subject line of the email or on the fax cover sheet, include *Your Organization Name – Consent Forms*. **DO NOT SEND VIA OUTLOOK OR OTHER STANDARD EMAIL SOFTWARE.**

3. *User Logins* – this is a list of your authorized users and the numbers of logins per month

YOUR ACTIONS:

- Review the report and notify HealtheConnections support of any required changes at 315.671.2241 x 5 or support@healthconnections.org or fax to 315.407.0053.
- NOTE: As a reminder, when an employee leaves your organization, HealtheConnections is to be notified within 24 hours of that employee's departure.

NOTE: An attestation is required even if the reports show no activity for the reporting period.

Break-the-Glass (BTG) reports will be available daily when a BTG event has occurred for your organization. HeC will notify you when a BTG event has occurred and the report is available.

YOUR ACTIONS:

- You can review these reports daily and will be required to attest within 5 business. You may attest daily or for multiple days by noting the date range (no longer than one week) on the attestation form.

Public Health: Patient Records Accessed reports are only available to those participants designated as public health organizations. HeC will notify you weekly with an email to attest. An attestation is required even if the report shows no activity for the reporting period.

YOUR ACTIONS:

- These reports will be available every Monday for your review from the previous week. You will be required to return your attestation form within 5 business days.

If you have any questions, contact HealtheConnections support at 315.671.2241 x 5 or support@healthconnections.org.