



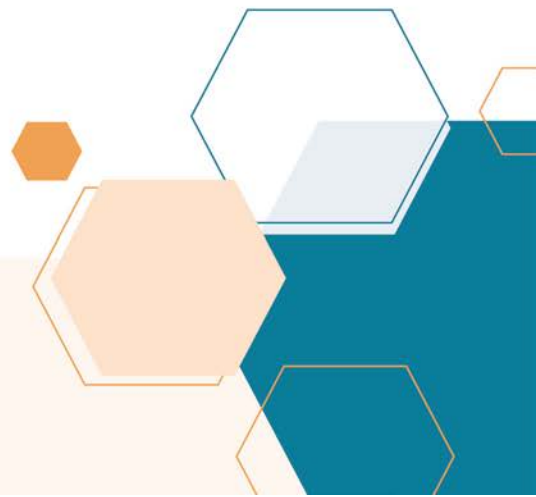
HealthConnections Audit Reports

(Audit Reports User Guide_03_21_2019)

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 online for your review.

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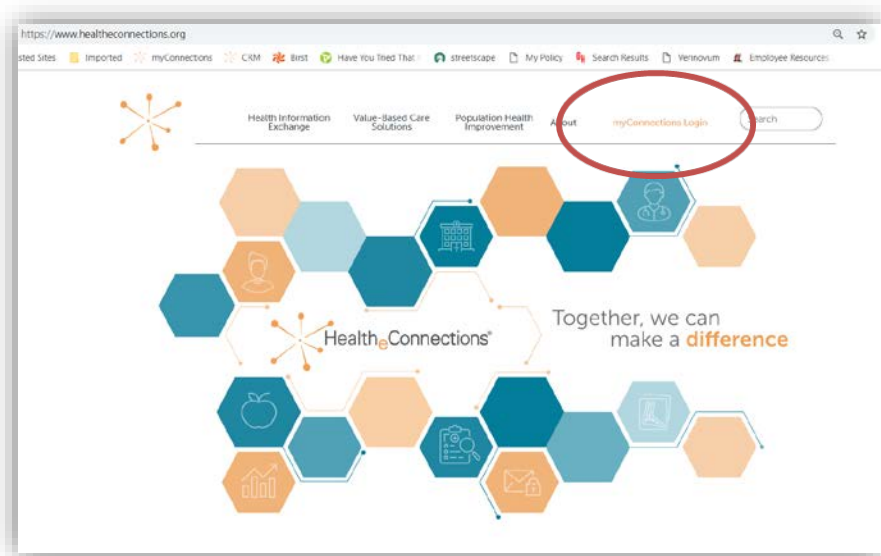
Audit Reports

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 online 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.

Accessing your Audit Reports

You can access myConnections from our website <https://www.healthconnections.org>



Or alternatively in your Internet browser at <https://hie.healthconnections.org>



Type your HealthConnections Username and Password into the appropriate fields and click **Log In**.

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 HIV/AIDS 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.

Username

Password

Log In

[Forgot password?](#)

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.

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A green box indicates a valid entry and a red box indicates an invalid entry or nothing entered.

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yourusername

Password

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If you cannot recall your password, click the **Forgot Password** link to begin the password recovery process.

If you do not currently have a myConnections account, contact HealthConnections support at support@healthconnections.org or 315-671-2241 ext. 5 for your credentials.

443 N. Franklin St., Suite 001
Syracuse, New York 13204

(315) 671-2241

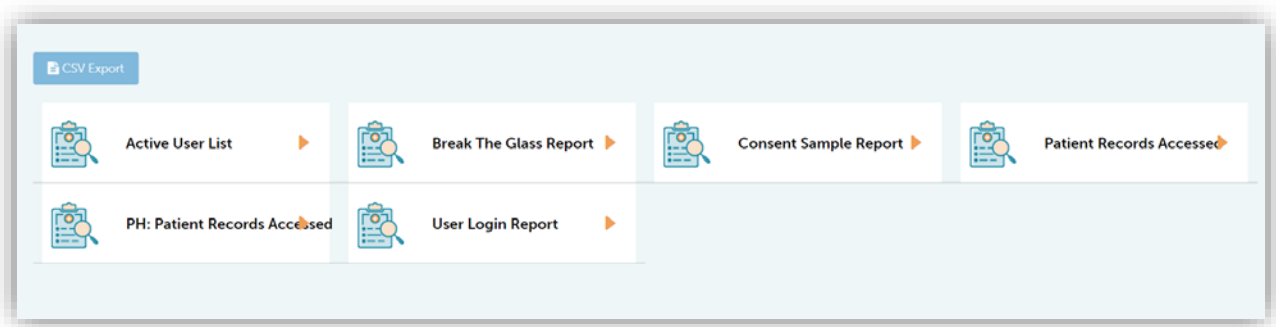
healthconnections.org



Click the **Audit Reports** badge to access the Audit Reports.



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



1. Select the report you wish to view.
2. The report will load into the screen.





Viewing your Audit Reports

The screenshot shows the HealthConnections myConnections dashboard. At the top right, it displays the user name 'Tammie Kiniry' and a 'SIGN OUT' button. Below the navigation bar, there are several report tiles: 'Break The Glass Report (DEMO)', 'Consent Sample Report (DEMO)', 'Patient Records Accessed (DEMO)', 'PH: Patient Records Accessed (DEMO)', 'User Login Report (DEMO)', 'Active User List (DEMO)', and 'Emergency Only Consent Report (DEMO)'. A 'CSV Export' button is located in the top left of the report area. The main content area is titled 'Break the Glass (DEMO)' and includes a table of data and a filter panel on the right.

Break the Glass (DEMO)
Find our Audit Training Materials and Attestation Forms [here](#).
Have a question or see an error? Connect our support team (* Do not include PHI) [here](#).

	ORGANIZATION	EVENT DATE	REPORT WEEK	USER NAME	USER LOGIN	USER SECURITY ROLE	PATIENT NAME	PATIENT DOB	E
1	YOUR ORGANIZATION A	2019-02-17 11:30:19	2/17/2019	USER NAME 1	USER LOGIN 1	Break the Glass Practitioner	PATIENT NAME 1	1982-01-15	TR
2	YOUR ORGANIZATION A	2019-02-17 11:31:25	2/17/2019	USER NAME 1	USER LOGIN 1	Break the Glass Practitioner	PATIENT NAME 1	1982-01-15	TR
3	YOUR ORGANIZATION A	2019-02-17 11:32:45	2/17/2019	USER NAME 1	USER LOGIN 1	Break the Glass Practitioner	PATIENT NAME 1	1982-01-15	TR
4	YOUR ORGANIZATION A	2019-02-18 15:23:01	2/17/2019	USER NAME 1	USER LOGIN 1	Break the Glass Non-Practitioner	PATIENT NAME 1	1982-01-15	TR

Filters

ORGANIZATION

- YOUR ORGANIZATION A
- YOUR ORGANIZATION B

REPORT WEEK

- 2/17/2019
- 2/24/2019
- 3/10/2019
- 3/17/2019
- 3/3/2019

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

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 one, you can click on any other report button.

If you experience issues accessing the Audit Report, you may need to ensure that the following websites (URLs) are not blocked:

modeanalytics.com
*.modeanalytics.com
healthconnections.org
*.healthconnections.org
rapidssl.com
dropboxapi.com

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

Attestation of Audit Reports

Your actions regarding attestation of audit reports will vary based on the type of audit that you are completing.

Annual Audit

When your organization is due for the annual audit, you will receive an email from support@healthconnections.org. This email will include an annual attestation form (*L-3 – Form – Annual Audit Report Attestation*).

You should complete the following actions for the annual audit:

1. Review the **Patients Records Accessed** report. This report lists patient records that have been accessed by users from your organization.
 - a. If no discrepancies exist, sign and return attestation form. In the subject line of the email, include “Your Organization Name – Attestation Form.”
 - b. If discrepancies exist, contact HealthConnections support at 315-671-2241 ext. 5 for follow-up.
2. Review the **Consent Sample** report. This report is a sample of patient consents in place for your organization.
 - a. You are required to locate the consent forms for the first five entries on the consent sample report and return a copy of the consent forms to HealthConnections. Because these documents contain Protected Health Information (PHI) you must return via fax at 315-407-0053, or through your **Direct Mail** connection to support@hiemail.healthconnections.org.
 - b. You cannot send email to the Direct Mail address UNLESS you are sending from a Direct Mail account. In the subject line of the email or on the fax cover sheet, include “Your Organization Name – Consent Form
 - c. **DO NOT SEND VIA OUTLOOK OR OTHER STANDARD EMAIL SOFTWARE.**



3. Review the **User Login** report. This report is a list of your authorized users and the number of logins per month. Note: This report may NOT contain all of your users. If you have a user that has not logged in within the past 13 months, they will not appear on this report.
 - a. Review the report and notify HealthConnections support of any required changes at 315-671-2241 ext. 5, support@healthconnections.org or fax to 315-407-0053.

As a reminder, when an employee leaves your organization, HealthConnections is to be notified within 24 hours of that employee's departure.

Break the Glass Audit

You will be notified when a **Break The Glass** instance has occurred. Reports are made available daily.

You should complete the following actions for a **Break The Glass** audit:

1. Review the **Break The Glass** report. You are required to attest within 5 business days. You may attest daily or for multiple days by noting the date range (no longer than one week) on the attestation form.





Public Health Audit

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

You should complete the following actions for the public health weekly audit:

1. Review the **PH: Patient Records Accessed** report. These reports are made 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 HealthConnections support:

315-671-2241 ext. 5

support@healthconnections.org





Form Reference

Weekly Public Health Access Audit Attestation

The weekly public health access audit attestation form is used to attest for the weekly public health access audit.

Break the Glass Audit Attestation

The break the glass audit attestation form is used to attest for Break The Glass events.

Annual Audit Attestation

The annual audit report attestation form is used to attest to the required annual audit.

Breach Notification

The breach notification form is utilized when you are made aware that a user has accessed HealthConnections inappropriately but is not covered under a *Break The Glass* event audit. For example, a user enters a consent to HealthConnections on themselves and then views their own records.

