



Health_eConnections™

AUDIT REPORT RECIPIENT TRAINING



Audit Report Recipient Appointment

- + Thank you for choosing to participate with HealthConnections and to serve as the Audit Report Recipient for your organization!
- + Organizations must appoint at least one person as the Audit Report Recipient
- + The Audit Report Recipient will be responsible for auditing use of HealthConnections including, but not limited to completing an annual audit report attestation



Patient Education

- + HealtheConnections and its participating organizations are required to educate patients on the informed consent process and the terms and conditions by which protected health information (PHI) is shared
- + HealtheConnections offers an informed consent script for staff to utilize when asking patients to sign the consent form



Consent

NYS law requires that Participating Organizations obtain a patient's consent before viewing their PHI for non-emergency treatment

- + HIE records may only be viewed for patients who provide an affirmative consent
- + A patient's consent applies only to the Participating Organization that collected the consent form, not to all Participating Organizations
 - + Patients only need to provide consent for a Participating Organization one time
 - + A patient may change their consent value at any time by filling out a new consent form at each Participating Organization
- + Participating Organizations must inform patients that ANY and ALL health information included in their health record will be available through the HIE
 - + Direct patient to [HealthConnections.org/map](https://www.healthconnections.org/map)
- + Any authorized user at the Participating Organization may access a consenting patient's health record, with the appropriate security role
- + Providers cannot refuse treatment to patients based on willingness to provide consent



Consent Values

- + **I GIVE CONSENT** for the Provider Organization or Health Plan to access ALL of my electronic health information through HealtheConnections to provide health care services
- + **I DENY CONSENT EXCEPT IN A MEDICAL EMERGENCY** for the Provider Organization to access my electronic health information through HealtheConnections*
- + **I DENY CONSENT** for the Provider Organization or Health Plan to access my electronic health information through HealtheConnections for any purpose, even in a medical emergency



Community Wide Deny Consent

If a patient requests “Community-wide Deny” consent, the following options are available:

- + The patient completes a Community-wide Deny consent form and your organization submits to HealtheConnections Support to enter the consent
- + The patient can visit the HealtheConnections office, with photo identification, to complete the form
- + The patient can take the form and have it notarized and send it to HealtheConnections Support
- + Ensure the patient understands the impact of Community-wide Deny



Maintaining Consent Forms

Patient consent forms must be kept with a patient's record for six (6) years

- + Signed paper consent forms can be stored in patient charts OR electronic (scanned) copies of the consent forms can be kept on file
- + Consents are subject to periodic auditing
- + A copy of the patient's signed consent form must be made available in the event of an audit



Managing Authorized User Accounts

RHIO Administrators are responsible for:

- + Authentication/identity proofing of Authorized users within the organization
- + Ensuring all training is completed prior to approving an Authorized User account
See p.29 for training reference
- + Requesting scheduled on-site trainings
- + Ensuring a process is in place to retain Authorized User forms for six (6) years
- + Notifying HealthConnections Support to terminate access for Authorized Users who no longer require access to the HIE
- + Managing annual refresher trainings



Authorized User Access Types

Clinical

- + Access to all patient records in the HIE
 - + Patient demographics, lab results, radiology reports and images, medications, allergies, etc.
- + Best for: physicians, nurse practitioners, physician assistants, nurses, other clinical and medical support staff

Patient Demographic Only

- + Access to patient demographics
 - + Name, address, and insurance information
- + Best for: registration or admission staff who are responsible for entering consent for a facility

Public Health

- + Additional privilege for users within the health departments who require a non-consenting role



Breach Management

HealthConnections and its Participating Organizations must notify each other of any actual or suspected breaches

- + HealthConnections and the Participating Organization will investigate all incidents
- + HealthConnections will:
 - + Notify Participating Organization if PHI was subject of a breach
 - + Notify, or require Participant to notify, the patient(s) whose PHI was breached
 - + Notify any applicable regulatory agencies, as appropriate
 - + Determine disciplinary and/or other sanctions, as appropriate



Policy Compliance

Participating Organizations shall implement sanctions and hold workforce accountable for applying with the Policies & Procedures

- + Violation of policy must be reported to the entity's privacy officer and HealthConnections
- + Disciplinary measures may include but are not limited to written warnings, re-training requirements, and termination of participation in the HIE



Responsibilities

- + Audit Report Recipient acts as the Liaison to the organization for HealtheConnections audits:
 - + Complete Annual Audit Attestation
 - + Receive, review, and attest to audit reports*
 - + Submit patient consent forms as part of a random sampling audit
 - + Validation of a random sample of Authorized Users to ensure identity proofing
 - + Receive, review, and attest to daily Break the Glass reports*
 - + Annual Refresher Training attestation
 - + Report breaches and assist HealtheConnections with resolutions
 - + Participating Organization may request an audit in the event of a suspected breach



Accessing myConnections

From the HealthConnections homepage, click on “myConnections Login” link and enter username and password to log in

Home - HealthConnections x
www.healthconnections.org

Visit HealthConnections **myConnections Login**

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**Improved Patient Care.
Lower Health Costs.
Healthier Community.**

HealthConnections is a not-for-profit corporation that is helping transform and improve patient care, improve the health of populations and lower health care costs by empowering Central New York healthcare providers and community organizations to achieve meaningful use of health information exchange and technology adoption, and the use of community health data and best practices.

LEARN MORE

WHO WE ARE WHAT WE DO WHO WE SERVE

Our Commitment

HealthConnections is committed to connecting and engaging healthcare physicians, hospitals, public health, mental and behavioral health, human services and other health care providing entities, insurers, business and consumers to implement services and initiatives that support New York State's health information exchange and population health improvement agendas.

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Important Information

HealthConnections Support:

- + Email: support@healthconnections.org
- + Direct Email: support@hiemail.healthconnections.org
- + Phone: 315-671-2241 ext. 5

Training Materials:

- + [Authorized User Guide](#) accompanies the Authorized User Training
- + Additional materials and forms are available at:
<http://www.healthconnections.org/what-we-do/hie-services/training-materials/>

myConnections:

- + Use “Forgot Password” on the myConnections login page for quick and easy password resets



For more information, visit:
www.healthconnections.org

