When a patient is admitted to or discharged from an inpatient facility, or if they have an Emergency Department registration, subscribed providers and care managers are notified of the event in real time or a convenient daily summary.
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myAlerts
Alert notifications is a service provided by HealtheConnections to electronically inform healthcare providers about clinical events that their patients encounter. Providers must subscribe to this service to receive alerts.

Available Alerts
Alerts are offered for the following:

1. **Emergency Department Admit Alert**
   When a patient is registered for a visit to the emergency department. This alert will include information on previous emergency department admits in the past 30 days.

2. **Emergency Department Discharge Alert**
   When a patient is discharged from the emergency department.

3. **In-patient Admit Alert**
   When a patient is admitted for an in-patient stay at an acute care facility from the Emergency Department or when transitioning between other departments.

4. **In-patient Discharge Alert**
   When a patient is discharged from an in-patient stay at an acute care facility.

5. **Emergency Department Admit Cancellation Alert**
   When a patient’s emergency department admission is cancelled.

6. **Emergency Department Discharge Cancellation Alert**
   When a patient’s emergency department discharge is cancelled.

7. **In-patient Admit Cancellation Alert**
   When a patient’s in-patient department admission is cancelled.

8. **In-patient Discharge Cancellation Alert**
   When a patient’s in-patient department discharge is cancelled.

9. **Medication Adherence Alert**
   If the ordering provider e-prescribes to Kinney Drugs, and a patient has not picked up their medication after 14 days the ordering provider will receive an alert. This alert is currently only available for patients who use Kinney Drugs. Medication Adherence Alerting is available through the myAlerts badge or Daily Digest format.
Delivery Methods
Delivery methods for alerts include:

1. **myAlerts**
   An alert will be available through the myAlerts badge on myConnections and can contain Protected Health Information (PHI). The alert types and hospitals are filterable while viewing alerts on the myAlerts badge.

2. **Direct Mail**
   An alert that contains PHI can be sent securely via Direct Mail. If there are specific hospitals that your organization would not like to receive alerts from, they can be excluded by each event type.

3. **Text Message**
   An alert that does NOT contain PHI can be sent to a cell phone via text message. The provider can then view the alert via myAlerts or Direct Mail to view patient information. If there are specific hospitals that your organization would not like to receive alerts from, they can be excluded by each event type.

4. **Daily Digest**
   The Daily Digest is a compiled list of the provider’s alerts, available each morning, from the previous 24 hours. The digest can be retrieved through Direct Mail. If there are specific hospitals that your organization would not like to receive alerts from, they can be excluded by each event type.

Alert Trigger Criteria
There are three ways to configure alerts. Your organization can choose which method(s) will work best for you. These can also be configured for individual users.

1. **Consent-Based**
   An alert can be sent for all patients that have a **YES** consent in their HIE record for the organization receiving the alert. Consent-Based alerts are available to the recipient in real-time as the event information is received or in a daily digest format delivered to the recipient once a day.

2. **Provider-Based**
   An alert can be sent for all patients where a provider is named on the patient’s record that is sent to the HIE from a participating hospital.
• A user can be designated as a delegate for one or more providers and will be able to select a provider to view the alerts for that provider.
• Alerts are sent without a YES consent on the condition that the consent value on that patient record is not set to NO.
• Provider-Based alerts are available to the recipient in real-time as the event information is received or in a daily digest format delivered to the recipient once a day.

3. Patient List
An alert can be sent for all patients identified on a list submitted by the practice. These can be sent without a YES consent, on the condition that the consent value on that patient record is not set to NO.

Patient List Alerting Consent Rules
HealtheConnections has launched functionality, based on SHIN-NY* policy changes, that allows alerts to be sent based on a treating relationship, on the condition that the patient does not have a NO consent for the organization receiving the alerts. The organization will provide a patient list to HealtheConnections and alerts can be sent for patients with a YES or EMERGENCY consent or if the patient has not consented yet.

This policy includes some exceptions, where a YES consent is still required for the alert to be sent.

• Substance Use Disorder (42 CFR Part 2)
If an alert is generated from a Part 2 facility, a patient MUST have a YES consent for the organization receiving the alert.

• Mental Health
If an alert is generated from a Mental Health (OMH-licensed) facility, a YES consent is required to receive that alert. The alert can be sent without a YES consent if the provider NPI is included in the alert or the patient list contains the NPI of the provider receiving the alert, indicating a treating relationship. An MCO, BHO, health home, or some other entity that has been specifically approved by the State to receive such alerts for purposes of care coordination can receive an alert without a YES consent.

*SHIN-NY is the State Health Information Network comprised of the 7 RHIOs across New York State.
• **Developmentally Disabled**
  If an alert is generated from a Developmentally Disabled (OPWDD-licensed) facility, a **YES** consent is required to receive the alert. The alert can be sent without a **YES** consent if the provider NPI is included in the alert or the patient list contains the NPI of the provider receiving the alert, indicating a treating relationship. An MCO, BHO, health home, or some other entity that has been specifically approved by the State to receive such alerts for purposes of care coordination can receive an alert without a **YES** consent.

• **Cross-QE Alerting**
  If alerts are being generated from a different NYS RHIO (or QE/Qualified Entity) a patient must have a **YES** consent for the organization receiving alerts.
Accessing myAlerts

Access myConnections in your Internet browser at https://hie.healtheconnections.org.

Or alternatively in your Internet browser at https://hie.healtheconnections.org
Type your HealtheConnections **Username** and **Password** into the appropriate fields and click Log In.

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

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 HealtheConnections support at support@healtheconnections.org or 315.671.2241 x 5 for information.*
Alerts via myAlerts Badge

Click the myAlerts badge in myConnections.

Alerts display in the order they are received in the Health Information Exchange (HIE).

**Date Range**
Click on the calendar in the Date Range box and select a start and end date to limit the list of alerts, if needed.

**Alert Type**
Click on the drop-down arrow in the Alert Type box to select and search for different types of alerts:
- Emergency Department Registration
- In-Patient Admission
- In-Patient Discharge
- Medication Alert

**Display Hidden Alerts**
Alerts can be hidden/shown from the list by clicking Show or Hide

**Show Alerts**
The user can select a list of alerts based on which criteria was used to receive the alert. The alerts are displayed with the following information:

- Patient Name
- Facility that generated the alert
- Event Type
- Message Time (date and time alert was received in the HIE)

Click Details to view more patient demographics.

**Facility Exclusion**
The user can exclude the alerts from specific facilities.

**Sample view for a General User or Practice Administrator. Use the Show Alerts drop down to see:**

- Subscription List
- Consent Based
- Provider-Based
- Delegate-Based-- The user will select Delegate-Based alerts and then click on the drop-down in the list of delegates to select the provider for whom the user is a delegate.
Alerts via Direct Mail
Click on the Direct Mail badge in myConnections.

Real-Time Alerts
Alerts will be displayed as messages in the Direct Mail Inbox.

The subject line of the message will contain:

- (C) for a Consent-Based alert
- (P) for a Provider-Based alert
- (L) for a Patient List alert

Click on an Alerts message to open it.
The message will be displayed in a window below the inbox. Click on **AlertMessage** to the right of the email message to view the patient information.

**Alert Message:**

**Daily Digest Alerts**

The Daily Digest can be retrieved through myConnections by accessing the **Direct Mail** badge. Follow the steps in this document for retrieving alerts through Direct Mail.
Alerts via Text Message
A text message alert will be delivered to your cell phone from (315) 715-3043 (HealtheConnections). This alert will not contain protected health information (PHI) about your patient and is only a notification that you have received an alert. Alerts can then be retrieved through myConnections through the myAlerts or Direct Mail badges, depending on the option(s) the user has selected and that are available for their account settings. Follow the steps in this document for retrieving alerts through myAlerts Direct Mail process.

Statewide Alerting
Statewide Alerting allows providers to receive alerts from hospitals and other sources that are within New York State, but outside of the HealtheConnections region. These alerts are available for consent-based and patient list alerting and can be retrieved through the myAlerts or Direct Mail badge.

Once the alert message has been opened, the patient’s information will be displayed. The message will also contain additional instructions about how to view the Statewide Alert:
Statewide Alerting is currently available from the following sources:

<table>
<thead>
<tr>
<th>Location</th>
<th>Source</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bronx RHIO</td>
<td>HEALTHeLink (Buffalo)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Healthix (New York City and Long Island)</td>
<td></td>
</tr>
<tr>
<td>Rochester RHIO</td>
<td>HIXNY (Albany)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>NYCIG (New York City, Nassau and Suffolk Counties)</td>
<td></td>
</tr>
</tbody>
</table>

Managing myAlerts Configuration

Users that are designated as a **Practice Administrator** are able to manage configuration settings.

Log into **myConnections** from **hie.healtheconnections.org**.

Click on the **people icon** on the navigation bar on the left-hand side of the myConnections dashboard. Select **Practice Subscriptions**.

The screen will display your organization’s name and a list of providers.
Always review the list of providers to ensure that it is accurate and current. If you see any providers that are no longer associated with your organization, or if you don’t see a provider that is associated with your organization, please contact HealtheConnections Support to have that resolved immediately.

Once the list of providers is accurate, you can turn on alerts or manage the delivery method.

**Consent-Based Alerts and Provider-Based Alerts**

Managing Consent-Based Alerts and Provider-Based Alerts are done the same way, only the row that you complete in the process varies. The first row is listed as **Practice**; this is used to turn on Consent-Based Alerts. To turn on Provider-Based alerts, find the row with the Provider’s name and turn on the alerts.

**Note**: If you don’t have Providers at your organization, you will not see Providers listed, only the **Practice** row.

To turn an alert ON or OFF, click the button under **Event**.
A list of event types will display. Click the **blank box** under each event type to turn on the alert.
To enter the delivery information (Direct Addresses/Cell Phone Numbers), click on Edit icon under the Delivery Methods header.

A window will display to configure delivery methods. You can enter Direct Addresses and/or Phone Numbers for text messages.
• Direct Addresses for Alert
Enter Direct email addresses for users that want to receive real-time alerts as they are available in the HIE.

• Direct Addresses for Daily Digest
Enter Direct email addresses for users that want to receive the daily summary of alerts for the previous 24 hours in a single Direct email each morning.

• Phone Number for Text Alert
Enter the cell phone number for users that want to receive real-time text messages, notifying the user that an alert is available for review.

If the format of the Direct email address or phone number is not correct, the entry will turn red until the proper format is used.

Once you have entered the delivery methods, click the green Save button to return to the Practice Subscriptions page.

Under the Delivery Methods column, you will see an icon to reflect the configurations that you entered.

<table>
<thead>
<tr>
<th>Delivery Methods</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper and Pen Icon</td>
<td>Click to edit Delivery Methods</td>
</tr>
<tr>
<td>Envelope Icon</td>
<td>Indicates Real-Time alerts are turned ON</td>
</tr>
<tr>
<td>Book Icon</td>
<td>Indicates Daily Digest alerts are turned ON</td>
</tr>
<tr>
<td>Cell Phone Icon</td>
<td>Indicates Text Message alerts are turned ON</td>
</tr>
<tr>
<td>Person Icon</td>
<td>Indicates that a user account is associated with the provider alert</td>
</tr>
</tbody>
</table>
**Patient List Alerting**

On the **Practice Subscriptions** page, click the **Patient List Subscriptions**.

This will provide a READ-ONLY view of the current (and previous) patient lists that have been loaded for your practice. The current list is displayed as the default list. Use the drop-down next to the **Close** button (noted in red box below) to pick a different list to view.

The patient information on the selected list will display under the column headers (**Name**, **Date of Birth**, etc) in alphabetical order.

Any changes that need to be made to the current list will require a new patient list file to be provided to HealtheConnections. Please contact HealtheConnections Support to have your patient list updated.
The following alerts are available:

Emergency Department Admits / Discharges / Cancellations

In-patient Admits / Discharges / Cancellations

You can also selectively choose the hospital from which to receive alerts!

Logging Out

You can exit HealtheConnections by clicking **Sign Out** in the top right corner.
Patient List Alerting File Specifications

If your organization makes the decision to subscribe to Patient List Alerting, you will need to provide HealtheConnections with the Patient List for which you would like alerts on. Your organization will need to have a call with our Systems Support Team and develop a file with the below specifications. This file should be updated regularly so that your users receive alerts on current patients. Preferred file format is a comma separated file (.csv), excel format will be accepted. A template is available if needed.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Required /Optional</th>
<th>Required Value</th>
<th>Value Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>MRN</td>
<td>Required</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Patient First Name</td>
<td>Required</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Patient Last Name</td>
<td>Required</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Patient Middle Initial</td>
<td>Optional</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Date of Birth</td>
<td>Required</td>
<td>MM/DD/YYYY</td>
<td>N/A</td>
</tr>
<tr>
<td>Gender</td>
<td>Optional</td>
<td>F, M, O, U, A, N (Default to N if not supplied)</td>
<td>(F) = Female, (M) = Male, (O) = Other, (U) = Unknown, (A) = Ambiguous, (N) = Not applicable</td>
</tr>
<tr>
<td>Race</td>
<td>Optional</td>
<td>1002-5, 2028-9, 2054-5, 2076-8, 2106-3, 2131-1, Unknown (Default to Unknown if not supplied)</td>
<td>1002-5 = American Indian or Alaska Native, 2028-9 = Asian, 2054-5 = Black or African American, 2076-8 = Native Hawaiian or Other Pacific Islander, 2106-3 = White, 2131-1 = Other Race, Unknown = Unknown</td>
</tr>
<tr>
<td>Field Name</td>
<td>Required /Optional</td>
<td>Required Value</td>
<td>Value Definition</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>--------------------</td>
<td>----------------------------------------------------</td>
<td>-----------------------------------</td>
</tr>
<tr>
<td>Street Address</td>
<td>Required</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>City</td>
<td>Required</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>State</td>
<td>Required</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Zip or Postal Code</td>
<td>Required</td>
<td>Must be 5,9 or 10 digits</td>
<td>N/A</td>
</tr>
<tr>
<td>Address Type</td>
<td>Optional</td>
<td>H</td>
<td>(Default to H if not supplied)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>L</td>
<td>(H) = Home</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(L) = Legal</td>
</tr>
<tr>
<td>County/Parish Code (CWE)</td>
<td>Optional</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Social Security Number</td>
<td>Optional</td>
<td>Must be in following format if included: XXX-XX-XXXX</td>
<td>Must be in following format if included: XXX-XX-XXXX</td>
</tr>
<tr>
<td>Provider Identifier (NPI)</td>
<td>Optional</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Provider Direct Mail to receive Alerts</td>
<td>Optional</td>
<td>N/A</td>
<td>Must be a valid direct email address.</td>
</tr>
<tr>
<td>Provider Phone Number to Receive Alerts</td>
<td>Optional</td>
<td>Must be in following format if included: XXX-XXX-XXXX</td>
<td>Must be in following format if included: XXX-XXX-XXXX</td>
</tr>
<tr>
<td>Inpatient Admit (A01)</td>
<td>Optional</td>
<td>Contain Blank, Y, N</td>
<td>Contain Blank, Y, N</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If left blank (Inpatient Admit by default)</td>
<td></td>
</tr>
<tr>
<td>Inpatient Discharge (A03)</td>
<td>Optional</td>
<td>Contain Blank, Y, N</td>
<td>Contain Blank, Y, N</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If left blank (Inpatient Discharge by default)</td>
<td></td>
</tr>
<tr>
<td>ED Admit (A04)</td>
<td>Optional</td>
<td>Contain Blank, Y, N</td>
<td>Contain Blank, Y, N</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If left blank (ED Admit by default)</td>
<td></td>
</tr>
<tr>
<td>Data Source ID</td>
<td>Required</td>
<td>To be provided by HeC</td>
<td>Provider Group Key</td>
</tr>
<tr>
<td>---------------</td>
<td>----------</td>
<td>-----------------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>Delivery Frequency</td>
<td>Optional</td>
<td>Contain Blank, RT, B, DD</td>
<td>If left blank, default to RT</td>
</tr>
<tr>
<td>Additional Event Types</td>
<td>Optional</td>
<td>Blank or one of the following separated by a ;</td>
<td>EDA03; EDA11; EDA13; IPA11; IPA13;</td>
</tr>
</tbody>
</table>

If you have any questions, contact HealtheConnections support:

315-671-2241 ext. 5

support@healtheconnections.org
Form Reference

**Alerts User Form**
Used to configure users to receive alerts.

**Alerts Delegation Form**
This form is used to assign delegates to receive alerts on a Provider’s behalf. Delegate must be existing HealtheConnections user or also complete Authorized User Certification and Application.

**Alerts Additional Configuration Form**
Utilized to exclude or include facilities from which you wish to receive alerts. For Consent-Based and Patient List Alerts, any data source excluded will be excluded for ALL users at that organization. For Provider-Based alerts, exclusions can be made by provider. If that is the case, submit this form for each provider and indicate the provider’s name and NPI.

**Patient Subscription File**
Patient List Alerting File Template. This template can be used to create your Patient List file, which is a requirement to receive Patient List Subscription alerts.

**Patient Subscription Alerts File Format**
This document provides the file specifications for the Patient List Subscription Alerts file format.

**Authorized User Certification and Application**
The Authorized User Certification and Application form is utilized for new users. An alert option is available on the form and will prompt a request for additional information.