To gain access to myConnections as an Authorized User you must complete training and complete an Authorized User application. That application must be approved and signed by the RHIO Administrator for each participating organization for which the user is employed and wishing to access patient records.
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HealtheConnections Accessing myConnections

With **myConnections**, HealtheConnections Authorized Users can:

- Access our services including:
  - Patient Lookup
  - Direct Mail
  - Provider Directory for Direct Mail
  - myAlerts
  - myReferrals
  - myResults
  - myData

- Audit Reports
- Access training materials and forms
- Get updates on what’s new with HealtheConnections
- Check for updates or outages
- Access our Participant map
- Request assistance from our Support Team

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*In this manual we will focus on Patient Lookup services. User Guides are also available for the other listed services.*
Logging In

You can access myConnections from our website https://www.healtheconnections.org.

Or alternatively in your Internet browser at https://hie.healtheconnections.org.
Logging-in to myConnections

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. After 3 unsuccessful attempts to log-in your account will be locked.

*If you do not currently have a myConnections account or have been locked out, contact HealtheConnections support at support@healtheconnections.org or 315.671.2241 x 5 for your credentials.*
Important messages and news from HealtheConnections regarding outages or new features will be posted on the right side of the screen in the **Notices** section. A link to training materials is also included in the **Notices** section.

**Need Help?** Send a message to our Support team via email by clicking the **Need Help** text.

HealtheConnections **News** displays the most recent news from the HealtheConnections website ([www.healtheconnections.org](http://www.healtheconnections.org)).
Service Badges

To rearrange the order of your service badges, scroll to the bottom of the list of services and click the **Unlock** button.

1. Click the Red Unlock button
2. Drag and drop each badge to order to your preferences.

Drag and drop each badge to order to your preferences. Click the **unlocked blue Button** to save your preferences. The button will turn back to red.
Navigation Bar

- Toggle Sidebar
- Home
- Practice Subscriptions
- HealtheConnections Website
- HealtheCNY
- Participant Map
- Training and Reference Material
Searching for Patients – Patient Lookup

Click on **Patient Lookup**. If you work at more than one organization, you will see multiple **Patient Lookup** badges. Click the badge for the organization for which you are accessing the patient.

This will navigate you to the **Patient Lookup** screen.
There must be a “Reason” selected in order to execute a search. The reason automatically defaults to “Treatment”; however, you can choose other options by clicking the down arrow:

- Emergency Treatment
- Treatment
- Manage Consent
- Quality Improvement Activity

You may search for the patient by using either: Demographic Search where “Last Name” and “Date of Birth” are required Identifier Search by using the “Patient ID” which is the patient's Hospital Medical Record Number.

*The required fields are marked with asterisks. You can further refine your search by filling out the other data elements, however they are not required.*
If multiple patients with the same information are returned (e.g., they have the same last name and date of birth), the system will then display additional criteria (e.g. first name, address, gender, etc.) in order for you to choose your patient.

Click on the desired patient and the **Patient Summary** will be displayed, dependent on the patient’s consent for your facility.

To clear this search, click the **Clear Search** Button.
If the patient does not authorize a change in their consent, you are unable to view further and may return to patient search for a new patient lookup by clicking the Back to List request on the Patient Actions tab.

Break the Glass is only available for select users. See your RHIO Administrator if you wish to have Break the Glass privileges in case of medical emergency.
If patient consent is “No”, you will not be able to access their records until a consent document is signed by the patient.

If your organization is sharing medical records electronically with HealtheConnections, adding consent may be automated within your EMR. Please check with your RHIO Administrator if you are unsure. If you are directed to add consent manually, please follow the next steps.

To manually add consent, click the Add Consent button.

Select Yes, No or Emergency. Change the date if necessary. The date will default to today's date. Select the calendar or type in the date if it needs to be amended.

Hit Submit
You will then need to go **Back to List** to return to the Patient List. Click the same patient again and moving forward, when you log onto that patient’s record, you will be brought into the Patient’s Summary of Information.

Patient Lookup

Once you have selected the patient in the Patient Lookup screen, if consent has been indicated as affirmative, you will be sent to the Patient **Summary** screen.
Data will be limited to the last 180 days upon initial search. If you would like historical data on the patient, you can click **Show Next 180 Days of Data, Filter Displayed Items by Date**, or **Show All Data**.

**To return to the Patient List**

**To configure the order of information you see on the Summary Screen**

**To define the amount of information you will see**
You will see information by **Name**, **Source**, and **Date** for each type of data. Information is defaulted to show in chronological order, with newest results first. Within each type of data, by clicking on the heading (Date, Name, Source) you can re-sort to your preference.

**To access an item**, click on the descriptor and it will open the document for your review.

An **exclamation mark** in front of an item indicates an abnormal result.

A **pencil icon** mark in front of an item indicates a preliminary result.

By **hovering** over an item, you can see via a pop-up screen, more information on that item including the source name, rather than the abbreviated identifier.
To download or print this document, select **Download Report**. Follow the prompts to print or download to a PDF document.

Imaging reports are available as well as the image itself if **View All Images** or **View This Image** is displayed. You can currently access X-Rays, CT Scans, MRI, Sonogram images from many sources. You may receive a notice of the image being blocked. You must disable Pop-Up blockers to **always allow** these images to load.

Refer to the Imaging guide for explanation of the navigational tools for this screen after **View This Image**.
For **View All Images** you can see all imaging studies for this patient that are stored on the Source server.

Up to 4 can be selected to perform comparative studies.

This will open a screen with all selected studies for your review.
Documents section will allow you a summary of a particular provider’s record up to the date listed on the document. Select the document you wish to view, View as HTML or Download Original. View will allow you to see a readable version of this document. Download will download the document in CCD format for consumption to your EMR.

To exit, click the X at the top, right-hand corner.
More Patient Information

The More Patient Information tab will give you Demographic Information regarding your patient. If you are a Demographic Only access user, you will ONLY have access to this tab – no clinical information. Select the topic you wish to view by clicking on the heading.

To search for Veterans Administration (VA), Department of Defense (DOD), other HIE’s in NYS data (Statewide Data), select the External Document Search tab. A search was launched upon initial access of the Patient’s medical record. If the patient has records in any of these external sources, records you will receive a result here. Click on the result to access.
MyResults

If you are a named provider, or have been delegated by a named provider, you can receive your results via the My Results tab.

You will immediately see the results where you are named as the Ordering, Consulting, Referring, Admitting, Discharging, or other named resource within the previous 24 hours for any patient.

You do not need consent to view these records as you have a treating relationship with the named patient.

This is the same information you would see on the Patient Lookup Summary screen and can be accessed either way.

If you would like to see beyond the previous 24 hours, click on the Advanced Search button to perform a more defined search.
Select the date frame and type of services you wish to filter the results. Then hit Submit box.
Logging Out
For security purposes, you should always Log Out of your Authorized User account rather than simply closing the application. Click on Sign Out and then close the application.

Form Reference
The below forms are utilized in the configuration of Authorized User accounts or are vital in the process.

**Authorized User Certification and Application_03_01_2019**
The Authorized User Certification and Application form is utilized for new users requesting credentials for access. This form must be co-signed and identity verified by a RHIO Administrator or HealtheConnections Community Engagement Specialist.