myAlerts Training
Available Alerts

- Emergency Department Admit Alert
- Emergency Department Discharge Alert

- In-Patient Admit Alert
- In-Patient Discharge Alert

- Emergency Department Admin Cancellation Alert
- Emergency Department Discharge Cancellation Alert

- In-Patient Admit Cancellation Alert
- In-Patient Discharge Cancellation Alert

- Medication Adherence Alert
There are three ways to configure alerts. Your organization can choose which method(s) work best for you.

- **Consent Based**
  - An alert will be sent for all patients that have a “YES” consent in their HIE record for the organization that is receiving the alert

- **Provider Based**
  - An alert will be sent for patients when the provider is named on the patients’ information and the information 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, as long as the consent value on that patient record is not set to “NO”

- **Patient List**
  - An alert will be sent for all patients identified on a list submitted by the practice. Special configuration is required
  - Patient List Alerts can be sent without a “YES” consent, as long as 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, as long as 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” consent, “Emergency” consent, or if the patient has not yet given consent.

*Statewide Health Information Network of New York (SHIN-NY)
Patient List Alerting: Exceptions

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
  • A MCO, BHO, health home, or some other entity that has been specifically approved by New York State to receive such alerts for purposes of care coordination can receive an alert without a “YES” consent
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.
- A MCO, BHO, health home, or some other entity that has been specifically approved by New York 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 “ES” consent for the organization receiving alerts.
myAlerts Badge

- An alert will be available through the myAlerts badge in the myConnections portal and will contain Protected Health Information (PHI)
- The alert types and hospitals are able to be filtered

Direct Mail

- An alert that contains PHI will be sent securely via Direct Mail (free within the myConnections portal)
- If there are specific hospitals that your organization would like to not receive alerts from, they can be excluded by each event type

Text Message

- An alert that does NOT contain PHI will be sent to a cell phone
- 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 like to not receive alerts from, they can be excluded by each event type
Delivery Frequency

- Real-time
  - The provider is alerted in real-time as the event occurs
- Daily Digest
  - A compiled list of the provider’s alerts from the previous 24 hours
  - Available each morning
  - The digest can be retrieved through Direct Mail.
- If there are specific hospitals that your organization would like to not receive alerts from, they can be excluded by each event type
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.
- Can be retrieved through the myAlerts or Direct Mail badge.
- Statewide Alerting is currently available from the following sources:
  - Bronx RHIO
  - HEALTHeLink (Buffalo)
  - Healthix (New York City and Long Island)
  - HealthlinkNY (Southern Tier and Hudson Valley—Merging/Merged with HealtheConnections)
  - HIXNY (Albany)
  - NYCIG (New York City, Nassau and Suffolk Counties)
  - Rochester RHIO
Accessing HealtheConnections

- Access myConnections portal via any web browser
- Click “myConnections Login” to enter your username and password
Logging In

- Enter your username and password
- Click “Log in”
- If you forgot your password, click the link to reset it
• Alerts are available by clicking the myAlerts badge after the login screen
Viewing Alerts—myAlerts Badge

- Click on an Alerts message to open it
myAlerts via Direct Mail

- Alerts are available by clicking the Direct Mail badge after the login screen
- Alternatively, alerts can be delivered to your direct mail address within your EHR
The message will display in a window below.

Click on the Alert message to the right of the email message to view the notification.

To find more information, use Patient Lookup.
Important Information

HealtheConnections Support:
• Email: support@healtheconnections.org
• Direct Email: support@hiemail.healtheconnections.org
• Phone: 315-671-2241 ext. 5

Training Materials:
• Additional materials and forms are available on our webpage www.healtheconnections.org

myConnections:
• Use “Forgot Password” on the myConnections login page for password resets
Thank You