



## Audit Reports Guide

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- As the Audit Report Recipient for your organization, you will have access to HealthConnections (HeC) audit reports. These are available within the HealthConnections user portal.
- You are strongly encouraged to review your list of authorized users often and report any users that require deactivation to HealthConnections.
- Break the glass reports will need to be reviewed within 5 business days of an occurrence. You will be notified daily of any occurrences from the previous day/weekend.

# Available Audit Reports

**Patient Records Accessed Report** - This report lists patient records that have been accessed by users from your organization.

**Consent Sample Report** - This report is a sample of active consents on file associated with your organization.

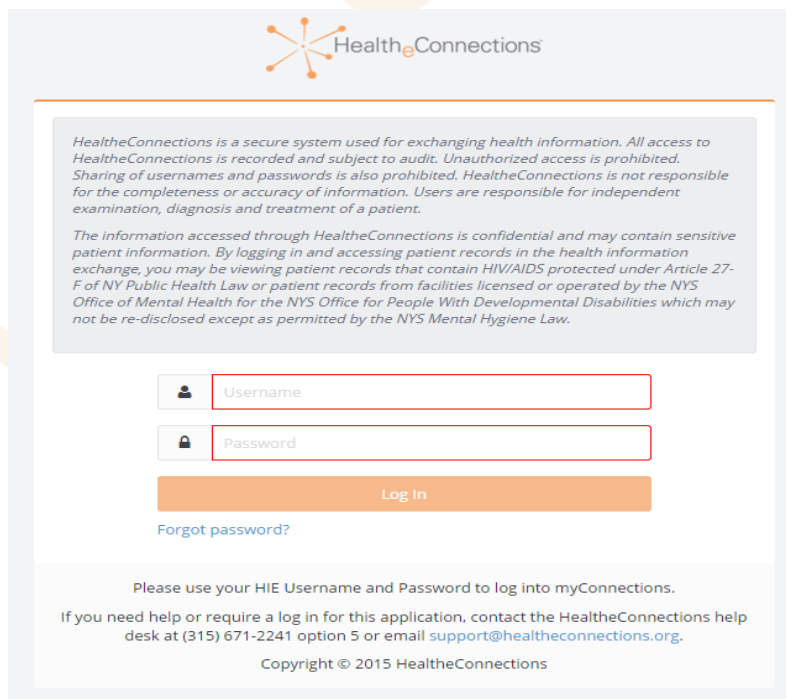
**User Login Report** - This report provides you with a snapshot of your users and the number of logins per month by each user.

**Break the Glass (BTG) Reports** - This report is available daily if a “Break the Glass” event has occurred for your organization. These reports are only available to those participants that have an ER or Urgent Care.

**Public Health** - These reports are only available to those participants designated as public health organizations.

# Accessing Audit Reports

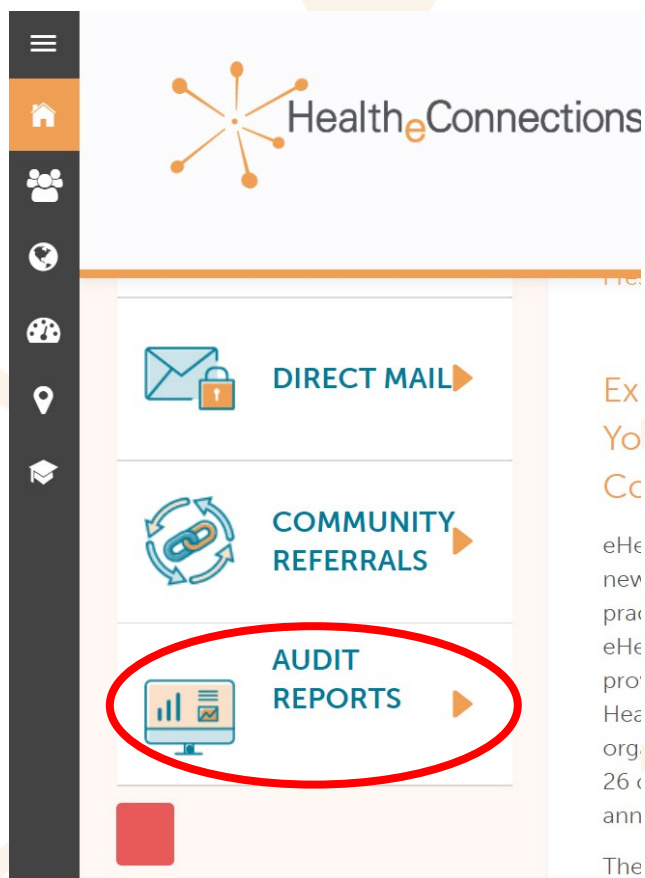
- Access myConnections - <https://hie.healthconnections.org/#/health-login>
- Enter your Username and Password



The screenshot shows the HealthConnections login interface. At the top is the HealthConnections logo. Below it is a disclaimer box with the following text: "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." Below the disclaimer are two input fields: "Username" and "Password". Below the input fields is a "Log In" button. Below the button is a link for "Forgot password?". At the bottom of the page, there is a footer with the text: "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](mailto:support@healthconnections.org). Copyright © 2015 HealthConnections".

# Accessing Audit Reports









- Once you have logged in, the following screen will appear.
- Select the 'Audit Reports' button to access your reports.



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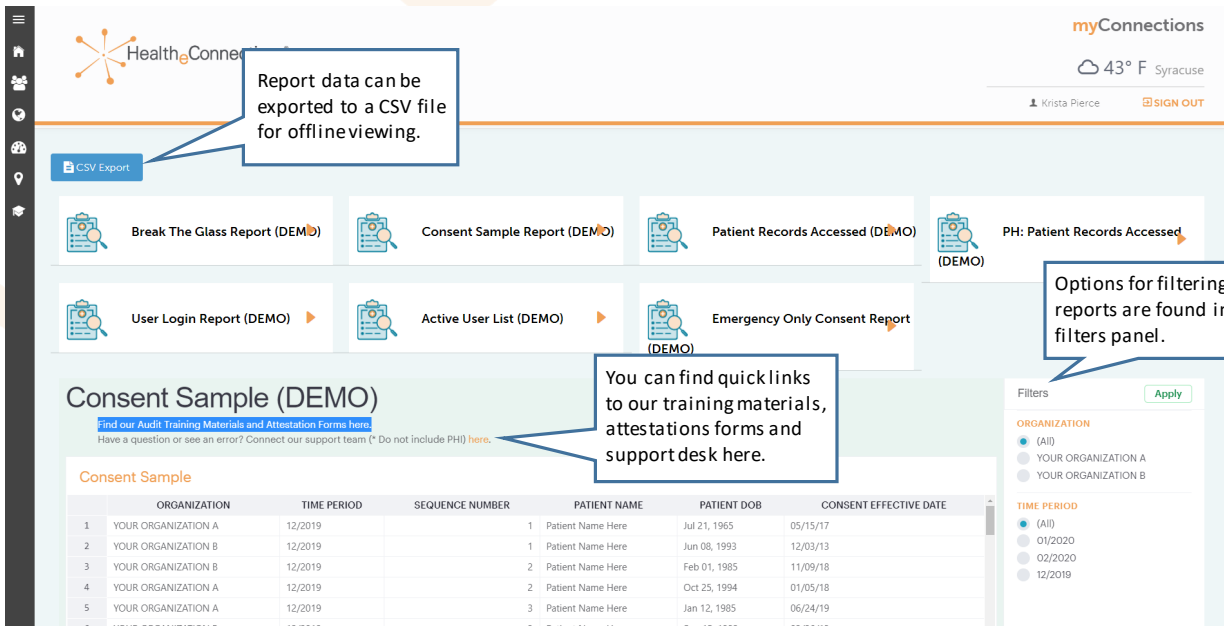
# Accessing Audit Reports

- The following screen will appear.
- Select the desired report by clicking on the drop-down menu.
- Select the report you wish to view.

	<b>Break The Glass Report</b>	
	<b>Consent Sample Report</b>	
	<b>Patient Records Accessed</b>	
	<b>PH: Patient Records Accessed</b>	

# Viewing Audit Reports

Data will default to the first organization on your list. If your account is associated with more than one organization, you will be able to choose between the organizations in the filter panel.



The screenshot shows the myConnections interface for viewing audit reports. At the top, there is a navigation bar with the HealthConnections logo, a weather widget for Syracuse (43° F), and a user profile for Krista Pierce with a SIGN OUT button. Below the navigation bar is a 'CSV Export' button. The main area contains a grid of report tiles, each with a magnifying glass icon and a title: '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 callout box points to the 'CSV Export' button, stating: 'Report data can be exported to a CSV file for offline viewing.' Another callout box points to the report tiles, stating: 'Options for filtering the reports are found in the filters panel.' The 'Consent Sample (DEMO)' report is selected and expanded, showing a table of data. A callout box points to a link above the table: '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.' The table has columns for ORGANIZATION, TIME PERIOD, SEQUENCE NUMBER, PATIENT NAME, PATIENT DOB, and CONSENT EFFECTIVE DATE. A 'Filters' panel on the right allows filtering by ORGANIZATION (All, YOUR ORGANIZATION A, YOUR ORGANIZATION B) and TIME PERIOD (All, 01/2020, 02/2020, 12/2019). An 'Apply' button is at the bottom of the filters panel.

Report data can be exported to a CSV file for offline viewing.

Options for filtering the reports are found in the filters panel.

You can find quick links to our training materials, attestations forms and support desk here.

	ORGANIZATION	TIME PERIOD	SEQUENCE NUMBER	PATIENT NAME	PATIENT DOB	CONSENT EFFECTIVE DATE
1	YOUR ORGANIZATION A	12/2019		1 Patient Name Here	Jul 21, 1965	05/15/17
2	YOUR ORGANIZATION B	12/2019		1 Patient Name Here	Jun 08, 1993	12/03/13
3	YOUR ORGANIZATION B	12/2019		2 Patient Name Here	Feb 01, 1985	11/09/18
4	YOUR ORGANIZATION A	12/2019		2 Patient Name Here	Oct 25, 1994	01/05/18
5	YOUR ORGANIZATION A	12/2019		3 Patient Name Here	Jan 12, 1985	06/24/19
6	YOUR ORGANIZATION B	12/2019		3 Patient Name Here	Jan 12, 1985	06/24/19



# Viewing Audit Reports

- Once you have reviewed a report and need to review another report, you can select another report at top of the page.
- Once your review is complete, you can exit HealthConnections by clicking on “Sign Out” in the top right corner.



# Attestation of Audit Reports

- All participants of HealtheConnections are required to complete an annual audit attestation
- HealtheConnections will notify each organization via email with a copy of the attestation form and a deadline for returning the form
- You may be asked to review reports, return consents, and sign the attestation, indicating that the audit was complete
- The audit attestation certifies compliance of HealtheConnections' policies for access and usage of the health information exchange

**Patient Records Accessed Report** - this report lists patient records that have been accessed by users from your organization

## YOUR ACTIONS:

- Review report. If no discrepancies exist, sign and return the attestation form. In the subject line of the email, include *Your Organization Name – Attestation Form*. If discrepancies exist, contact HealthConnections support at 315.671.2241 x5 for follow up.

**Consent Sample Report** - This report is a sample of patient consents in place for your organization.

## YOUR ACTIONS:

- You are required to locate the consent forms for the first 5 entries and return a copy of the forms to HealthConnections.
- Please note that these can only be returned via fax at 315.407.0053 or Direct Mail at [support@hiemail.healthconnections.org](mailto:support@hiemail.healthconnections.org).
- In the subject line of the email or on the fax cover sheet, include *Your Organization Name – Consent Forms*.
- **DO NOT SEND VIA OUTLOOK OR OTHER STANDARD EMAIL SOFTWARE**

**User Login Report** - this report is a list of your authorized users and the number of logins per month

## **YOUR ACTIONS:**

- Review the report and notify HealthConnections support of any required changes.
- Phone: 315.671.2241 X5
- Fax: 315.407.0053

An attestation is required even if the reports show no activity for the reporting period.

**NOTE:** As a reminder, when an employee leaves your organization, HealthConnections must be notified within 24 hours of that employee's departure.

**Break the Glass (BTG) Reports** - These reports are available daily if a “Break the Glass” event has occurred for your organization. HealthConnections will notify you when a BTG event has occurred and the report is available.

## **YOUR ACTIONS:**

- You can review these reports daily and will be 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: Patient Records Accessed** - These reports are only available to those participants designated as public health organizations. HeC will notify you weekly with an email to attest.

## YOUR ACTIONS:

- These reports will be available every Monday for your review from the previous week. You will be required to return your attestation form within 5 business days.
- An attestation is required even if the report shows no activity for the reporting period.

- Always log in from using an up-to-date browser (Chrome, Mozilla Firefox, Internet Explorer)
- Log into myConnections at <https://hie.healthconnections.org/#/health-login>
- If you need assistance, contact HealthConnections support at [support@healthconnections.org](mailto:support@healthconnections.org) or 315.671.2241 x 5 for your credentials
- Add a bookmark for this address for future ease of access





Thank You

[healthconnections.org](http://healthconnections.org)  
[info@healthconnections.org](mailto:info@healthconnections.org)

