



New User Policy and Procedure Training

- **Welcome to HealtheConnections**
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 - Consent Values
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 - Minor-Consented Services
- **Audits**
- **Demo of the system and/or HIE User Manual review***

*HIE User Manual review only required for self-training, along with Policy & Procedure

Our Mission

Through trusted collaboration and valued services, we enable improvement in health and healthcare delivery that result in healthier people, better care and efficient cost.

What It Means

We're bringing valuable tools and resources to the healthcare community to provide great care, and actively support initiatives that improve the health of the population. We want to help our stakeholders transform and improve health and healthcare delivery as we know it today, to create an even better tomorrow.



Health Information
Exchange

Population Health
Improvement

Value-Based
Solutions

HIE By the Numbers

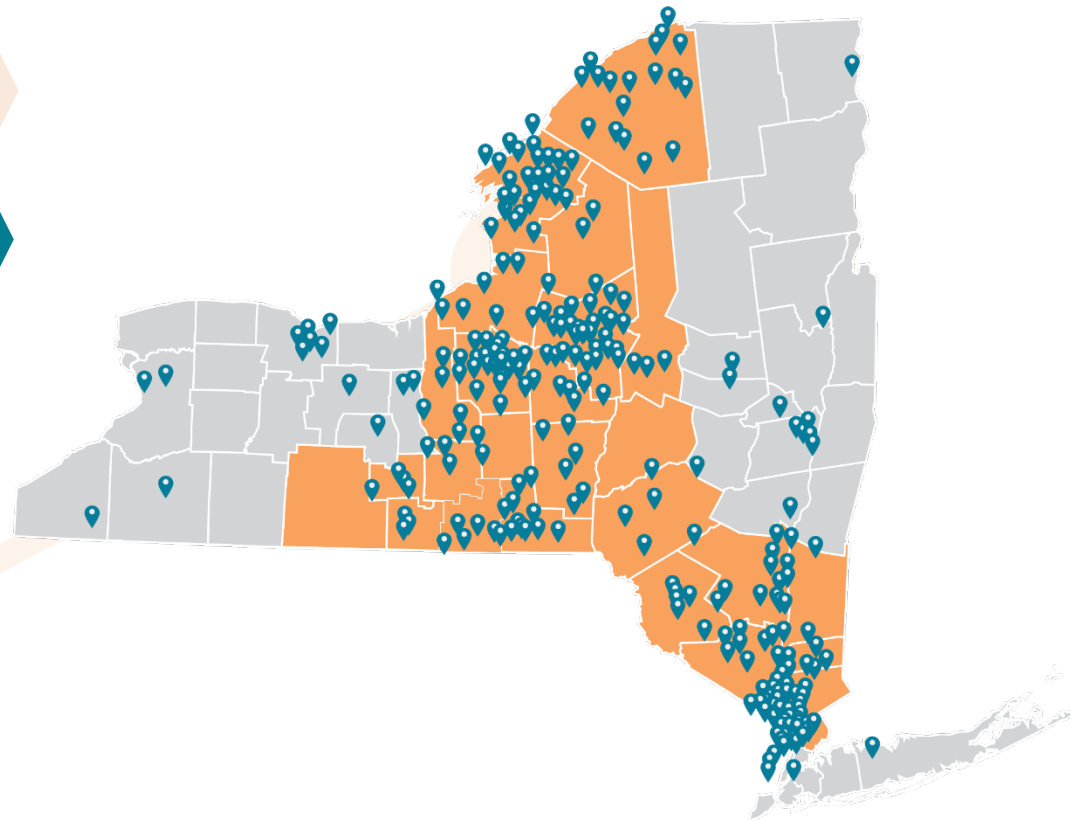
6 MILLION
PATIENTS ABLE
TO RECEIVE
BETTER CARE

26-COUNTY
SERVICE AREA

1,400
ORGANIZATIONS
CONNECTED TO
THE HIE

100%
OF HOSPITALS
CONNECTED TO
THE HIE

3,400
LOCATIONS
CONNECTED
TO THE HIE





Patient Lookup

Real-time patient records at the touch of a button



Image Exchange

Diagnostic-quality images via the portal, directly delivered to you, or can be downloaded into your PACS



myAlerts

Clinical alerts for hospital and ED admits, discharges, and transfers; additional capabilities with flexible filtering



Query-Based Exchange

Access information in state and from national databases



Results Access & Delivery

Labs, rads, and reports easily accessed or delivered directly

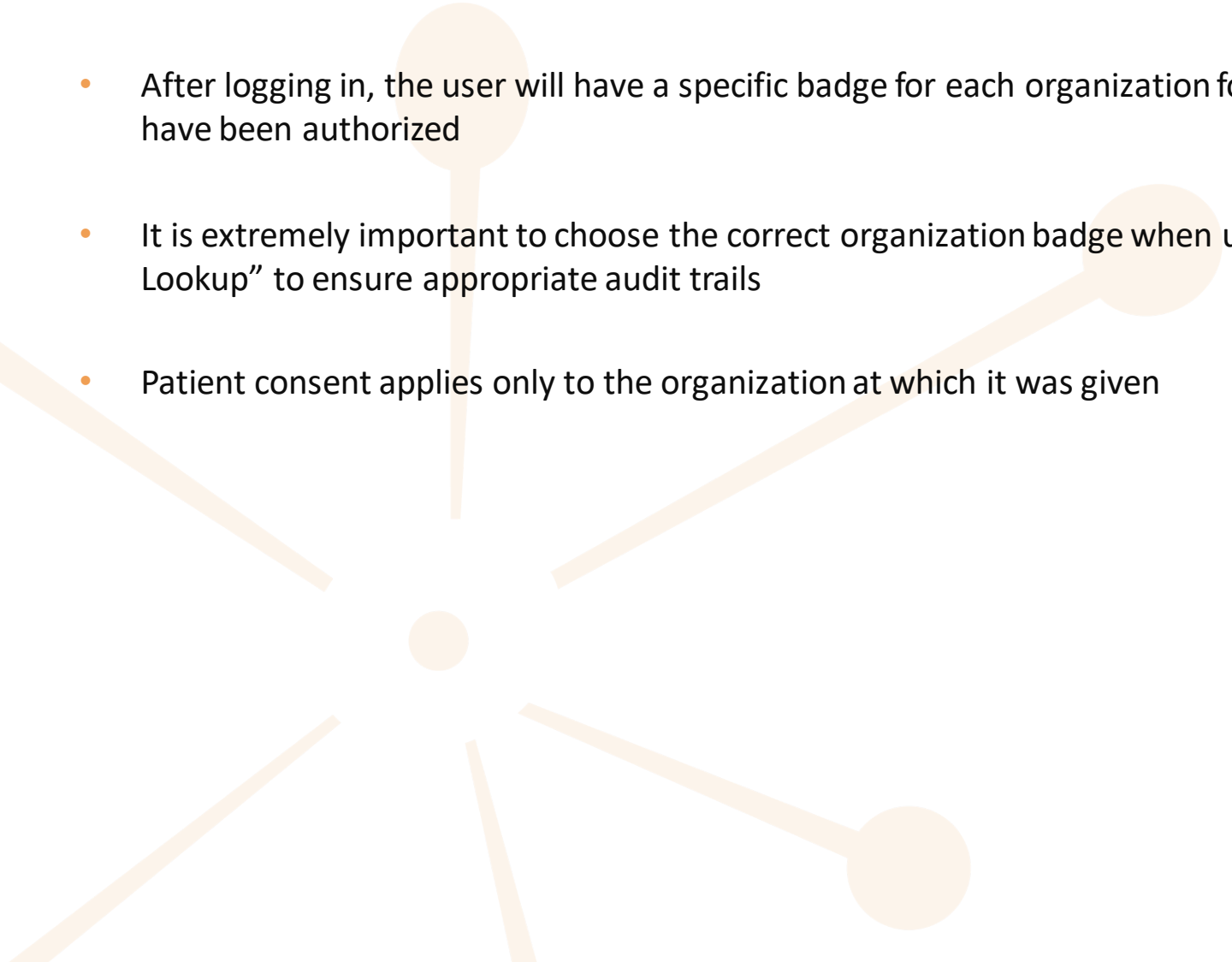


Direct Mail

HIPAA-compliant secure mail & national provider directory

- Participating Organization selects their Authorized Users as well as assigning a RHIO Administrator and Audit Report Recipient
- Users will need to complete training, fill out an Authorized User form and submit it to their RHIO Administrator for approval prior to account set up
- Access to patient records is given to Authorized Users at the organization level
- You will be notified automatically in the portal for annual refresher training, based on your account set up date
- The RHIO Administrator for each organization is responsible for notifying HealthConnections when an authorized user needs to be deactivated (e.g., leaves the organization, change of job role no longer needing access)

Access at multiple organizations

- Users who work at multiple organizations will only need one username and password
 - After logging in, the user will have a specific badge for each organization for which they have been authorized
 - It is extremely important to choose the correct organization badge when utilizing “Patient Lookup” to ensure appropriate audit trails
 - Patient consent applies only to the organization at which it was given
- 
- A decorative graphic in the bottom-left and center of the slide consists of several light orange circles of varying sizes connected by thin, light orange lines, forming a network-like structure.

Emergency Access

- A limited number of organizations will have access to a feature called “Break the Glass”
- “Break the Glass” access may only be used to access a patient record in the case of an emergency in accordance to Public Health Law Section 2504(4)
- When a user with this security role uses the “Break the Glass” feature, a notification is sent to the organization’s Audit Report Recipient to review and attest to the BTG usage
- “Break the Glass” functionality will be limited to Emergency Departments, Hospital Authorized Users, and other select organizations

Protected Health Information (PHI)



Protected Health Information (PHI) is any information about an individual's health status, provision of health care, or payment for health care.

In addition, there are health conditions that are classified as sensitive data including, but not limited to:

- Substance Use Disorder (42 CFR Part 2)
- Birth control and abortion (Family planning)
- Genetic (inherited) diseases or tests
- HIV/AIDS
- Mental health conditions
- Sexually transmitted diseases

Redisclosure Notice: Any patient records that are accessed through HealthConnections' health information exchange are subject to all applicable federal and state laws for redisclosure, including but not limited to Minor Consented Services, Substance Use Disorder, HIV/AIDS, Mental Health, and Developmental Disabilities. If such information is present in the HIE, law prohibits you from making any further disclosure of this information without the written consent of the person to whom it pertains. A general authorization for the release of medical or other information is NOT sufficient for this purpose. As an authorized user of the HIE, you are responsible for understanding and following the applicable laws.

HIPAA privacy and security rules must be followed for using the HIE, including, but not limited to, rules such as:

- Minimum Necessary Access
- Redisclosure requirements (State and Federal)
- Do not share your login credentials with anyone
- Do not look up yourself, family members, friends, neighbors, or anyone that you do not have a treating relationship with

PHI should be securely shared using one of the following methods:

- Direct Mail
- Fax
- Email – **only** if the PHI file is encrypted and/or password protected

For more information about HIPAA policy, visit: <http://www.hhs.gov/hipaa/for-professionals/privacy/laws-regulations/index.html>

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 option at any time by filling out a new consent form at each Participating Organization
- Any authorized user at the participating organization may access an affirmative-consenting patient's health record, with the appropriate security role and need
- 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 HealthConnections to provide health care services (including emergency care)
- **I DENY CONSENT EXCEPT IN A MEDICAL EMERGENCY** for the Provider Organization to access my electronic health information through HealthConnections*
- **I DENY CONSENT** for the Provider Organization or Health Plan to access my electronic health information through HealthConnections for any purpose, even in a medical emergency

*The option is only offered by organizations that are allowed to use Break-the-Glass functionality

Community-wide Deny Consent

Community-wide Deny Consent is used when the patient does not want any participating organization of HealthConnections to access their information. This consent must be entered by HealthConnections Support.

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

- The patient completes a Community-wide Deny consent form and your organization submits it to HealthConnections Support to enter the consent
- The patient can visit a HealthConnections office, with photo identification to complete the form; HealthConnections Support will enter the consent
- The patient can request a form by contacting HealthConnections, have it notarized and return it to HealthConnections Support to enter the consent

Who can sign consent?

- **Patients under 18 years:** Parents, Legal Guardians, or State Officials can sign the consent form on behalf of the patient
- **Patients aged 18+ years:** May provide consent for themselves
- **Health proxy/representative:** If an agent is appointed by a patient in a health proxy document or due to incapacity to legally make healthcare decisions on behalf of the patient, that agent may provide consent for the patient

Minor Consented Services Override

Patients under 18 years old can override parental/guardian consent for a minor consented service

- An override can only take place if the parent/guardian has not yet consented or has selected “Deny” or “Deny, Except in an Emergency”
 - A minor cannot override a “YES” consent provided by a parent or legal guardian
 - FAQs are available for minor consent override
- To activate the override, a minor must sign an override consent form to give the participating organization permission to access his/her health records only when the minor is physically present
- The override will only remain in effect for the duration of the visit and will expire when the authorized user logs out of the patient’s record when the encounter is complete; a consent override must be obtained for each minor consented services visit
- A parent/guardian shall never be provided information about a minor consented service or that a consent override was obtained unless authorized by the minor

Consent Exceptions

Consent is **NOT** required for:

- Data sources sending patient medical records to the HIE
- One-to-One Exchanges (Results Delivery)
- Emergency Situations, if patient has not yet consented, or has not selected “Deny to the Participating Organization” or “Community-wide Deny” consent
- Public Health access

Capturing Consent

Patient consent can be captured in two ways, depending upon your facility's capabilities:

- Authorized Users can log into myConnections, look up a patient and enter the patient's consent directly via the portal
- Hospitals and other facilities capture patient consent in their EHRs, which is then sent over electronically to HealtheConnections

Maintaining Consent Forms

Patient consent forms must be kept on file 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

Access to patient records are audited:

- Break-the-Glass events are audited daily
- Public Health non-consented access is audited weekly
- Each Participating Organization is required to attest to an annual audit of patient consents and user accesses of patient information
- Audits may be triggered by same name logic
- Patients can request an audit of accesses to their own records
 - This can be done via a participating organization or by contacting HealthConnections

Accessing HealthConnections

Please visit www.HealthConnections.org to learn more about us

Click on “myConnections Login” to access our portal



Important Information



HealthConnections Support:

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

Contact Method	Business Hours	Off Hours
Phone	Immediate	Immediate
Voice Mail	2 hrs	4 hrs
e-mail	4 hrs	Next Business Day
Fax	4 hrs	Next Business Day

Training Materials:

- HIE User Manual accompanies the Authorized User Training
- Additional materials and forms are available on our website, under the Health Information Exchange Training & Documents section

myConnections:

- Use “Forgot Password” on the myConnections login page for password resets



Thank you!

healthconnections.org
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