



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)

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

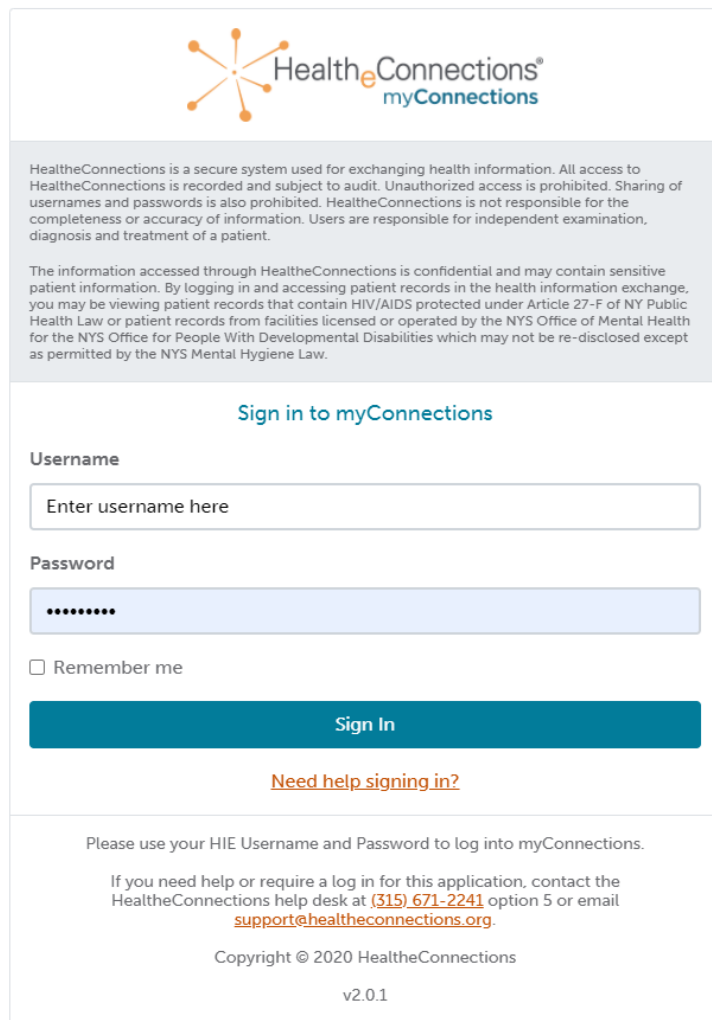
- Real-time
 - The provider is alerted in real-time as the event occurs
- Daily Digest
 - A compiled list of the provider's alerts from the previous 24 hours
 - Available each morning
 - The digest can be retrieved through Direct Mail.
- If there are specific hospitals that your organization would like 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 HealthConnections 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)
 - HIXNY (Albany)
 - Rochester RHIO

Accessing HealthConnections

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



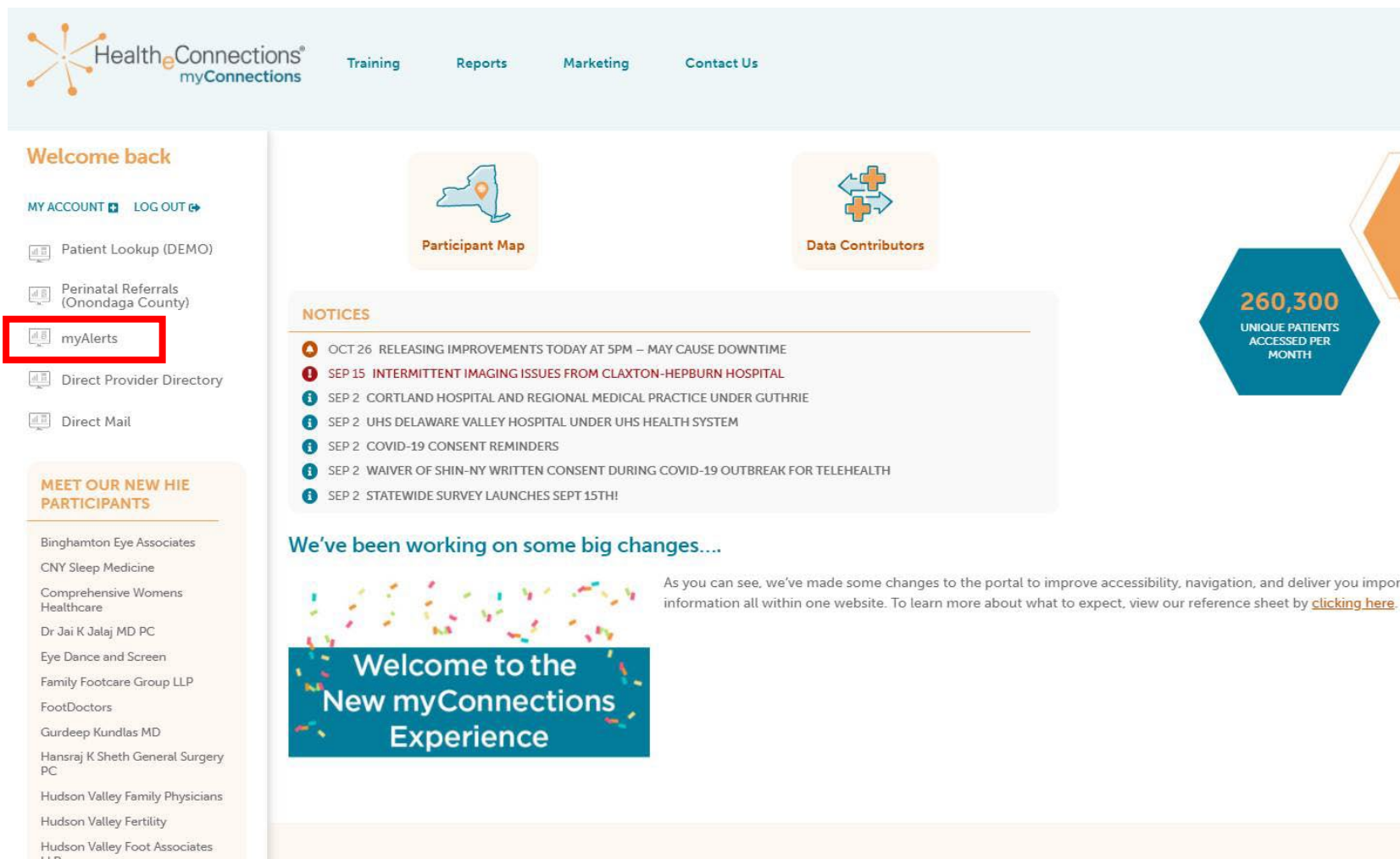


The screenshot shows the HealthConnections login interface. At the top left is the HealthConnections logo. Below it is a grey box containing a disclaimer: "HealthConnections is a secure system used for exchanging health information. All access to HealthConnections is recorded and subject to audit. Unauthorized 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 is another grey box with a confidentiality notice: "The information accessed through HealthConnections is confidential and may contain sensitive patient information. By logging in and accessing patient records in the health information exchange, you may be viewing patient records that contain HIV/AIDS protected under Article 27-F of NY Public Health Law or patient records from facilities licensed or operated by the NYS Office of Mental Health for the NYS Office for People With Developmental Disabilities which may not be re-disclosed except as permitted by the NYS Mental Hygiene Law." The main login area has a blue header "Sign in to myConnections". It contains a "Username" label above a text input field with the placeholder "Enter username here". Below that is a "Password" label above a password input field with masked characters. There is a "Remember me" checkbox. A large blue "Sign In" button is at the bottom of the form. Below the button is a link "Need help signing in?". 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. Copyright © 2020 HealthConnections v2.0.1"

- Enter your username and password
- Click “Log in”
- If you forgot your password, click “Need help signing in?” You’ll receive an email from noreply@okta.com, which may go to your Junk folder. If it is not in your Junk folder, contact our Support team at support@healthconnections.org

myAlerts via myAlerts Badge

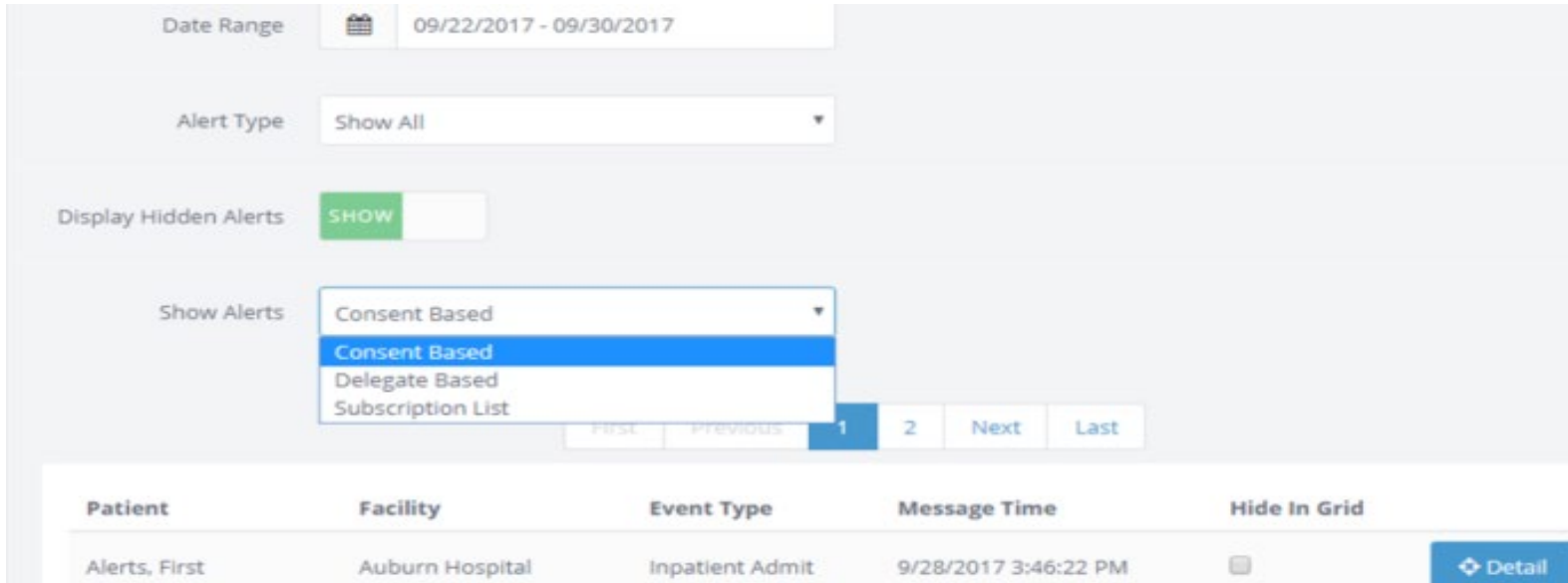
- Alerts are available by clicking the myAlerts badge after the login screen



The screenshot shows the HealthConnections myConnections portal. At the top, there is a navigation bar with the logo and links for Training, Reports, Marketing, and Contact Us. On the left side, a 'Welcome back' section contains a 'MY ACCOUNT' menu with options for Patient Lookup (DEMO), Perinatal Referrals (Onondaga County), myAlerts (highlighted with a red box), Direct Provider Directory, and Direct Mail. Below this is a 'MEET OUR NEW HIE PARTICIPANTS' list including Binghamton Eye Associates, CNY Sleep Medicine, Comprehensive Womens Healthcare, Dr. Jai K Jalaj MD PC, Eye Dance and Screen, Family Footcare Group LLP, FootDoctors, Gurdeep Kundlas MD, Hansraj K Sheth General Surgery PC, Hudson Valley Family Physicians, Hudson Valley Fertility, and Hudson Valley Foot Associates. The main content area features a 'Participant Map' and 'Data Contributors' section, a 'NOTICES' list with dates and topics, and a 'We've been working on some big changes...' section with a celebratory banner that says 'Welcome to the New myConnections Experience'. A large blue hexagon on the right displays '260,300 UNIQUE PATIENTS ACCESSED PER MONTH'.

Viewing Alerts—myAlerts Badge

- Click on an Alerts message to open it

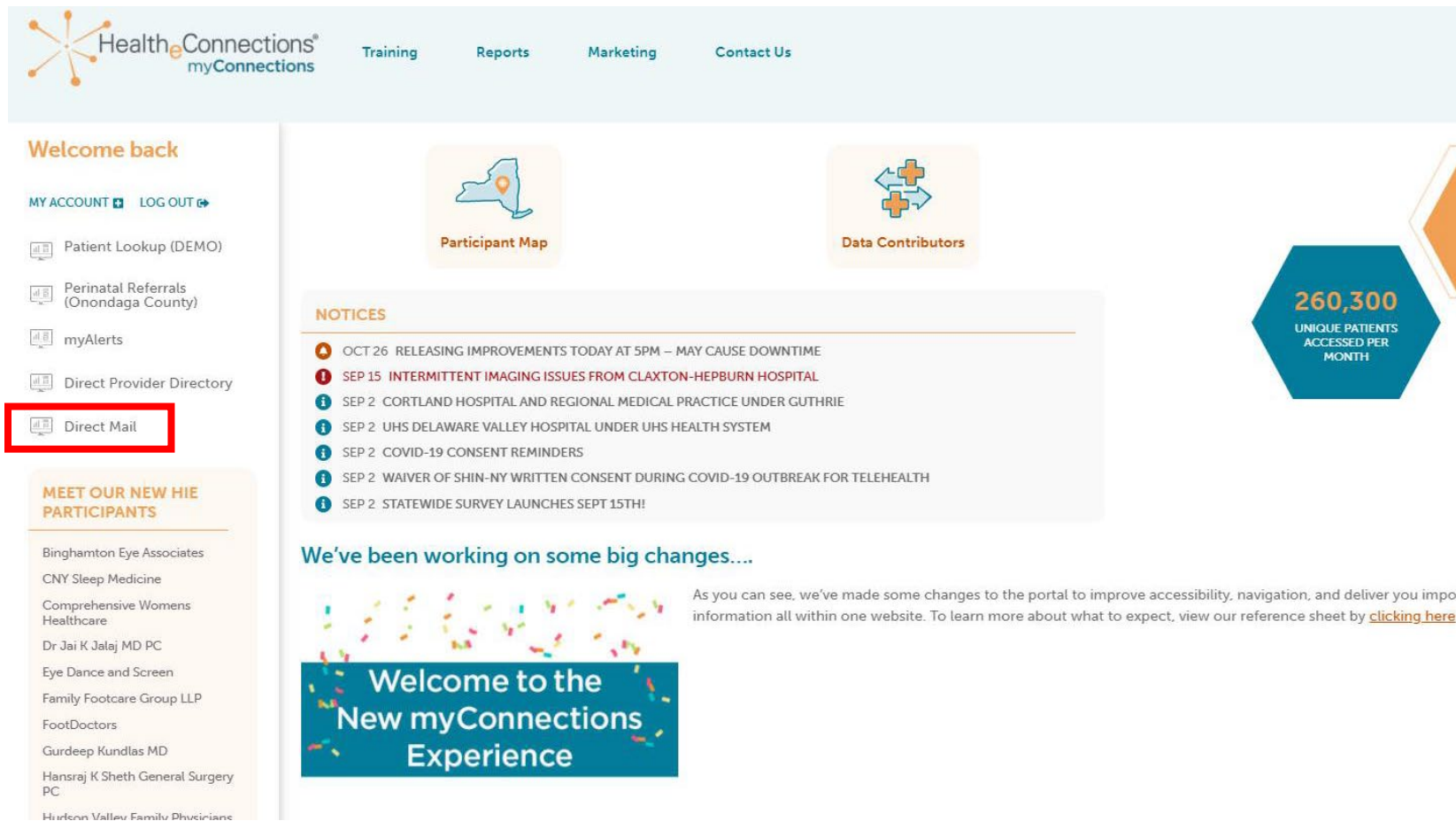


The screenshot displays the myAlerts interface. At the top, there are filter controls: a date range of 09/22/2017 - 09/30/2017, an Alert Type dropdown set to 'Show All', and a 'Display Hidden Alerts' toggle set to 'SHOW'. Below these is a 'Show Alerts' dropdown menu with options: 'Consent Based' (selected), 'Consent Based', 'Delegate Based', and 'Subscription List'. A pagination bar shows '1' as the current page, with '2', 'Next', and 'Last' as options. The main content is a table with the following data:

Patient	Facility	Event Type	Message Time	Hide In Grid	
Alerts, First	Auburn Hospital	Inpatient Admit	9/28/2017 3:46:22 PM	<input type="checkbox"/>	Detail

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 screenshot shows the myConnections portal interface. At the top, there is a navigation bar with the HealthConnections myConnections logo and links for Training, Reports, Marketing, and Contact Us. On the left side, there is a 'Welcome back' section with a 'MY ACCOUNT' and 'LOG OUT' link. Below this, there is a list of services: Patient Lookup (DEMO), Perinatal Referrals (Onondaga County), myAlerts, Direct Provider Directory, and Direct Mail. The 'Direct Mail' link is highlighted with a red box. Below the services list, there is a section titled 'MEET OUR NEW HIE PARTICIPANTS' with a list of participating organizations and providers. In the center, there is a 'NOTICES' section with a list of recent updates. On the right side, there is a 'Participant Map' and a 'Data Contributors' section. A large blue hexagon graphic displays '260,300 UNIQUE PATIENTS ACCESSED PER MONTH'. At the bottom, there is a banner for 'Welcome to the New myConnections Experience' with confetti, and a text block explaining recent changes to the portal.


HealthConnections[®] myConnections


Training Reports Marketing Contact Us


Welcome back


MY ACCOUNT  LOG OUT 

 Patient Lookup (DEMO)

 Perinatal Referrals (Onondaga County)

 myAlerts

 Direct Provider Directory

 Direct Mail

MEET OUR NEW HIE PARTICIPANTS

Binghamton Eye Associates

CNY Sleep Medicine

Comprehensive Womens Healthcare

Dr. Jai K. Jalaj MD PC

Eye Dance and Screen

Family Footcare Group LLP

FootDoctors

Gurdeep Kundlas MD








Hansraj K. Sheth General Surgery PC

Hudson Valley Family Physicians

Participant Map

Data Contributors

NOTICES

-  OCT 26 RELEASING IMPROVEMENTS TODAY AT 5PM – MAY CAUSE DOWNTIME
-  SEP 15 INTERMITTENT IMAGING ISSUES FROM CLAXTON-HEPBURN HOSPITAL
-  SEP 2 CORTLAND HOSPITAL AND REGIONAL MEDICAL PRACTICE UNDER GUTHRIE
-  SEP 2 UHS DELAWARE VALLEY HOSPITAL UNDER UHS HEALTH SYSTEM
-  SEP 2 COVID-19 CONSENT REMINDERS
-  SEP 2 WAIVER OF SHIN-NY WRITTEN CONSENT DURING COVID-19 OUTBREAK FOR TELEHEALTH
-  SEP 2 STATEWIDE SURVEY LAUNCHES SEPT 15TH!

We've been working on some big changes...

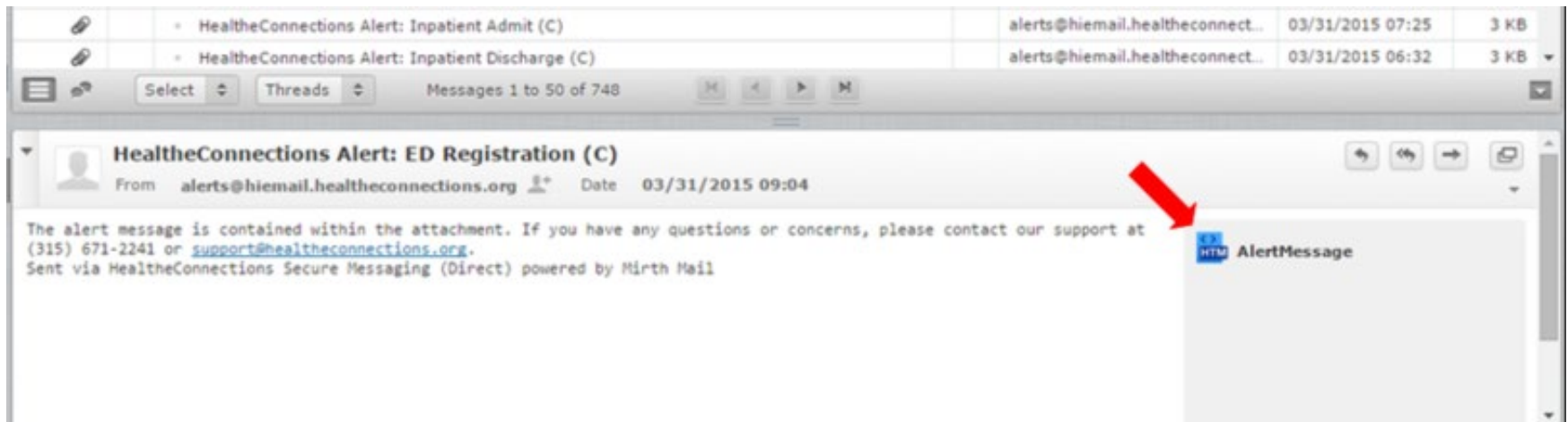
As you can see, we've made some changes to the portal to improve accessibility, navigation, and deliver you important information all within one website. To learn more about what to expect, view our reference sheet by [clicking here](#).

Welcome to the New myConnections Experience

260,300
UNIQUE PATIENTS
ACCESSED PER
MONTH

Viewing Alerts—Direct Mail

- 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



HealthConnections Support:

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

Training Materials:

- Additional materials and forms are available on our webpage <https://www.healthconnections.org/training/>

myConnections:

- If you forgot your password, click “Need help signing in?” You’ll receive an email from noreply@okta.com, which may go to your Junk folder. If it is not in your Junk folder, contact our Support team at support@healthconnections.org



Thank You

healthconnections.org
info@healthconnections.org

