



## 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



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.

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.

## Sign in to myConnections

Username

Password

Remember me

Sign In

[Need help signing in?](#)

Please use your HIE Username and Password to log into myConnections.

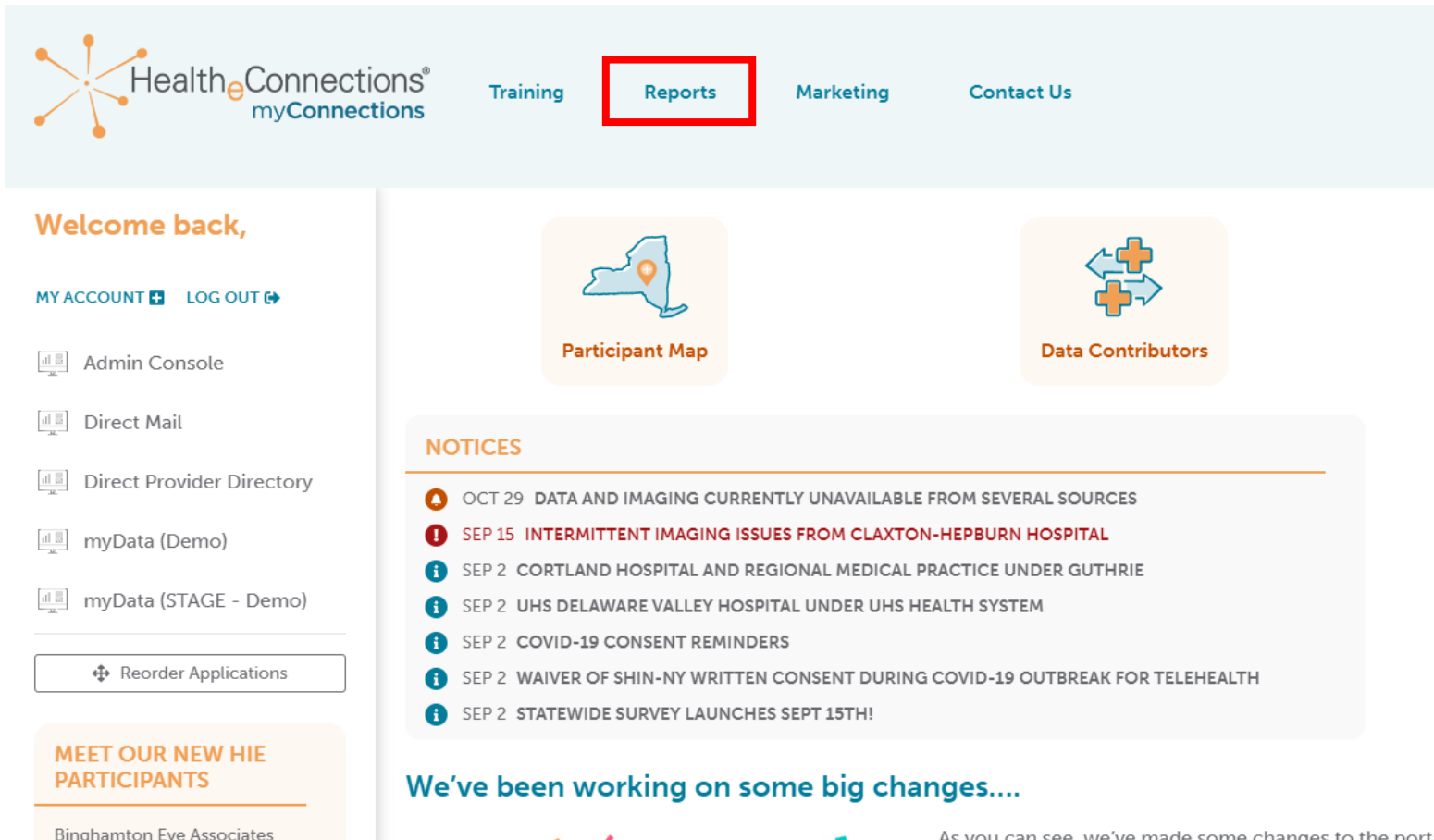
If you need help or require a log in for this application, contact the HealthConnections help desk at [\(315\) 671-2241](tel:3156712241) option 5 or email [support@healthconnections.org](mailto:support@healthconnections.org).

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- Enter your username and password.
- Click “Sign In”
- If you forgot your password, click “Need help signing in?” You’ll receive an email from [noreply@okta.com](mailto: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](mailto:support@healthconnections.org).

# Accessing Audit Reports

- Once you have logged in, the following screen will appear.
- Select the “Reports” at the top of the page.



The screenshot shows the HealthConnections myConnections portal dashboard. At the top, there is a navigation bar with the logo on the left and menu items: Training, Reports (highlighted with a red box), Marketing, and Contact Us. Below the navigation bar, the dashboard is divided into several sections. On the left, there is a 'Welcome back,' section with 'MY ACCOUNT' and 'LOG OUT' links, followed by a list of links: Admin Console, Direct Mail, Direct Provider Directory, myData (Demo), and myData (STAGE - Demo). Below these links is a 'Reorder Applications' button. At the bottom left, there is a 'MEET OUR NEW HIE PARTICIPANTS' section with a link to 'Binhamton Eve Associates'. On the right side, there are two main cards: 'Participant Map' with a map icon and 'Data Contributors' with a plus and arrows icon. Below these cards is a 'NOTICES' section with a list of alerts, including one about data and imaging availability and several about hospital operations and consent reminders. At the bottom, there is a section titled 'We've been working on some big changes....' with a partial sentence: 'As you can see, we've made some changes to the portal'.

# Accessing Audit Reports

- Select the desired report by clicking on it.

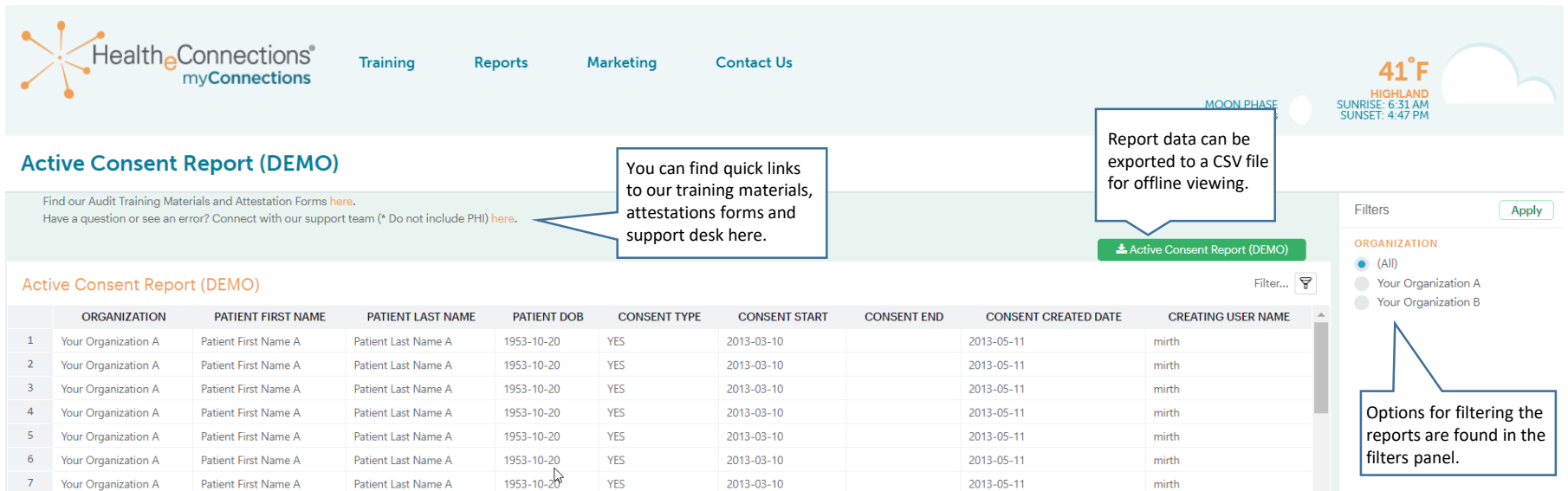


The screenshot shows the HealthConnections myConnections interface. The top navigation bar includes the logo and links for Training, Reports, Marketing, and Contact Us. The main content area is titled 'Reports' and contains a section for 'Audit Reports (MODE)' which is highlighted with a red box. This section lists several report types:

- [Active Consent Report](#)
- [Active User List](#)
- [Break The Glass Report](#)
- [Consent Sample Report](#)
- [Patient Records Accessed](#)
- [PH: Patient Records Accessed](#)
- [User Login Report](#)

# 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.



**Active Consent Report (DEMO)**

Find our Audit Training Materials and Attestation Forms [here](#).  
Have a question or see an error? Connect with our support team (\* Do not include PHI) [here](#).

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

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

Active Consent Report (DEMO)

	ORGANIZATION	PATIENT FIRST NAME	PATIENT LAST NAME	PATIENT DOB	CONSENT TYPE	CONSENT START	CONSENT END	CONSENT CREATED DATE	CREATING USER NAME
1	Your Organization A	Patient First Name A	Patient Last Name A	1953-10-20	YES	2013-03-10		2013-05-11	mirth
2	Your Organization A	Patient First Name A	Patient Last Name A	1953-10-20	YES	2013-03-10		2013-05-11	mirth
3	Your Organization A	Patient First Name A	Patient Last Name A	1953-10-20	YES	2013-03-10		2013-05-11	mirth
4	Your Organization A	Patient First Name A	Patient Last Name A	1953-10-20	YES	2013-03-10		2013-05-11	mirth
5	Your Organization A	Patient First Name A	Patient Last Name A	1953-10-20	YES	2013-03-10		2013-05-11	mirth
6	Your Organization A	Patient First Name A	Patient Last Name A	1953-10-20	YES	2013-03-10		2013-05-11	mirth
7	Your Organization A	Patient First Name A	Patient Last Name A	1953-10-20	YES	2013-03-10		2013-05-11	mirth

Filters

**ORGANIZATION**

- (All)
- Your Organization A
- Your Organization B

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



- 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 “Log Out”.



# 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 five consecutive patients from your month of audit's Consent Sample Report and return a copy of these 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)

