



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.

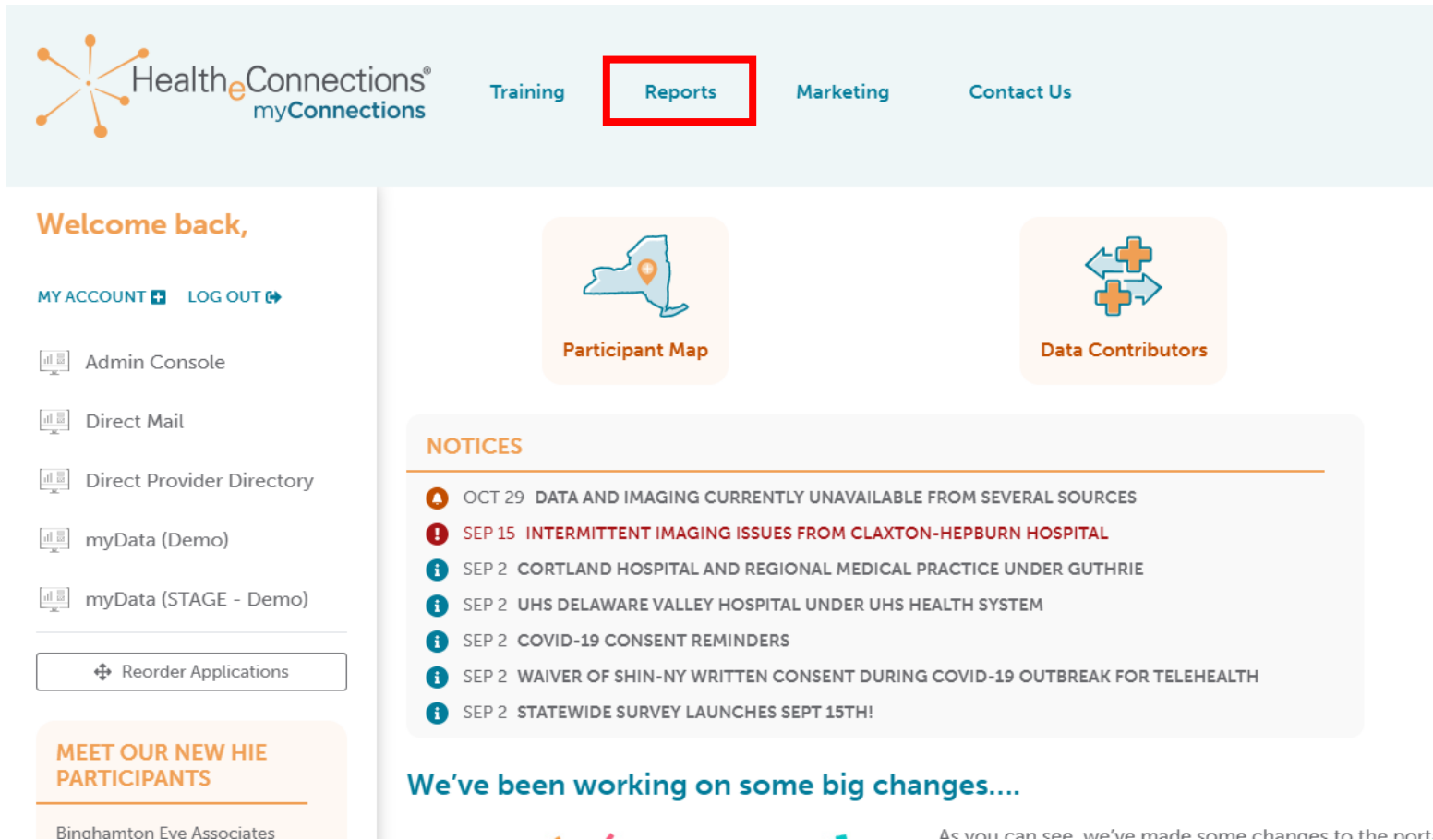
If you need help or require a log in for this application, contact the HealthConnections help desk at [\(315\) 671-2241](tel:3156712241) option 5 or email support@healthconnections.org.

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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, which may go to your Junk Folder. If it is not in your Junk Folder, contact our Support Team at support@healthconnections.org.

Accessing Audit Reports

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



The screenshot shows the HealthConnections myConnections portal. 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 main content area is divided into two columns. The left column contains a 'Welcome back,' message, a 'MY ACCOUNT' section with 'LOG OUT' and a plus icon, and a list of links: Admin Console, Direct Mail, Direct Provider Directory, myData (Demo), and myData (STAGE - Demo). At the bottom of this column is a 'Reorder Applications' button. The right column features two large icons: 'Participant Map' (a map of Pennsylvania) and 'Data Contributors' (a plus sign with arrows). Below these 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 of the right column, 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 displays the HealthConnections myConnections user interface. At the top, there is a navigation bar with the logo on the left and menu items for Training, Reports, Marketing, and Contact Us. Below the navigation bar, the main content area is divided into two columns. The left column contains a welcome message, a user profile section with 'MY ACCOUNT' and 'LOG OUT' links, and a 'Reports' section. The 'Reports' section is highlighted with a red box and contains a list of audit reports under the heading 'Audit Reports (MODE)'. The reports listed are: Active Consent Report, Active User List, Break The Glass Report, Consent Sample Report, Patient Records Accessed, PH: Patient Records Accessed, and User Login Report.

HealthConnections[®]
myConnections

Training Reports Marketing Contact Us

Welcome back,

MY ACCOUNT  LOG OUT 

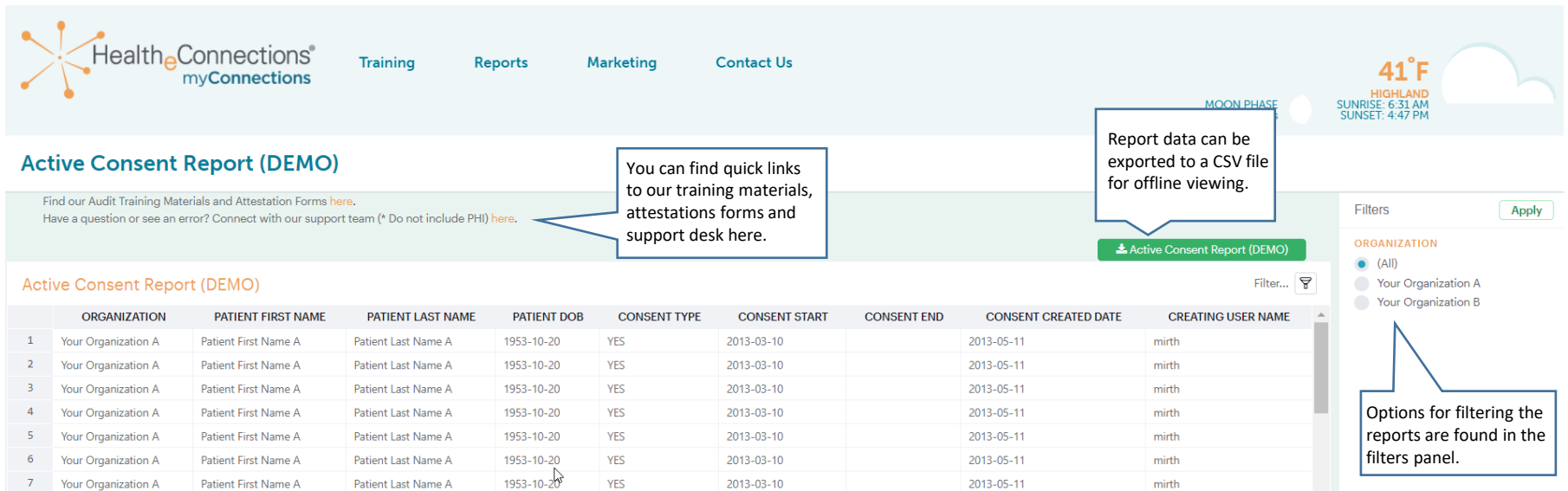
Reports

Audit Reports (MODE)

- [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.



HealthConnections® myConnections

Training Reports Marketing Contact Us

41°F
HIGHLAND
SUNRISE: 6:31 AM
SUNSET: 4:47 PM

MOON PHASE

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)

Filters

ORGANIZATION

(All)

Your Organization A

Your Organization B

	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

**Welcome back,
Hannah McNally!**

MY ACCOUNT 

LOG OUT 

- Once you have reviewed a report and need to review another, you can select the next 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 will be asked to review reports, review consents, and sign the attestation indicating that the audit was complete.
 - Alternatively, if you use Outlook, you can use the voting button functionality within your email to attest, rather than returning the hardcopy signed attestation.
- 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 **at least** the first 40 accesses on the report.
- Verify that the users and their accesses to the patient data are appropriate.

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. You no longer need to send the consent forms to us for review, but you will be required to provide them as evidence, if requested.
 - If you are asked to or elect to return the consent forms, please note that these can only be returned via fax at 315-407-0053 or Direct Mail at support@hiemail.healthconnections.org.
 - In the subject line of the **Direct Mail** 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

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 are required to attest within 5 business days
- You shall attest daily or for multiple days by noting the date range 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 monthly with an email to attest.

YOUR ACTIONS:

- These reports will be available every Monday for your review from the previous week.
- Return your attestation response within 5 business days.
- You are required to review the last 3 accesses of the prior week.
- 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 or 315-671-2241 x 5 for your credentials
- Add a bookmark for this address for future ease of access



Thank You

healthconnections.org
info@healthconnections.org

