A decorative graphic on the left side of the slide consists of several overlapping hexagons in shades of blue, teal, and orange. A horizontal orange banner with a white border and a pointed right end extends from the center of these hexagons across the middle of the slide. The banner contains the main title text.

Health Information Exchange: Getting Started with Patient Lookup

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What is the HealtheConnections HIE?



Health information exchange (HIE) is the secure exchange of information across organizations and regions. We provide the capability to electronically move clinical information among different health care information systems.

- In operation since 2010
- No-cost HIE services readily available
- Additional analytics and incentive program consulting & resources
- On-call support team



Improve Quality of Care



Lower Cost of Care

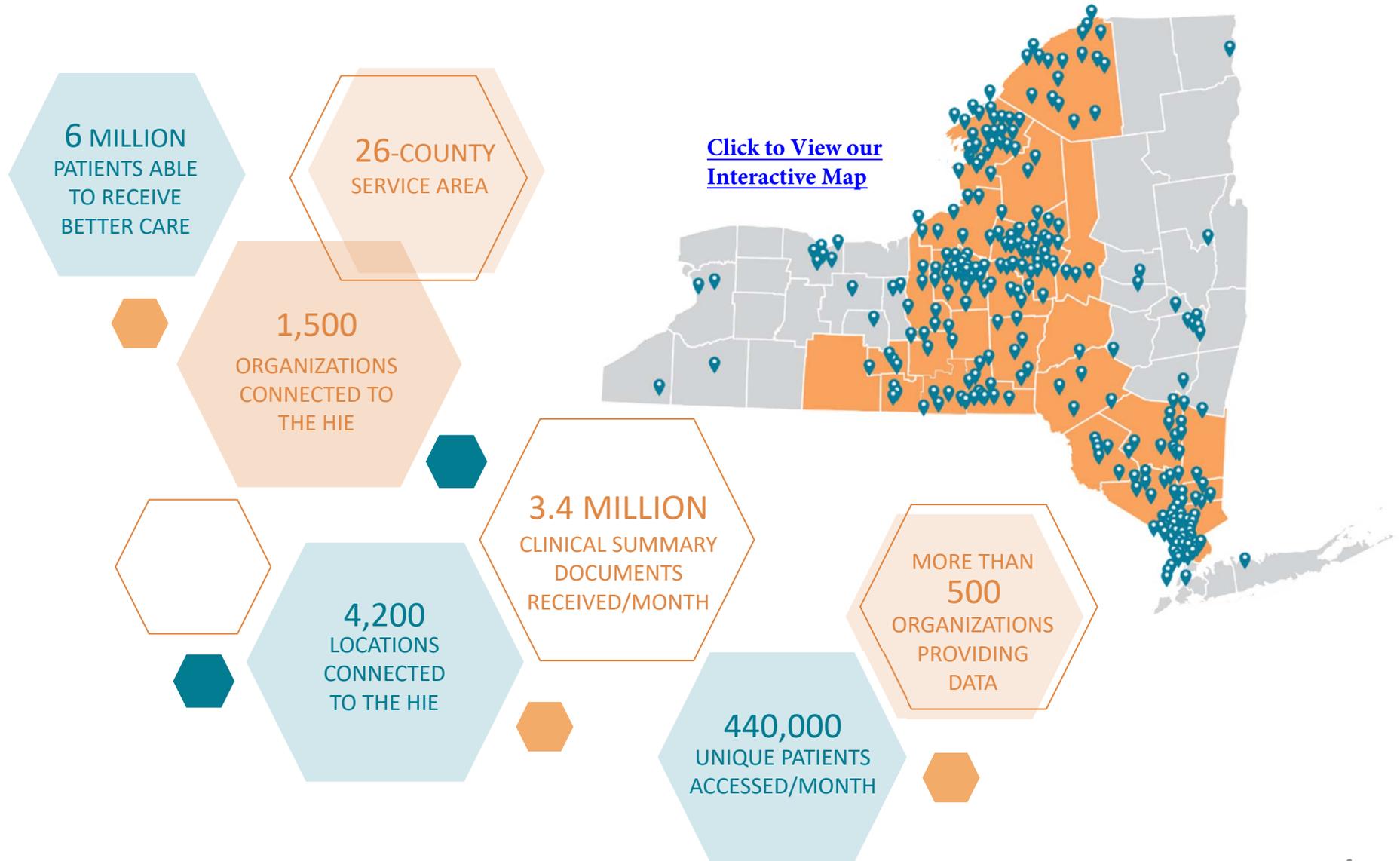


Improve Clinician Experience



Improve Patient Experience

Participants & Data Sources



Patient and Provider security is our top priority.

Audits are conducted regularly to ensure patient and provider security.

- Emergency Access: Break the Glass
- At patient request
- State-mandated periodic access reports
- ...and more

HITRUST
CSF Certified

Achieved HITRUST security certification with MARS-E requirements for myConnections portal, NextGen/Mirth HIE, and supporting infrastructure.

Learn more about HITRUST [here](#).

HealthConnections Services



Patient Lookup

Real-time patient records at the touch of a button



myAlerts

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



Image Exchange

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



Results Delivery

Labs, rads, and reports easily accessed or delivered directly



Query-Based Exchange

Access information in state and from national databases



Direct Mail

HIPAA-compliant secure mail & national provider directory



myResults

Labs, rads, and reports easily accessed or delivered directly



myData

Series of dashboards that allows a user to better understand their patient profiles

Gaining Access to Patient Lookup



To become an Authorized User and gain access to Patient Lookup, you must:

Step 1: Complete this training

Step 2: Fill out the [user form](#), located on the Training section of our website

Step 3: Submit to your RHIO Administrator

A RHIO Administrator is an appointed contact between your organization and HealthConnections.

Step 4: Receive an email from HeC with your login information

Step 5: Start using the portal!

If you have any questions during your self-training, please do not hesitate to reach out to your RHIO Administrator or contact us directly at

support@healthconnections.org.

If you work at multiple organizations...



...you still only need 1 username and password! You will receive multiple Patient Lookup badges within one dashboard.

It is extremely important to choose the correct organization's badge when using Patient Lookup.

- Maintain audit trail
- Avoid unauthorized accesses

Remember, patient consent only applies to the organization at which it was given.

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 HealtheConnections' 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>

Understanding Patient Consent



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 **one time**
 - A patient may change their consent option at any time by filling out a new consent form
- With the appropriate security role, any authorized user may access an affirmative-consenting patient's health record
- Providers cannot refuse treatment to patients based on willingness to provide consent
- For more information on how to talk to your patients about consent, visit our [FAQ page](#)

FACT: 95% of patients who are asked say YES!

Patient Consent Values



- **I GIVE CONSENT** for the Provider Organization or Health Plan to access ALL of my electronic health information through HealtheConnections to provide health care services (including emergency care)
- **I DENY CONSENT** for the Provider Organization or Health Plan to access my electronic health information through HealtheConnections for any purpose, even in a medical emergency

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

- **I DENY CONSENT EXCEPT IN A MEDICAL EMERGENCY** for the Provider Organization to access my electronic health information through HealtheConnections

Emergency Access: Break the Glass



Break the Glass is the emergency access option within the HIE. **This is only available to a limited number of designated providers.**

Break the Glass is designed for:

- Emergency Departments
- Authorized hospital providers
- Other select organizations

“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)

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 this, you can:

- Give the patient a Community-Wide Deny form and submit it to HealthConnections on their behalf
- Instruct the patient to visit an HeC office with photo identification to complete the form
- Instruct the patient to contact HeC directly for a form, have it notarized, and mailed to HeC

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 if:

- The parent/guardian has not previously consented
- The parent/guardian has selected “Deny” or “Deny, Except in an Emergency”

A minor cannot override a “YES” consent provided by a parent or legal guardian

Overrides remain in effect ONLY for the duration of the visit and expires upon logging out of your account.

Parent/guardian shall never be provided information about the minor-consented service or consent override unless authorized by the minor.

Detailed instructions and policies surrounding this option are provided on our [website](#).

Consent Exceptions

Consent is **NOT** required for:

Data sources to send patient medical records into HealthConnections

One-to-One Exchanges (Ex: Results Delivery)

Break the Glass 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 and Maintaining Consent



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 HealthConnections

Maintaining Consent

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

Accessing HealtheConnections



- Visit our website
- Click on “myConnections Login” to access our portal, then bookmark the page



Support Options



HealthConnections Support 24/7:

- 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

Others to support you:

- Your account manager
- Your RHIO Administrator
 - If you do not know who your RHIO Administrator or Account Manager is, contact support@healthconnections.org

Thank you!

Now that you've completed your training, follow the steps below to proceed:

- Fill out the [User Form](#), located on the Training section of our website.
- Submit your form to your RHIO Administrator.
 - If you are unsure who your RHIO Administrator or Account Manager is, our Support team can assist you. Simply email them at support@healthconnections.com
- After submitting your form, you will receive an email from HealthConnections with your login credentials.
- Then, you can sign in and start using the portal. It's that simple!

healthconnections.org
info@healthconnections.org

