



myAlerts User Guide

When a patient is admitted to or discharged from an inpatient facility, or if they have an Emergency Department registration, subscribed providers and care managers are notified of the event in real-time or a convenient daily summary.

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myAlerts

myAlerts is a service provided by HealthConnections to electronically inform healthcare providers about clinical events that their patients encounter. Providers must subscribe to this service to receive alerts.

Alerts Event Types

Alert Types are offered for the following:

- **Emergency Department Admit Alert**
When a patient is registered for a visit to the emergency department. This alert will include information on previous emergency department admits in the past 30 days.
- **Emergency Department Discharge Alert**
When a patient is discharged from the emergency department.
- **In-patient Admit Alert**
When a patient is admitted for an in-patient stay at an acute care facility or when transitioning between other departments such as the Emergency Department.
- **In-patient Discharge Alert**
When a patient is discharged from an in-patient stay at an acute care facility.
- **Emergency Department Admit Cancellation Alert**
When a patient's emergency department admission is canceled.
- **Emergency Department Discharge Cancellation Alert**
When a patient's emergency department discharge is canceled.
- **In-patient Admit Cancellation Alert**
When a patient's in-patient department admission is canceled.
- **In-patient Discharge Cancellation Alert**
When a patient's in-patient department discharge is canceled.
- **Medication Adherence Alert**
If the ordering provider e-prescribes to Kinney Drugs and a patient has not picked up their medication after 14 days the ordering provider will receive an alert. This alert is currently only available for patients who use Kinney Drugs. Medication Adherence Alerting is available through the myAlerts badge or Daily Digest format.

Alert Delivery Methods

Delivery methods for alerts include:

- **myAlerts**

An alert will be available through the myAlerts badge on myConnections and can contain Protected Health Information (PHI). The alert types and hospitals are filterable while viewing alerts on the myAlerts badge.

- **Direct Mail**

An alert that contains PHI can be sent securely via Direct Mail. If there are specific hospitals that your organization would not like to receive alerts from, they can be excluded by each event type.

- **Daily Digest**

The Daily Digest is a compiled list of the provider's alerts, available each morning, from the previous 24 hours. The digest can be retrieved through Direct Mail. If there are specific hospitals that your organization would not like to receive alerts from, they can be excluded by each event type.

- **ADT Delivery**

The ADT transaction that was received from the data source for the patient event can be delivered directly to the EMR of the subscribed provider. This allows the EMR to present the alert to the provider within the EMR leveraging their EMRs internal alerting capabilities.

Alert Subscriptions

There are three ways to subscribe to patients for alerts. Your organization can choose which method(s) will work best for you. These can also be configured for individual users.

1. **Consent-Based**

An alert can be sent for all patients that have a **YES** consent in their HIE record for the organization receiving the alert. Consent-Based alerts are available to the recipient in real-time as the event information is received or in a daily digest format delivered to the recipient once a day.

2. **Patient List**

An alert can be sent for all patients identified on a list submitted by the practice. These can be sent without a **YES** consent, on the condition that the consent value on that patient record is not set to **NO**.

3. **Provider-Based**

An alert can be sent for all patients where a provider is named on the patient's record that is sent to the HIE from a participating hospital.

Patient List Alerting - Consent Rules

HealthConnections has launched functionality, based on New York State policy changes, that allow alerts to be sent based on a treating relationship, on the condition that the patient does not have a **NO** consent for the organization receiving the alerts. The organization will provide a patient list to HealthConnections, defining the patient relationships and alerts can be sent for patients with a **YES** or **EMERGENCY** consent or if the patient has not consented yet.

This policy includes some exceptions, where a **YES** consent is still required for the alert to be sent.

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. An MCO, BHO, health home or some other entity that has been specifically approved by the 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. An MCO, BHO, health home or some other entity that has been specifically approved by the 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 **YES** consent for the organization receiving alerts.

Alerting – Delegation

HealthConnections can allow “delegates” or alternate recipients to receive alerts on the behalf of another provider or the organization. Delegation varies in set up between the different subscription methods available.

Consent-Based Delegation

Consent-based alerts are organizationally based and multiple users can be configured to receive these types of alerts

Provider-Based Delegation

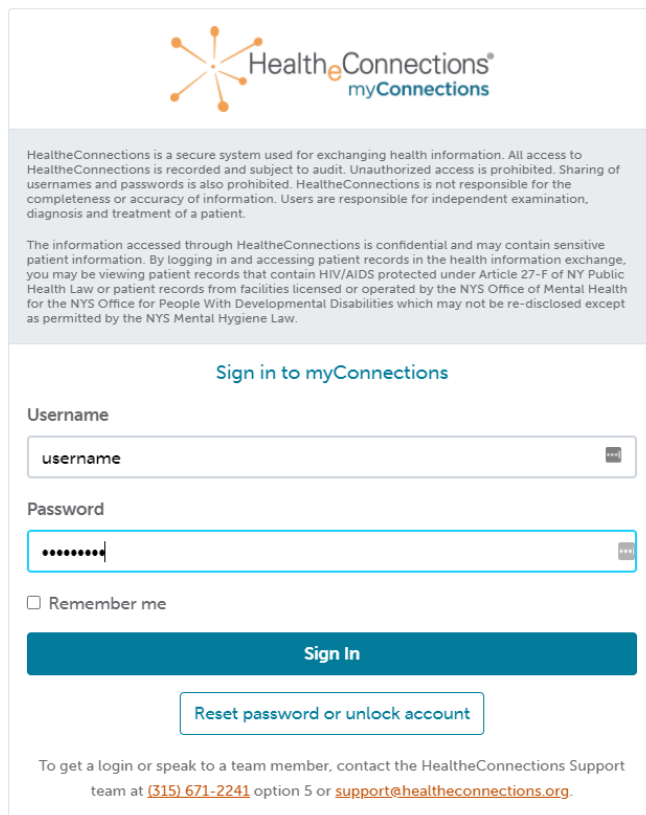
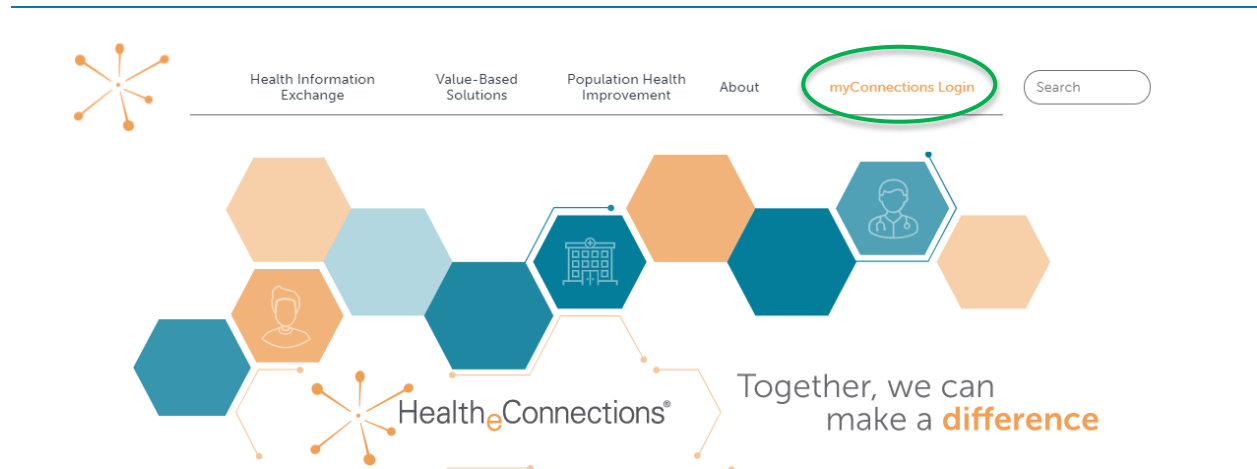
An alert meant for a specific provider can also be delivered to a “delegate” through configuration in myAlerts

Patient List Delegation

An alert meant for a provider for a specific list of patients can also be delivered to a “delegate” by adding the delegate's Direct Address to the patient list subscription file.

Accessing myAlerts

Access myConnections in your Internet browser at <https://hie.healthconnections.org>. Bookmark this tab for easy access later. Or, select “myConnections login” from the top right corner of the HealtheConnections website.



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

[Reset password or unlock account](#)

To get a login or speak to a team member, contact the HealthConnections Support team at [315\) 671-2241](tel:315-671-2241) option 5 or support@healthconnections.org.

Type your HealthConnections **Username** and **Password** into the appropriate fields and click Log In.

If you cannot recall your password, click the **Reset password or unlock account** button to begin the password recovery process.

If you do not currently have a myConnections account, contact HealthConnections support at support@healthconnections.org or 315.671.2241 x 5 for information.

Alerts via myAlerts Badge

Click the myAlerts badge on the left side of your myConnections dashboard.

Alerts display in the order they are received in the Health Information Exchange (HIE).

Date Range

Click on the calendar in the Date Range box and select a start and end date to limit the list of alerts, if needed.

Alert Type

Click on the drop-down arrow in the Alert Type box to select and search for different types of alerts:

- Emergency Department Registration
- In-Patient Admission
- In-Patient Discharge
- Medication Alert

Display Hidden Alerts

Alerts can be hidden/shown from the list by clicking Show or Hide

Show Alerts

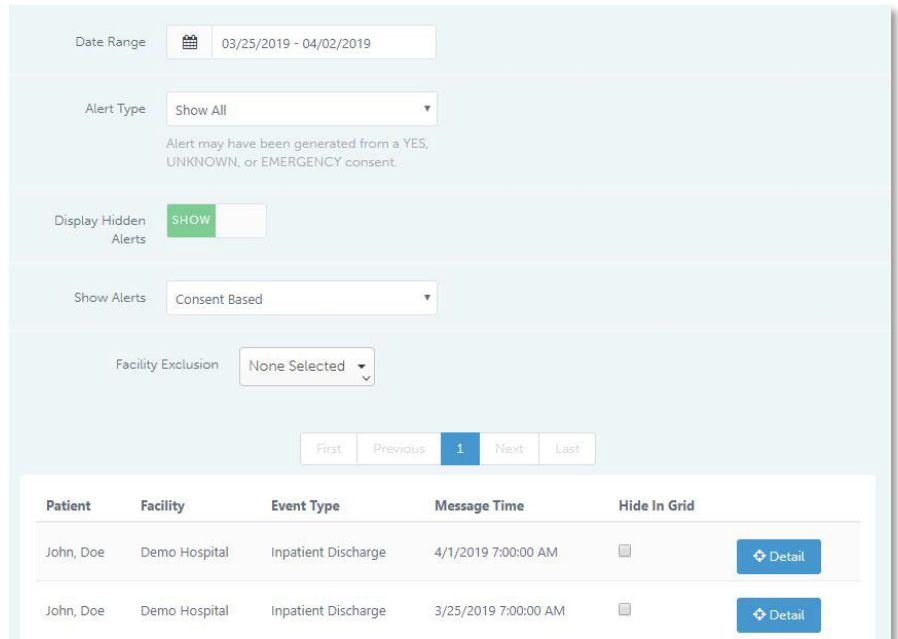
The user can select a list of alerts based on which criteria were used to receive the alert. The alerts are displayed with the following information:

- Patient Name
- The facility that generated the alert
- Event Type
- Message Time (date and time alert was received in the HIE)

Click **Details** to view more patient demographics.

Facility Exclusion


The user can exclude the alerts from specific facilities.



The screenshot shows the myAlerts dashboard with the following filters and data:

- Date Range:** 03/25/2019 - 04/02/2019
- Alert Type:** Show All (dropdown menu)
- Display Hidden Alerts:** SHOW (checkbox)
- Show Alerts:** Consent Based (dropdown menu)
- Facility Exclusion:** None Selected (dropdown menu)
- Navigation:** First, Previous, 1 (selected), Next, Last

Patient	Facility	Event Type	Message Time	Hide In Grid	
John, Doe	Demo Hospital	Inpatient Discharge	4/1/2019 7:00:00 AM	<input type="checkbox"/>	Detail
John, Doe	Demo Hospital	Inpatient Discharge	3/25/2019 7:00:00 AM	<input type="checkbox"/>	Detail

Date Range  03/25/2019 - 04/02/2019

Alert Type Show All ▼
Alert may have been generated from a YES, UNKNOWN, or EMERGENCY consent.

Display Hidden Alerts SHOW

Show Alerts Subscription List ▼

Facility Exclusion None Selected ▼

First Previous 1 Next Last

Patient Facility Event Type Message Time Hide In Grid

Sample view for a General User or Practice Administrator. Use the Show Alerts drop-down to see:

- Subscription List
- Consent-Based
- Provider-Based
- Delegate-Based-- The user will select Delegate-Based alerts and then click on the drop-down in the list of delegates to select the provider for whom the user is a delegate.

Alerts via Direct Mail

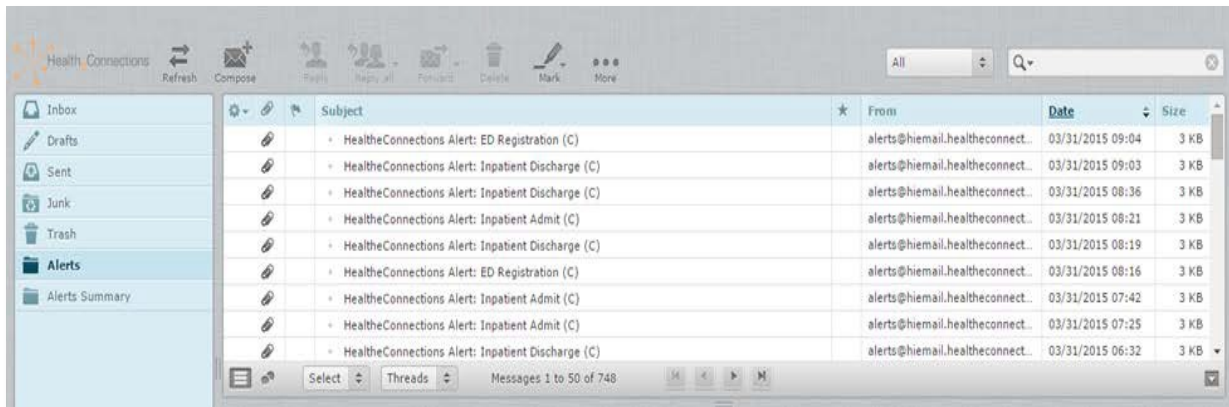
Click on the Direct Mail badge on the left side of myConnections.

Real-Time Alerts

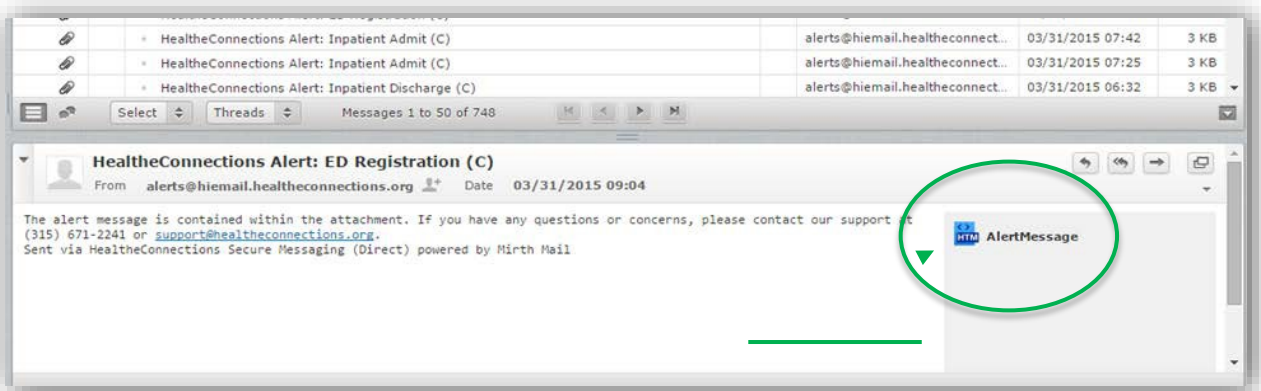
Alerts will be displayed as messages in the Direct Mail **Inbox**

The subject line of the message will contain:

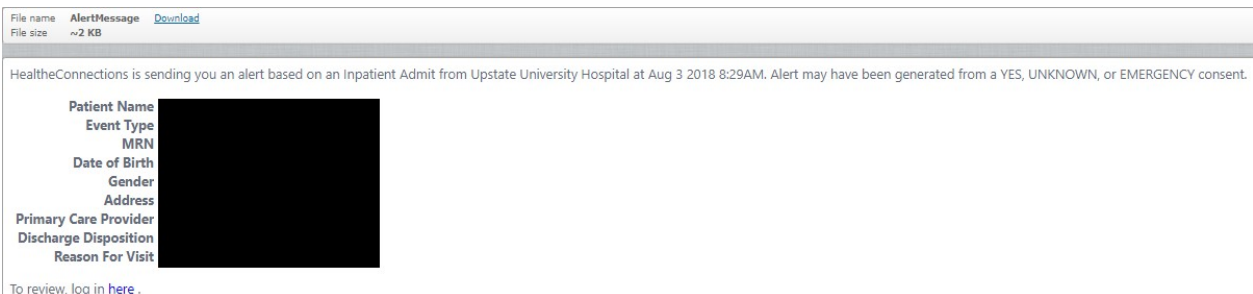
- (C) for a Consent-Based alert
 - (P) for a Provider-Based alert
 - (L) for a Patient List alert
- Click on an Alerts message to open it.



The message will be displayed in a window below the inbox. Click on **Alert Message** to the right of the email message to view the patient information.



Alert Message:



Daily Digest Alerts

The Daily Digest can be retrieved through myConnections by accessing the Direct Mail badge. Follow the steps in this document for retrieving alerts through Direct Mail.

Statewide Alerting

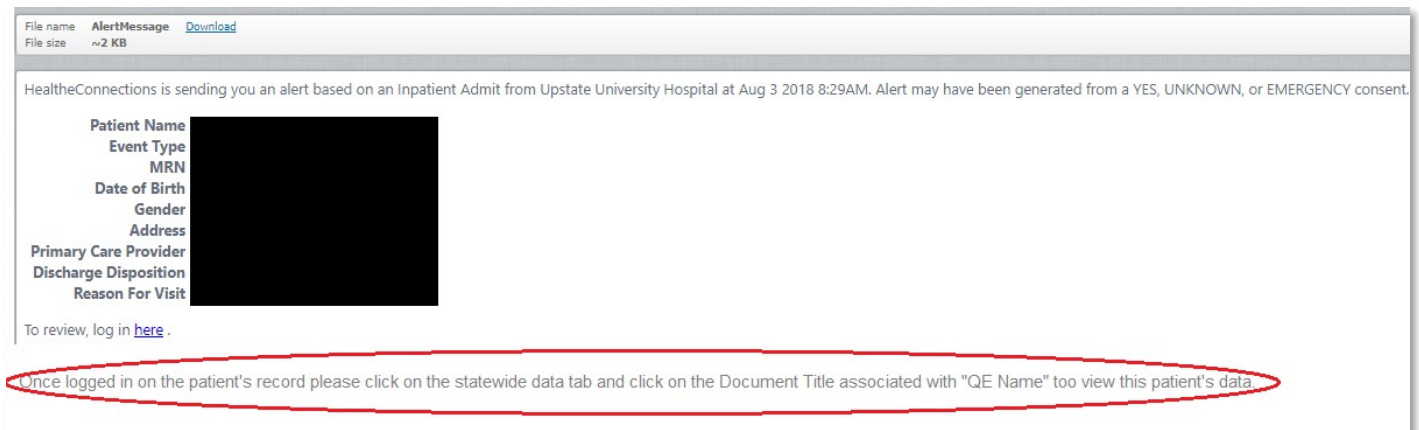
Statewide Alerting allows providers to receive alerts from hospitals and other sources that are within New York State, but outside of the HealthConnections region. These alerts are available for consent-based and patient list alerting and can be retrieved through the myAlerts or Direct Mail badge. These alerts will typically have less information available than local alerts as the data that is passed from other QEs is limited.

HealthConnections Alert: Inpatient Discharge from Saint John's Riverside Hospital (C)

 From: alerts@hiemail.healthconnections.org 
To: bhesler@hiemailtest.healthconnections.org 
Date: Today 09:26

The alert message is contained within the attachment. If you have any questions or concerns, please contact our support at (315) 671-2241 or support@healthconnections.org. Sent via HealthConnections Secure Messaging (Direct) powered by Nirth Mail

Once the alert message has been opened, the patient's information will be displayed. The message will also contain additional instructions about how to view the **Statewide Alert**:



File name: AlertMessage [Download](#)
File size: ~2 KB

HealthConnections is sending you an alert based on an Inpatient Admit from Upstate University Hospital at Aug 3 2018 8:29AM. Alert may have been generated from a YES, UNKNOWN, or EMERGENCY consent.

Patient Name	
Event Type	
MRN	
Date of Birth	
Gender	
Address	
Primary Care Provider	
Discharge Disposition	
Reason For Visit	

To review, log in [here](#).

Once logged in on the patient's record please click on the statewide data tab and click on the Document Title associated with "QE Name" too view this patient's data.

Statewide Alerting is currently available from:

- Rochester RHIO
- HEALTHeLINK (Greater Buffalo Region)
- Healthix (Greater NYC Region and Long Island)
- Bronx RHIO
- Hixny (Capital Region)

Patient List Alerting File Specifications

If your organization decides to subscribe to Patient List Alerting, you will need to provide HealthConnections with the Patient List for which you would like alerts. Your organization will need to have a call with our Systems Support Team and develop a file with the below specifications. This file should be updated regularly so that your users receive alerts on current patients. The preferred file format is a comma-separated file (.csv), excel format will be accepted. A template is available if needed.

Field Name	Required /Optional	Required Value	Value Definition
MRN	Required	N/A	N/A
Patient First Name	Required	N/A	N/A
Patient Last Name	Required	N/A	N/A
Patient Middle Initial	Optional	N/A	N/A
Date of Birth	Required	MM/DD/YYYY	N/A
Gender	Optional	F M O U A N (Default to N if not supplied)	(F) = Female (M) = Male (O) = Other (U) = Unknown (A) = Ambiguous (N) = Not applicable
Race	Optional	1002-5 2028-9 2054-5 2076-8 2106-3 2131-1 Unknown (Default to Unknown if not supplied)	1002-5 = American Indian or Alaska Native 2028-9 = Asian 2054-5 = Black or African American 2076-8 = Native Hawaiian or Other Pacific Islander 2106-3 = White 2131-1 = Other Race Unknown = Unknown
Street Address	Required	N/A	N/A
City	Required	N/A	N/A
State	Required	N/A	N/A
Zip or Postal Code	Required	Must be 5,9 or 10 digits	N/A
Address Type	Optional	H L (Default to H if not supplied)	(H) = Home (L) = Legal

Field Name	Required /Optional	Required Value	Value Definition
County/Parish Code (CWE)	Optional	N/A	N/A
Social Security Number	Optional	Must be in the following format if included: XXX-XX-XXXX	Must be in the following format if included: XXX-XX-XXXX
Provider Identifier (NPI)	Optional	N/A	N/A
Provider Direct Mail to receive Alerts	Optional	N/A	Must be a valid direct email address.
Provider Phone Number to Receive Alerts	Optional	Must be in following format if included: XXX-XXX-XXXX	Must be in the following format if included: XXX-XXX-XXXX
Inpatient Admit (A01)	Optional	Contain Blank, Y, N If left blank (Inpatient Admit by default)	Contain Blank, Y, N
Inpatient Discharge (A03)	Optional	Contain Blank, Y, N If left blank (Inpatient Discharge by default)	Contain Blank, Y, N
ED Admit (A04)	Optional	Contain Blank, Y, N If left blank (ED Admit by default)	Contain Blank, Y, N
Data Source ID	Required	To be provided by HeC	
Provider Group Key	Required	To be provided by HeC	
Delivery Frequency	Optional	Contain Blank, RT, B, DD If left blank, default to RT	RT = Real-Time (receive an alert as it occurs) DD = Daily Digest (receive in digest format daily) B = Both (Receive both Real-Time and Daily Digest)
Additional Event Types	Optional	Blank or one of the following separated by a ; EDA03; EDA11; EDA13; IPA11; IPA13;	EDA03 = ED Discharge EDA11 = ED Cancel Admit EDA13 = ED Cancel Discharge IPA11 = In-Patient Cancel Admit IPA13 = In-Patient Cancel Discharge

Form Reference

Alerts User Form

Used to configure users to receive alerts.

Alerts Delegation Form

This form is used to assign delegates to receive alerts on a Provider's behalf. The Delegate must be an existing HealthConnections user or also complete *Authorized User Certification and Application*.

Alerts Additional Configuration Form

Utilized to exclude or include facilities from which you wish to receive alerts. For Consent-Based and Patient List Alerts, any data source excluded will be excluded for ALL users at that organization. For Provider-Based alerts, exclusions can be made by the **provider**. If that is the case, submit this form for each provider and indicate the provider's name and NPI.

Patient Subscription File

Patient List Alerting File Template. This template can be used to create your Patient List file, which is a requirement to receive Patient List Subscription alerts.

Patient Subscription Alerts File Format

This document provides the file specifications for the Patient List Subscription Alerts file format.

Authorized User Certification and Application

The Authorized User Certification and Application form is utilized for new users. An alert option is available on the form and will prompt a request for additional information.