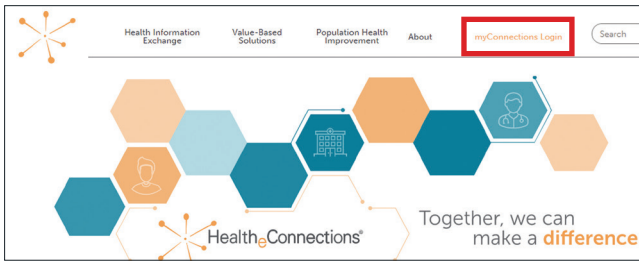


# Accessing the COVID-19 Direct Mail Alerts

In your normal email inbox, you'll receive an email with the subject line "You Have Received a New DIRECT Message". When you receive that notice, log in to your secure Direct Mail inbox.



- Go to [HealthConnections.org](https://HealthConnections.org) and click on "myConnections Login" to enter your user name and password, then click "Log in".
- Once in myConnections, click on "Direct Mail".

	From
• COVID-19 Lab Information Ready in HealthConnections	covid19alerts@hiemail.healthec...
• COVID-19 Lab Information Ready in HealthConnections	covid19alerts@hiemail.healthec...

- COVID-19 messages will have a subject line that reads, "COVID-19 Lab Information Ready in HealthConnections" from "covid19alerts@hiemail.healthconnections.org".

Within the message, you'll see an HECID number. Copy that number, open Patient Lookup, and paste the number into the Patient ID field in the Search screen. Or, you could search the patient's name and date of birth. If you are connected through your own EMR system, you will be able to pull a CCD from your EMR.

The below patient recently had a lab taken for COVID-19. Please login in to Patient Lookup or pull back a CCD from your EMR to view more information on this lab. This was sent to you because this patient has consent to your organization and your organization is signed up for consent based alerts.

First Name: JOHN

Last Name: DOE

Date of Birth: 01/01/1950

HECID: 123456789

Alerts will be set off based upon your individual alerting configurations. This may include:

- Consent-based: Patients who have consented "Yes" to your organization.
- Subscription-based: Patients you have requested to receive alerts on, or appears on a subscription list you have provided.
- Provider-based: You or your specific provider was named in the lab message.

**Please note:** An alert does not directly indicate that the patient had a lab done for COVID-19. If any information within the lab refers to COVID-19, it will be picked up. Please view the lab itself for the details.