

## RHIO Administrator Roles & Responsibilities

The RHIO Administrator is your organization's required point of contact for HealthConnections. Their responsibilities are outlined below.

### User Maintenance

- Authorizes all user accounts and privileges.
- Ensures all users set up Multi-Factor Authentication to access the myConnections portal.
- Approves the addition/removal of services such as Direct Mail, myAlerts, and Results Delivery.
- Updates users on HealthConnections notifications, materials, rollouts, and other information requests. Notifies HealthConnections of any changes within their organization, such as practice closures, acquisitions/mergers, EHR vendor changes, new services, and physicians lists.

### Education Facilitation

- Ensures staff has been adequately trained on all applicable services.

### Patient Record Management

- Maintains patient consent forms:
  - Keeping them on file at their organization for at least six (6) years.
  - Requests and submissions regarding consent.
  - Ensures signed paper consent forms are stored in patient charts or electronically.

### Community-wide Deny Requests

- Facilitates community-wide deny requests, verifying the patient's identity discussing ramifications with them, and submitting the request form to HealthConnections.

### Breach & Policy Management

- Notifies and reports any suspected breaches or policy violations to HealthConnections

### Audits\*

- Audits access to patient records:
  - Break the Glass events are audited daily
  - Public Health non-consented access is audited weekly
  - Patient consent, user access, and user logins audited annually

\*This only applies if you serve as your organization's RHIO Admin and Audit Report Recipient.