![healtheconnections logo]

**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

✓ Improve Clinician Experience

✓ Lower Cost of Care

✓ Improve Patient Experience

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# participants and data sources

*More than 1,600 organizations across 4,300 locations are connected!*
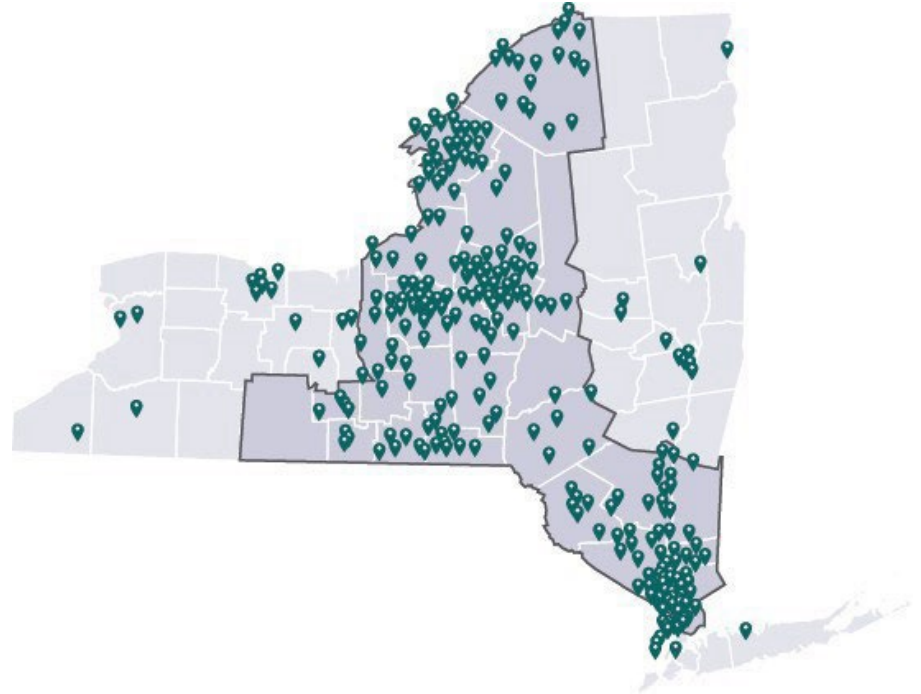
| | |
|---|---|
| **11 million patients are able to receive better care** | **26-county service area** |
| **420,000 unique patients accessed per month** | **4 million clinical summary documents received each month** |
| **More than 650 organizations providing data** | |

# information security

**Patient and provider security is our toppriority.**

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.**

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# healtheconnections services



### Patient Lookup
Real-time patient records at the touch of a button

### Image Exchange
Diagnostic-quality images through our universal viewer or your own system

### Query-Based Exchange
Access information in state and from national databases

### myResults
View labs, rads, and reports on your patients quickly and easily

### myAlerts
Clinical alerts for hospital and ED admits, discharges and transfers

### Results Delivery
Receive labs, rads, and reports directly into your EHR

### Direct Mail
HIPAA-compliant secure mail & national provider directory

### myData
Dashboards that allow users to better understand their patient profiles

# gaining access to patient lookup

**To become an authorized user, you must:**

1. Complete this training
2. Fill out the Authorized User Form, located on the Training & Documents section of our **website**.
3. Submit your form to your RHIO Administrator – a RHIO Administrator is an appointed contact between your organization and HealtheConnections
4. Receive an email from HEC with your login information
5. Start using the portal!

If you have any questions during this self-training, please reach out to your RHIO Administrator or contact us directly at **support@healtheconnections.org**

# if you work at multiple organizations…

…you will only need one username and password with multiple patient lookup badges on your dashboard.

**It is extremely important to choose the correct organization's badge when using patient lookup.**

- Maintain an 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.

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# HIPAA

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 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

- Encrypted or password protected email

Get more information about HIPAA policy  **here.**

# 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 consentform

- 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!

# 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 EXCEPT IN A MEDICAL EMERGENCY*** for the Provider Organization to access my electronic health information through HealtheConnections

**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

*limited by organization and RHIO Administrator approval*



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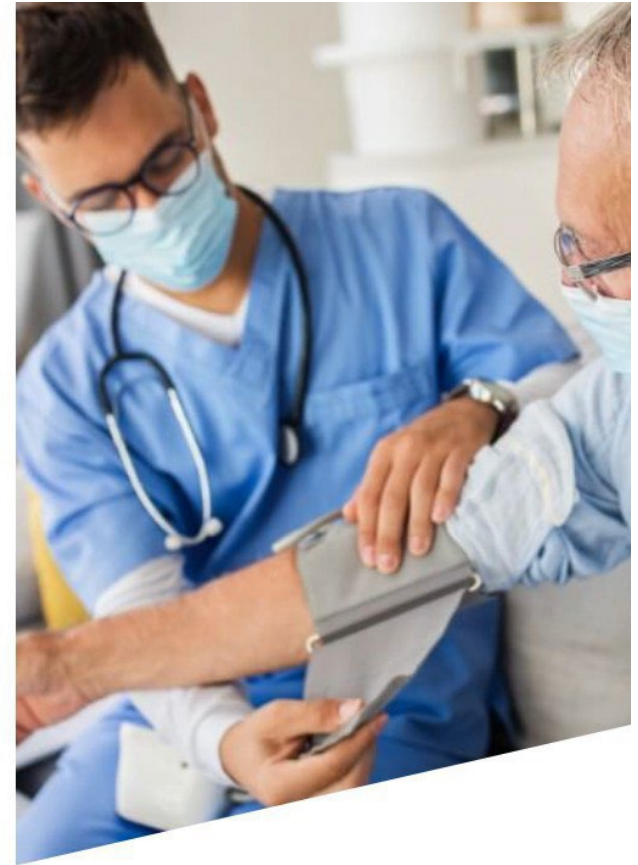
# emergency access: break the glass

• 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 HealtheConnections to access their information.

**This consent must be entered by HealtheConnections Support.**

If patient requests this, you can:

- Give the patient a Community-Wide Deny form and submit it to HealtheConnections 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

# unlock protected consent

**For users who view consent values through the myConnections portal:** In order to see patients who have selected a "no" or "emergency" consent option, follow the steps below:

**1.** Patients who have selected a "no" or "emergency" consent option will populate an additional **Unlock Protected Consent** button.
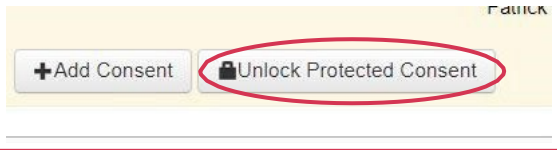


**2.** After clicking the button, a pop-up window will ask if you're certain you want to proceed; click "Ok".
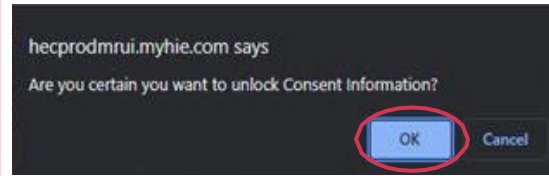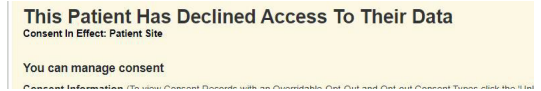


**3.** If there is a "no" or "emergency" consent on file, but it needs to be changed, obtain the patient's updated consent form and send an encrypted, secure email to our Support Team; **support@healtheconnections.org**

**4.** Our support team will then review and confirm the consent form and submit the change.

**5.** If there is a Community-wide Deny Consent on file, then the patient does not want any participating organization of HealtheConnections to access their information.

This is what an on-file Community-Wide Deny will look like in the portal:



This Patient Has Declined Access To Their Data
Consent In Effect: Patient Site

You can manage consent

# who can signconsent?

- **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 HealtheConnections 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 HealtheConnections
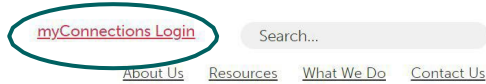
**Maintaining Consent**

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

**HealtheConnections Support 24/7:**

- Email: **support@healtheconnections.org**
- Direct Email: **support@hiemail.healtheconnections.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@healtheconnections.org**
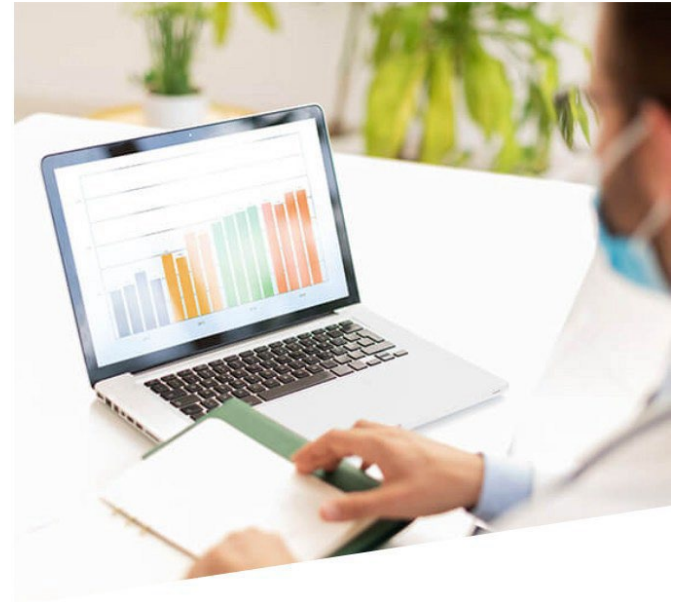
# thank you

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

- Fill out the Authorized User Form, located on the Training & Documents 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@healtheconnections.com**

- After submitting your form, you will receive an email from HealtheConnections with your login credentials.

- You will then be prompted to activate a Multi-Factor Authentication.

- Then, you can sign in and start using the portal. It's that simple!

# thank you!

support@healtheconnections.org

**315-671-2241 x5**