

HealthConnections Authorized User Training Guide

To gain access to myConnections as an Authorized User you must complete training and complete an Authorized User application. That application must be approved and signed by the RHIO Administrator for each participating organization for which the user is employed and wishing to access patient records.

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HealthConnections: myConnections

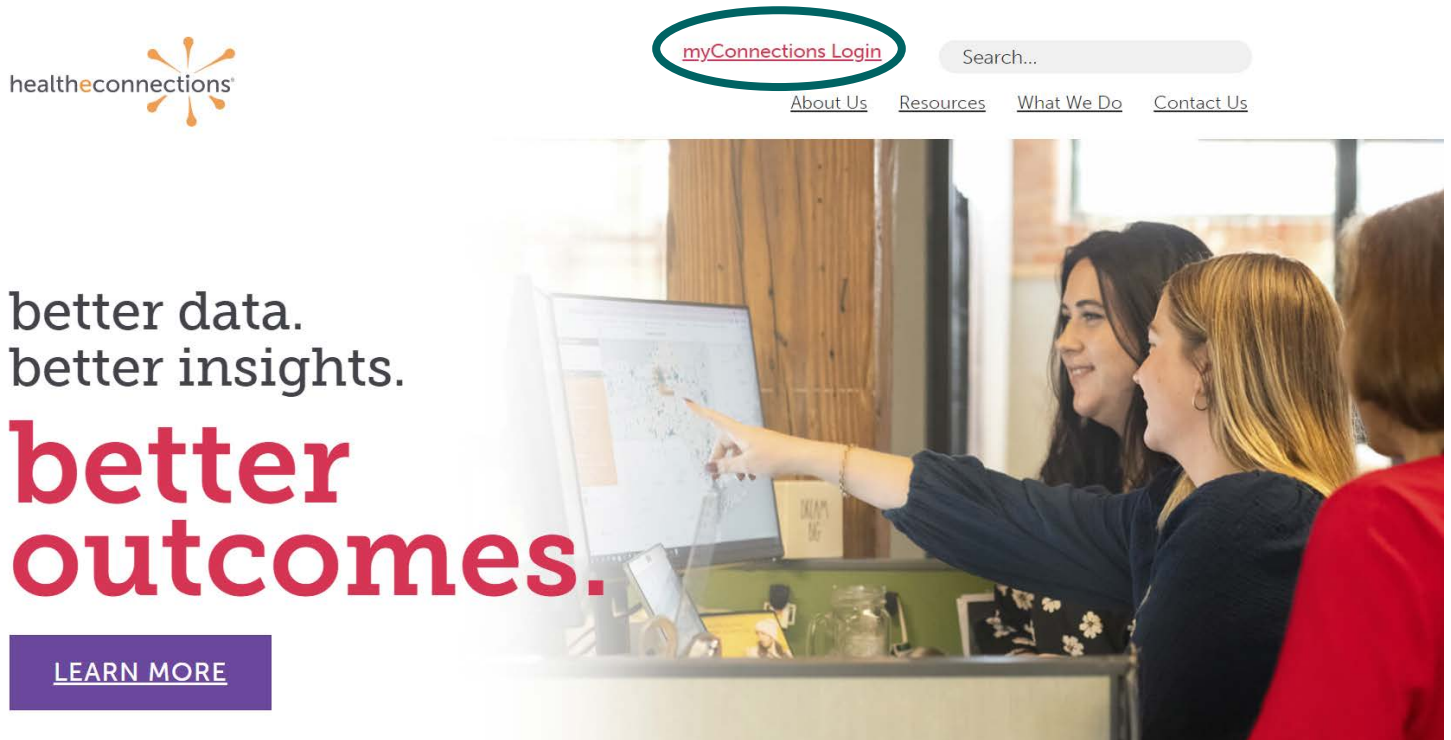
With **myConnections**, HealthConnections Authorized Users can:

- Access our services including:
 - Patient Lookup
 - Direct Mail
 - Provider Directory for Direct Mail
 - myAlerts
 - myReferrals
 - myResults
 - myData
- Audit Reports
- Access training materials and forms
- Get updates on what's new with HealthConnections
- Check for updates or outages
- Access our Participant Map
- Request assistance from our Support Team

In this manual, we will focus on Patient Lookup services. User Guides are also available for the other listed services.

Accessing myConnections


You can access myConnections from our website: <https://www.healthconnections.org>.



The image shows a screenshot of the healthconnections.org website. At the top left is the healthconnections logo. In the center, the text "myConnections Login" is circled in green. To the right is a search bar with the text "Search...". Below the search bar are navigation links: "About Us", "Resources", "What We Do", and "Contact Us". Below the website header is a promotional image of three women looking at a computer monitor displaying a map. To the left of the image is the text "better data. better insights. better outcomes." with "better outcomes." in a larger, bold, red font. Below this text is a purple button with the text "LEARN MORE".

Alternatively, in your Internet browser at <https://hie.healthconnections.org>.

Logging in to myConnections


healthconnections[™]
myConnections

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 into myConnections

Username

Password

Remember me

Sign In


[Need help signing in?](#)

Please use your HIE Username and Password to log into myConnections.

If you need help or require a log in for this application, contact the HealthConnections help desk at [\(315\) 671-2241](tel:3156712241) option 5 or email support@healthconnections.org.

Copyright © 2020 HealthConnections

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


healthconnections[™]
myConnections

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Copyright © 2020 HealthConnections

If you forgot your password, click “Need help signing in?” You will receive an email from noreply@okta.com, which may go to your Junk folder. If it is not in your Junk folder, contact our Support team at support@healthconnections.org.

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

myConnections

The screenshot shows the myConnections user interface. At the top, there is a navigation bar with links for Home, Training & Documents, Reports, Marketing & Media, and Contact Us. The user's name, Christina Carroll, and a log out button are visible in the top left. A weather widget in the top right shows 85 degrees and partly sunny conditions. The main content area features a 'welcome back Christina Carroll!' message with a 'MY ACCOUNT' link. Below this is a 'Badges' section with links for Dashboard, Patient Lookup, myData, Direct Mail, Community Referrals, and Provider Directory. The central area has 'Interactive Participant map and Data Contribution table' with a 'participant map' and 'data contributors' link. A 'Notices' section displays three notices with a color-coded system: red for critical notices, orange for important news, and blue for general information. A 'News' section features a video titled 'Improving Workflow with HealtheConnections' featuring Dr. David Seely, MD.

Notices are front and center within myConnections under the links to our **Participant Map** and **Data Contributors**. There's a color-coded system so you can easily see important updates and general information. Click on the notice to read it.

- ! Red - Critical notice
- ! Orange - Important news
- i Blue - General information
- ! Green - Good news!

Your **account information** is right underneath your name in the top left-hand corner. This includes your organizations, RHIO Administrator contacts, and login dates.

News displays the most recent news from the HealtheConnections website (www.healthconnections.org).

Service Badges

To rearrange the order of your service badges, scroll to the bottom of the list of services and click the **Reorder Applications** button.

The screenshot shows a user interface for Christina Carroll. At the top, it says "welcome back Christina Carroll!" and "MY ACCOUNT" with a plus icon. Below this is a list of three service badges: "Patient Lookup (DEMO)", "Community Referrals v2 (DEMO)", and "myData (Demo)". At the bottom of the list is a button labeled "Reorder Applications" with a plus icon. A callout box on the left points to this button with the text "1. Click on the Reorder Applications button". A callout box on the right points to the list of badges with the text "2. Drag and drop each badge to order to your preferences."

The screenshot shows the same user interface as the previous one, but the order of the service badges has been changed. The list now shows "Community Referrals v2 (DEMO)", "myData (Demo)", and "Patient Lookup (DEMO)". At the bottom of the list is a button labeled "Done Reordering" with a checkmark icon. A callout box on the right points to this button with the text "3. Click on Done Reordering button to save your preferences".

Navigation Bar



HealthConnections logo:

To navigate back to the home page, click on the HealthConnections logo.

Training:

Click the link to access training documents; including reference sheets, training guides, and any user forms.

Reports:

A “report” is anything that might be generating a specific report for you, for example, our COVID-19 Lab Results Report or Audit Reports. Reports that are available to you will be displayed here in a convenient dropdown list.

Marketing:

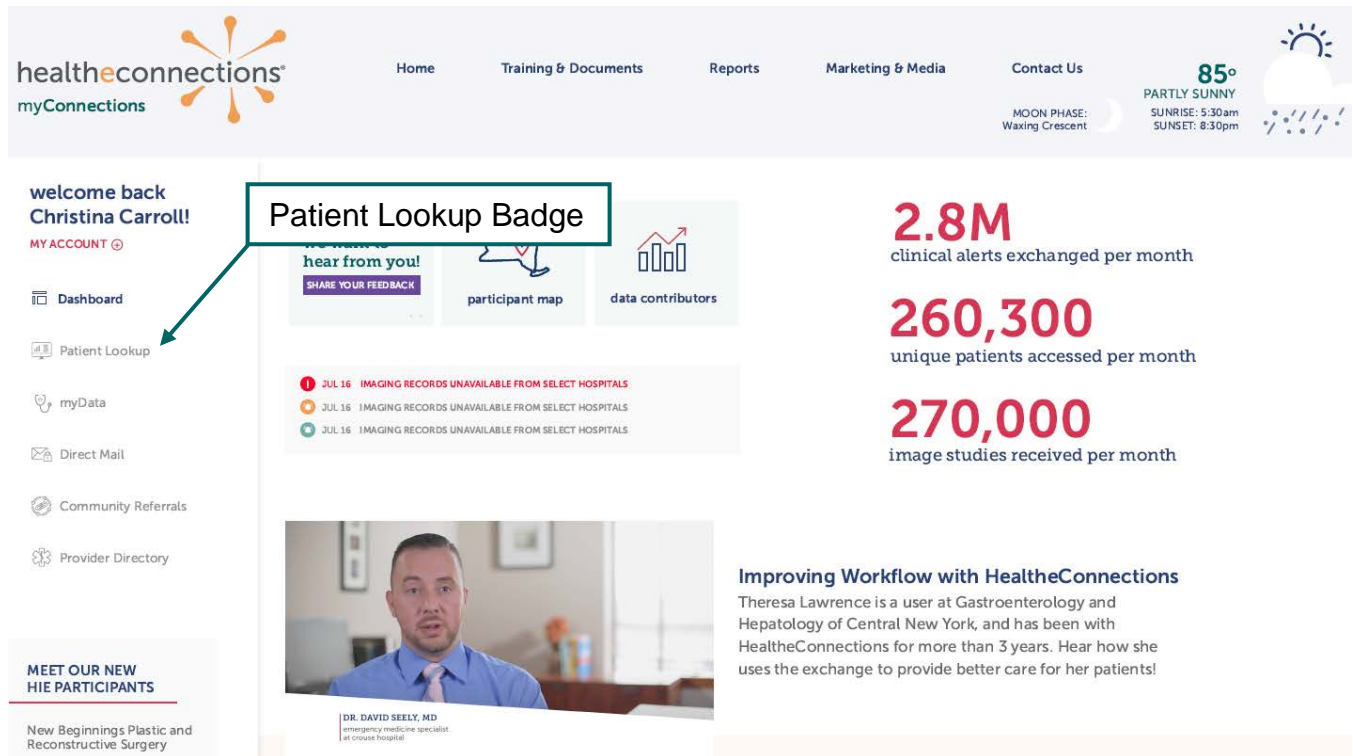
Here you will find information on each of our services and much more. This includes video and sheets that are patient-facing to be used within your office!

Contact us:

Click on "Contact Us" to get in touch with our Support team with your technical questions or feedback.

Searching for Patients – Patient Lookup

The **Patient Lookup Badge** will navigate you to the patient query screen.



The screenshot shows the healthconnections myConnections dashboard. A callout box labeled "Patient Lookup Badge" points to the "Patient Lookup" menu item in the left sidebar. The dashboard includes a navigation bar with links for Home, Training & Documents, Reports, Marketing & Media, and Contact Us. A weather widget shows 85° Partly Sunny with sunrise at 5:30am and sunset at 8:30pm. The main content area features a welcome message for Christina Carroll, a "hear from you!" section with a "SHARE YOUR FEEDBACK" button, and a "participant map" and "data contributors" section. A statistics section displays: 2.8M clinical alerts exchanged per month, 260,300 unique patients accessed per month, and 270,000 image studies received per month. A video testimonial for Dr. David Seely, MD, is also present.

If you work at more than one organization, you will see *multiple Patient Lookup* badges. Click the badge for the organization for which you are accessing the patient.

Advanced Filter: Patients [Clear Search Criteria](#)


Search Requirements:

- Last Name and Date of Birth
- or
- Patient ID

Reason For Search

Search Reason* ▼

Demographic Search

Last Name* <input type="text"/>	Gender <input type="text"/>
First Name <input type="text"/>	Date of Birth* <input type="text"/> 
Street 1 <input type="text"/>	Street 2 <input type="text"/>
City <input type="text"/>	State <input type="text"/>
Country <input type="text"/>	ZIP Code <input type="text"/>

Identifier Search

Patient ID* ⓘ Insurance Plan ID

Phone Number

Results ▼

There must be a “Reason” selected in order to execute a search. The reason automatically defaults to “Treatment”; however, you can choose other options by clicking the down arrow:

- Emergency Treatment
- Treatment
- Manage Consent
- Quality Improvement Activity

You may search for the patient by using either: **Demographic Search** using “Last Name” and “Date of Birth” or **Identifier Search** using the “Patient ID” which is the patient’s Hospital Medical Record Number (MRN).

The required fields are marked with asterisks. You can further refine your search by filling out the other data elements; however, they are not required.

My Results **Patients** Advanced Search

Patients

1 item found. Date of Birth: 10/20/1953 × Last Name: PATIENTONE × Clear Search

<input type="checkbox"/>	Name	Date of Birth	Gender	Address	City	State	Postal	Voice #	SSN
<input type="checkbox"/>	Patientone, Test	10/20/1953	Male	123 MAIN ST	ANYWHERE	NY	13367	(315) 555-1212	***-**-1212, ***-**-6789, ***-**-9105, ***-**-XXXX

Click on the desired patient

results

If multiple patients with the same information are returned (e.g., they have the same last name and date of birth), the system will then display additional criteria (e.g. first name, address, gender, etc.) in order for you to choose your patient.

Click on the desired patient and the **Patient Summary** will be displayed, dependent on the patient’s consent for your facility.

To clear this search, click the **Clear Search** Button.

Consent- Emergency

Default or Emergency Only Access Screen

Patientone, Test Male 10/20/1953 (65 yrs) (HeC ID:8012204)
 123 MAIN ST, ANYWHERE, NY 13367

You Do Not Have Consent To View This Patient's Data

Consent in Effect: User Provider Group

This patient has consent data you currently do not have access to view.

You can access clinical and demographic information

Access will be audited

You can manage consent

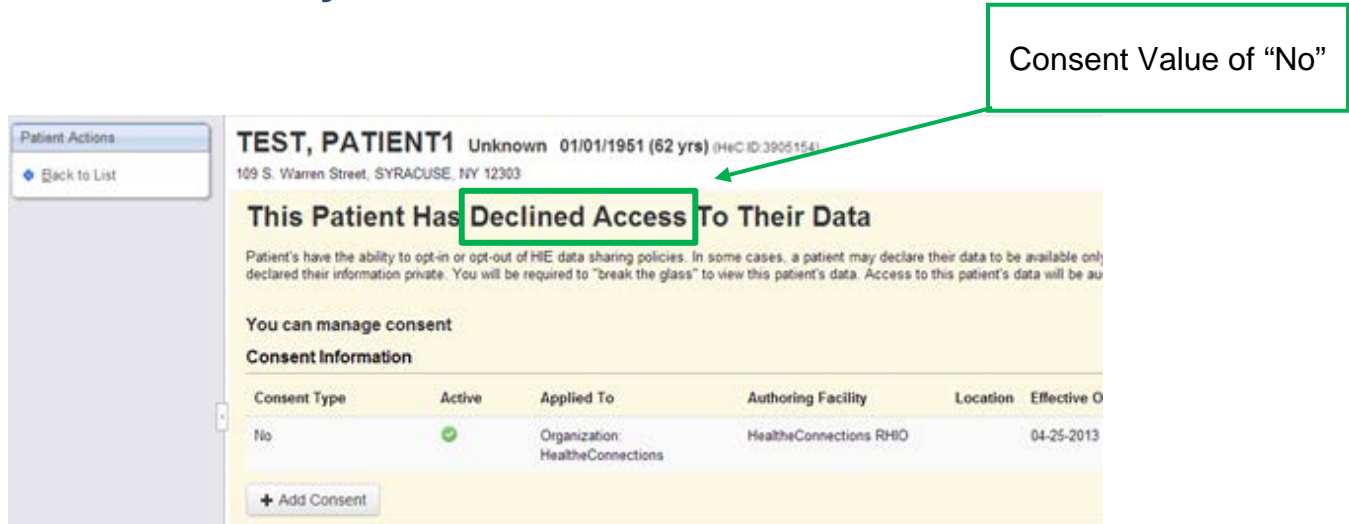
Consent Information

Consent Type	Applied To	Authoring Facility
Emergency	Organization: Test Practice 2	Group: Test Practice 2

If the patient does not authorize a change in their consent, you are unable to view the record any further. To search for a new patient, click the **Back to List** request on the **Patient Actions** tab.

Break the Glass is only available for select users. See your RHIO Administrator if you wish to have **Break the Glass** privileges in case of medical emergency.

Consent- Deny



Consent Value of "No"

Patient Actions
[Back to List](#)

TEST, PATIENT1 Unknown 01/01/1951 (62 yrs) (HIC ID:3905154)
 109 S. Warren Street, SYRACUSE, NY 12303

This Patient Has Declined Access To Their Data

Patient's have the ability to opt-in or opt-out of HIE data sharing policies. In some cases, a patient may declare their data to be available only declared their information private. You will be required to "break the glass" to view this patient's data. Access to this patient's data will be au

You can manage consent

Consent Information

Consent Type	Active	Applied To	Authoring Facility	Location	Effective O
No	<input checked="" type="checkbox"/>	Organization: HealthConnections	HealthConnections RHIO		04-25-2013

[+ Add Consent](#)

If patient consent is **"No"**, you will not be able to access their records until the patient signs a new affirmative consent document.

If your organization is sharing medical records electronically with HealthConnections, adding consent may be automated through your EMR. Please check with your RHIO Administrator if you are unsure. If you are directed to add consent manually, please follow the next steps.

Adding Consent Value

To add consent manually, click the **Add Consent** button.

Patientone, Test Male 10/20/1953 (65 yrs) (HeC ID:60122)
123 MAIN ST, ANYWHERE, NY 13367

You Do Not Have Consent To View This

Consent In Effect: User Provider Group

This patient has consent data you currently do not have access to view.

You can access clinical and demographic information

Access will be audited

[Break the Glass](#)

You can manage consent

Consent Information

Consent Type	Applied To
Emergency	Organizati
Yes	Organizati
Emergency	Organizati
Yes	Organizati
Emergency	Organizati
Yes	Organizati
Emergency	Organizati
Yes	Organizati
Emergency	Organizati
Yes	Organizati

[+ Add Consent](#)

Add Consent

Consent Type*

Effective On* 02/01/2019

[Submit](#) [Cancel](#)

Select **Yes, No or Emergency**. Change the date if necessary. The date will default to today's date. Select the calendar or type in the date, if it needs to be changed.

Click **Submit**

Then, you will click **"Back to List"** to return to the Patient List. Click the same patient again and the patient's summary page will be displayed.

Patient » Patientone, Test

Patient Actions

[Back to List](#)

Patientone, Test Male 10/20/1953
123 MAIN ST, ANYWHERE, NY 13367

[Summary](#) [More Patient Information](#) [External Document](#)

Patient Lookup

Once you have selected the patient and consent has been indicated as affirmative, the Patient Summary page will be displayed.

The screenshot shows the 'Patient Summary' page for a patient named Patientone, Test. The page includes a navigation menu on the left with options like 'Back to List', 'Download CCD', and 'Show All Data'. The main content area displays patient information: 'Patientone, Test Male 10/20/1953 (65 yrs) (HeC ID:6012201)' and '123 MAIN ST, ANYWHERE, NY 13367'. A 'Data Limited to Last 180 Days' warning is present in the top right. Below this, there are tabs for 'Summary', 'More Patient Information', 'External Document Search', and 'View All Images'. The main content is divided into three sections: 'Laboratories (0)', 'Imaging (0)', and 'Transcriptions (0)', each with a 'No [Category] to display' message. A 'More' dropdown is visible next to the 'Ambulatory Encounters (0)' section.

Upon initial search, data will be limited to the last 180 days. If you would like historical data on the patient, you can click **Show Next 180 Days of Data**, **Filter Displayed Items by Date**, or **Show All Data**.

The image shows a 'Patient Actions' menu with several options. Three options are highlighted with green boxes and arrows pointing to explanatory text:

- Back to List**: To return to the Patient List
- Configure Layout**: To configure the order of information you see on the Summary Screen
- Filter Displayed Items By Date**: To define the amount of information you will see

Other options in the menu include: Download CCD, Download CCDA CCD, Download Summary PDF, Show Next 180 Days of Data, Show All Data, VA/DoD Documents, Statewide Data, and Immunization Query.

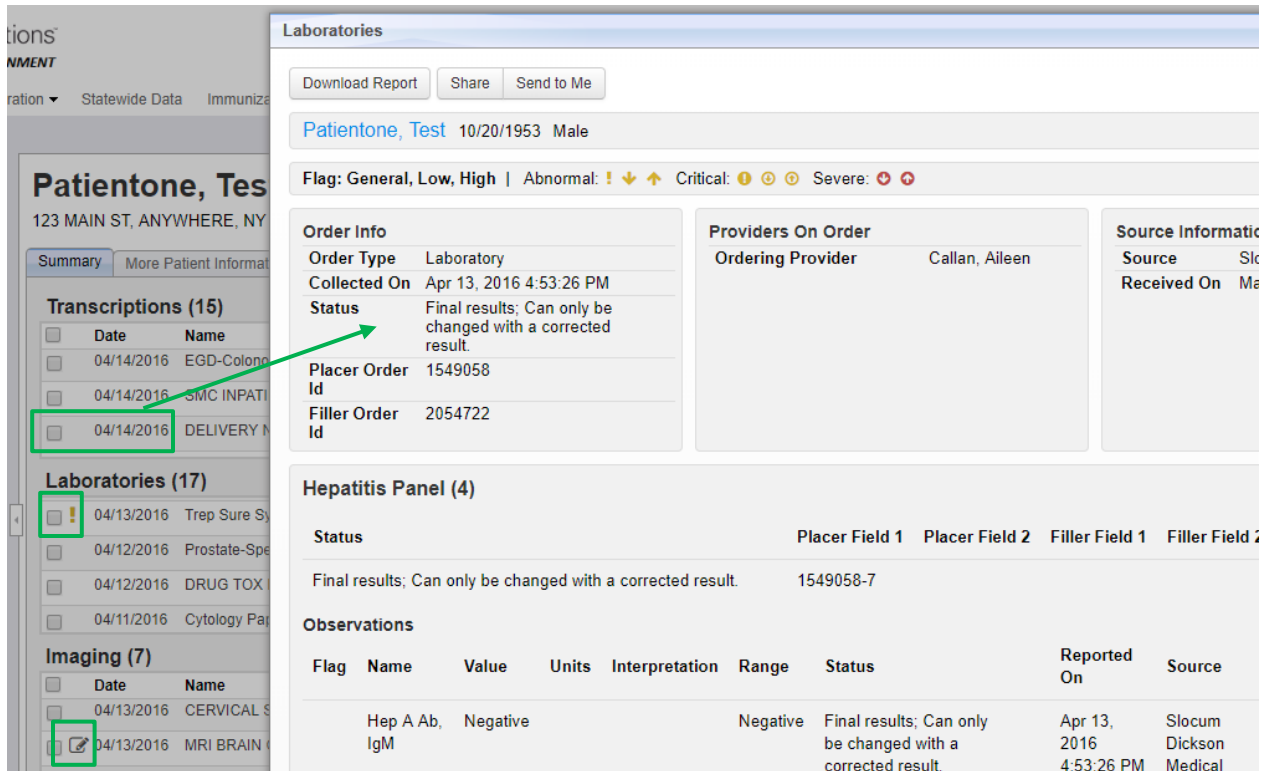
You will see information by **Name**, **Source**, and **Date** for each type of data. Information is defaulted to show in chronological order, with newest results first. Within each type of data, by clicking on the heading (Date, Name, Source) you can re-sort to your preference.

To access an item, click on the descriptor and it will open the document for your review.

An **exclamation mark** in front of an item indicates an abnormal result.

A **pencil icon** mark in front of an item indicates a preliminary result.

By **hovering** over an item, you can see via a pop-up screen, more information on that item including the source name, rather than the abbreviated identifier.



Laboratories

Download Report Share Send to Me

Patientone, Test 10/20/1953 Male

Flag: General, Low, High | Abnormal: ! ↓ ↑ Critical: ! ☹ ☺ Severe: ☹ ☺

Order Info		Providers On Order	Source Information
Order Type	Laboratory	Ordering Provider	Callan, Aileen
Collected On	Apr 13, 2016 4:53:26 PM		Source
Status	Final results; Can only be changed with a corrected result.		Received On
Placer Order Id	1549058		
Filler Order Id	2054722		

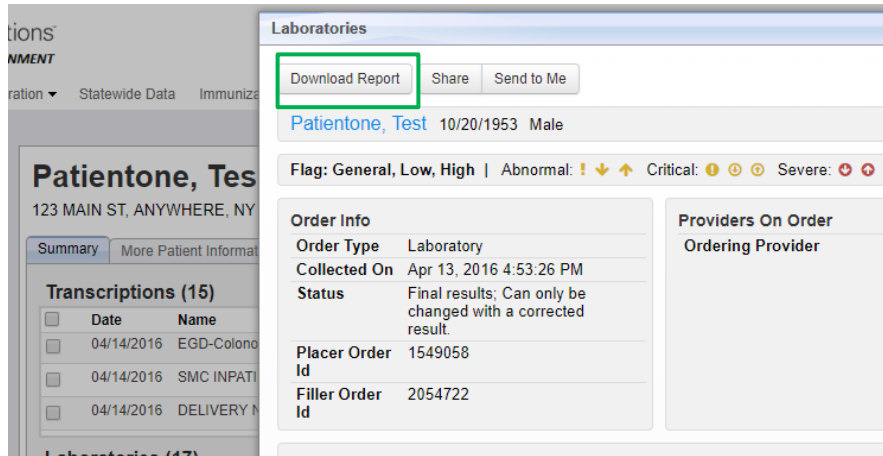
Hepatitis Panel (4)

Status	Placer Field 1	Placer Field 2	Filler Field 1	Filler Field 2
Final results; Can only be changed with a corrected result.	1549058-7			

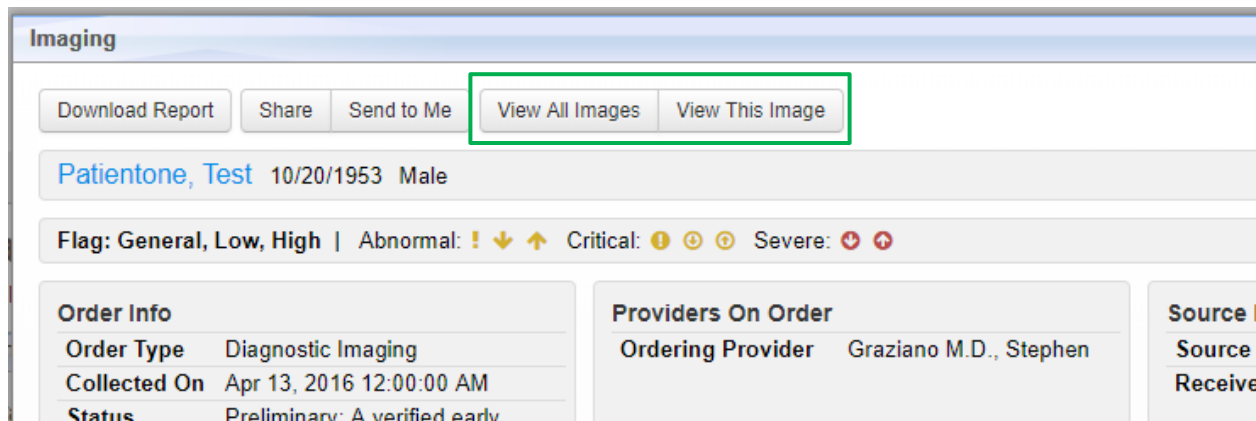
Observations

Flag	Name	Value	Units	Interpretation	Range	Status	Reported On	Source
	Hep A Ab, IgM	Negative		Negative		Final results; Can only be changed with a corrected result.	Apr 13, 2016 4:53:26 PM	Slocum Medical

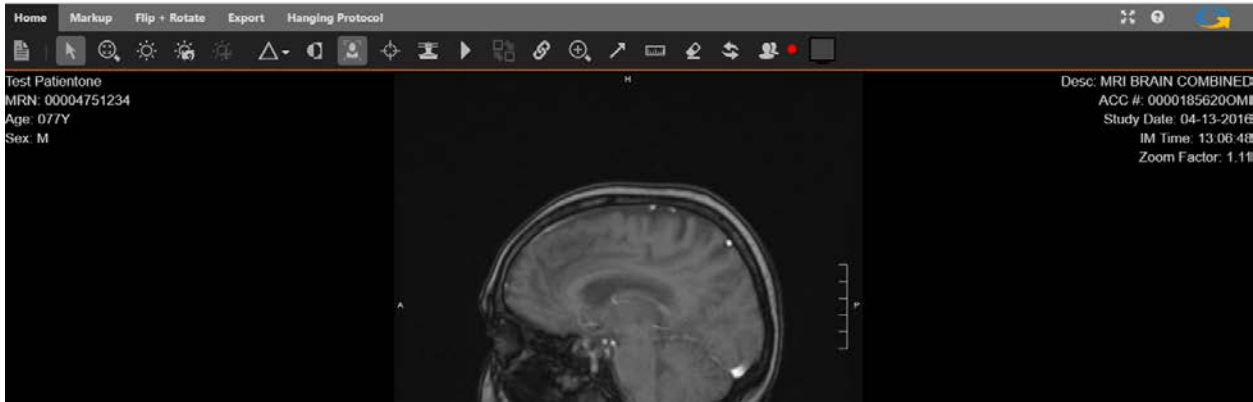
To download or print this document, select **Download Report**. Follow the prompts to print or download to a PDF document.



Imaging reports are available as well as the image itself if **View All Images** or **View This Image** is displayed. You can currently access X-Rays, CT Scans, MRI, Sonogram images from many sources. You may receive a notice of the image being blocked. You must disable Pop-Up blockers to **always allow** these images to load.



Refer to the Imaging guide for explanation of the navigational tools for this screen after selecting **View This Image**.



For **View All Images** you can see all imaging studies for this patient that are stored on the Source server.

Up to four can be selected to perform comparative studies.

HIE Imaging Worklist
Transfer to PACS
Transfer History

Available Studies for This Patient

	Status	MRN	Location	Study Date	Study Description
<input checked="" type="checkbox"/>	●	82123/1	Northern Radiology Imaging	04/13/2016	CERVICAL SPINE COMPLETE XRAY
<input type="checkbox"/>	●	00004751234	Oneida Medical Imaging Group	04/13/2016	MRI BRAIN COMBINED
<input checked="" type="checkbox"/>	●	20800123	Syracuse Orthopedic Specialists	04/12/2016	3 Phase Bone Scan
<input type="checkbox"/>	●	776123	Upstate University Hospital	03/11/2016	US OB FET AND MAT EVAL
<input checked="" type="checkbox"/>	●	15444XXXX	Upstate University Hospital	02/26/2015	US BILAT COLOR CARTOID
<input type="checkbox"/>	●	15444XXXX	Upstate University Hospital	02/06/2015	RIGHT XR LEG-TIBIA/FIBULA
<input checked="" type="checkbox"/>	●	111111	Crouse Radiology Associates	09/19/2013	CT BRAIN W/O CONTRAST

View Studies

This will open a screen with all selected studies for your review.

Documents section will provide you a summary of a particular provider's record up to the date listed on the document. Select the document you wish to view, **View as HTML** or **Download Original**. **View** will allow you to see a readable version of this document. **Download** will download the document in CCD format for consumption to your EMR.

Test Patientone

Created On: April 14, 2016

Patient:	Test Patientone 123 Main St. Anywhere, NY, 13367 tel: +1(315)-555-1212	MRN:	2.16.840.1.113883.3.227.99.6788.32035.0
Birthdate:	October 20, 1953	Sex:	Male
Guardian:		Next of Kin:	
Race	Black Or African American	Ethnicity	Not Hispanic Or Latino
Language	eng (preferred)		

Table of Contents

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- [Social History](#)
- [Allergies, Adverse Reactions, Alerts](#)
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- [Results](#)
- [Procedures](#)
- [Encounters](#)
- [Plan of Care](#)

Payers

Type	Date	Identification Numbers	Payment Provider	Subscriber
Medicare Primary		Policy Number: 434425246A PayID: 13282	Medicare Upstate PO Box 6189 Indianapolis, IN 46206	Test Patientone

To exit, click the **X** at the top, right-hand corner.

More Patient Information

The **More Patient Information** tab will give you Demographic Information regarding your patient. If you are a Demographic Only access user, you will **ONLY** have access to this tab – no clinical information. Select the topic you wish to view by clicking on the heading.

Patientone, Test Male 10/20/1953 (65 yrs) (HeC ID:6012201)
 123 MAIN ST, ANYWHERE, NY 13367 Data Limited to Last 180 Days

Summary **More Patient Information** External Document Search View All Images

Demographic	Contact	Address
Name TEST PATIENTONE	Phone (315) 555-1212	123 MAIN ST
Date of Birth 10/20/1953	Alt. Phone (607) 272-7947	ANYWHERE, NY 13367 US
Gender Male	Fax	
	Email Patientone.test@gmail.com	

Other Information Advance Directives Consent Facilities Insurance Info Next of Kin Patient Aliases Providers Support Persons

Birth Place Albany, New York	Driver's License 657 612 099
Marital Status Married	Race White
Citizenship UNITED STATES	Ethnicity Unknown
Religion NONE	Deceased <input type="checkbox"/>
Care Management	Time of Death

To search for **Veterans Administration (VA), Department of Defense (DOD), other HIE's in NYS data (Statewide Data)**, select the **External Document Search** tab. A search was launched upon initial access of the Patient's medical record. If the patient has records in any of these external sources, records you will receive a result here. Click on the result to access.

Patientone, Test Male 10/20/1953 (65 yrs) (HeC ID:6012201)
 123 MAIN ST, ANYWHERE, NY 13367

Summary More Patient Information **External Document Search** View All Images

Search Criteria

Please submit an external document search to find documents for this patient. The details of this search will be audited, so only proceed if you have the proper authorization.

Retrieved Documents

Title	Type	Gateway	Service Dates	Author	Download
-------	------	---------	---------------	--------	----------

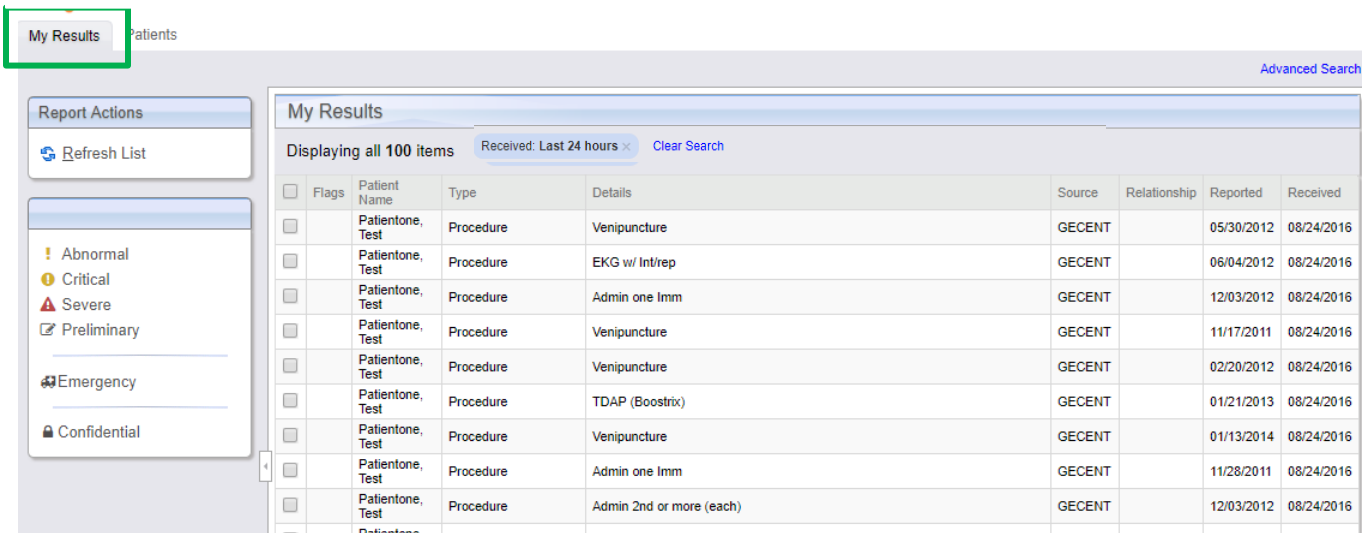
MyResults

If you are a named provider, or have been delegated by a named provider, you can receive your results via the **My Results** tab.

You will immediately see the results where you are named as the Ordering, Consulting, Referring, Admitting, Discharging, or other named resource within the previous 24 hours for any patient.

You do not need consent to view these records as you have a treating relationship with the named patient.

This is the same information you would see on the Patient Lookup Summary screen and can be accessed either way.



The screenshot shows the 'My Results' interface. At the top left, there is a 'My Results' tab highlighted in a green box, with 'Patients' written next to it. Below the tab is a 'Report Actions' sidebar containing a 'Refresh List' button and a list of result categories: Abnormal, Critical, Severe, Preliminary, Emergency, and Confidential. The main area is titled 'My Results' and shows 'Displaying all 100 items' with a filter for 'Received: Last 24 hours' and a 'Clear Search' button. An 'Advanced Search' link is visible in the top right corner. The table below contains the following data:

Flags	Patient Name	Type	Details	Source	Relationship	Reported	Received
<input type="checkbox"/>	Patientone, Test	Procedure	Venipuncture	GECENT		05/30/2012	08/24/2016
<input type="checkbox"/>	Patientone, Test	Procedure	EKG w/ Int/rep	GECENT		06/04/2012	08/24/2016
<input type="checkbox"/>	Patientone, Test	Procedure	Admin one Imm	GECENT		12/03/2012	08/24/2016
<input type="checkbox"/>	Patientone, Test	Procedure	Venipuncture	GECENT		11/17/2011	08/24/2016
<input type="checkbox"/>	Patientone, Test	Procedure	Venipuncture	GECENT		02/20/2012	08/24/2016
<input type="checkbox"/>	Patientone, Test	Procedure	TDAP (Boostrix)	GECENT		01/21/2013	08/24/2016
<input type="checkbox"/>	Patientone, Test	Procedure	Venipuncture	GECENT		01/13/2014	08/24/2016
<input type="checkbox"/>	Patientone, Test	Procedure	Admin one Imm	GECENT		11/28/2011	08/24/2016
<input type="checkbox"/>	Patientone, Test	Procedure	Admin 2nd or more (each)	GECENT		12/03/2012	08/24/2016

If you would like to see beyond the previous 24 hours, click on the **Advanced Search** button to perform a more defined search.

My Results Patients Advanced Search

Report Actions

[Refresh List](#)

- ! Abnormal
- ! Critical
- ! Severe
- Preliminary
- Emergency
- Confidential

My Results

Displaying all 100 items Received: Anytime Clear Search

Received: Last 24 hours Clear Search

<input type="checkbox"/>	Flags	Patient Name	Type	Location	Source	Relationship	Reported	Received
<input type="checkbox"/>		Patientone, Test	Procedure	Venipuncture	GECENT		05/30/2012	08/24/2016
<input type="checkbox"/>		Patientone, Test	Procedure	EKG w/ Int/rep	GECENT		06/04/2012	08/24/2016
<input type="checkbox"/>		Patientone, Test	Procedure	Admin one Imm	GECENT		12/03/2012	08/24/2016
<input type="checkbox"/>		Patientone, Test	Procedure	Venipuncture	GECENT		11/17/2011	08/24/2016
<input type="checkbox"/>		Patientone, Test	Procedure	Venipuncture	GECENT		02/20/2012	08/24/2016
<input type="checkbox"/>		Patientone, Test	Procedure	TDAP (Boostrix)	GECENT		01/21/2013	08/24/2016
<input type="checkbox"/>		Patientone, Test	Procedure	Venipuncture	GECENT		01/13/2014	08/24/2016
<input type="checkbox"/>		Patientone, Test	Procedure	Admin one Imm	GECENT		11/28/2011	08/24/2016
<input type="checkbox"/>		Patientone, Test	Procedure	Admin 2nd or more (each)	GECENT		12/03/2012	08/24/2016

Advanced Filter

Quick Searches [Clear Search Criteria](#)

Received

- Last 5 Minutes
- Last hour
- Last 24 hours
- Last 7 days
- 1 Month
- Range
- Anytime

Type

- All Types
- Ambulatory Encounter
- Inpatient Encounter
- Emergency Encounter
- Other Encounter
- Procedure
- Medication
- Immunization
- Labs
- Transcriptions
- Imaging
- Pathologies
- Other Orders

Demographic Criteria

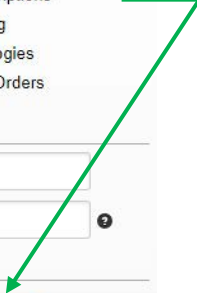
Last Name First Name

Date of Birth Patient ID

Additional Criteria

Results

Select the date frame and type of services you wish to filter the results. Then click **Submit** box.



Logging Out

For security purposes, you should always Log Out of your Authorized User account, rather than simply closing the application. Click on Sign Out and then close the application.

Form Reference

The below form is utilized in the configuration of Authorized User account.

[Authorized-User-Certification-and-Application](#)

The Authorized User Certification and Application form is utilized for new users requesting credentials for access. This form must be co-signed and identity verified by a RHIO Administrator or HealthConnections Community Engagement Specialist.