healtheconnections®

tip sheet

you've joined a robust network that offers high-quality data, housing records on more than 9 million patients. With more than 1,600 health and care organizations throughout New York State, including hospital systems, practices, community-based organizations, and more, we've been helping organizations like yours since 2010.

Use this sheet for reference as you navigate and become familiar with our portal; it has everything you need to get started!

to log in to myConnections

From any web browser visit:
https://www.healtheconnections.org

- In the upper right hand corner, click on "myConnections Log in"
  This is the Log in screen; we recommend that you bookmark this
  https://hie.healtheconnections.org/#/healthe-log in
- On initial log in, you will be prompted to set up multi-factor authentication. Follow the prompts on the screen to set this up – *it only takes a few minutes!* In order to access the myConnections portal, you will need to complete this step first.
- Enter your username
- Enter your password
- You are now able to choose from the available services on the left

to add consent

- Capture the patient's signature on the provided consent form
- Log in to "myConnections", Select "Patient Lookup"
- Enter the patient's last name and date of birth, click "SUBMIT"
- Confirm the patient you are looking for by clicking on the correct one
- Click "Add Consent", enter the selection that the patient selected
- Do not use this process if you are sending consents electronically
    ○ Check with your RHIO Administrator if you are unsure

to look up patient/customer information

- Log in to "myConnections", "Select Patient Lookup"
- Enter the patient's last name and date of birth, click "SUBMIT"
- Confirm the patient you are looking for by clicking on the correct one
- You will see the most recent 180 days of Data
- To see more data, on the LEFT of the screen, click "Show all Data"
- To adjust your layout and see more information, click "Configure Layout"
- To read progress notes and individual encounters, use "Transcriptions"
- To open information, click on it to read more
    ○ To download information, click "download report" at the top
    ○ You can also select several boxes, then go to the right and click "download summary to PDF"