



Results Access and Delivery

HealthConnections can deliver patient results to authorized users in two ways:

- myResults
- Results Delivery

This core service is intended for participating organizations that have a need to access protected health information (PHI) on behalf of patients with whom they have a treating relationship.

myResults

With myResults, results are viewed directly in HealthConnections Patient Lookup portal, where all patient results for a named provider are listed in recent chronological order. When laboratory results, radiology reports, or transcribed reports are sent to the HIE and a provider is named on the report, that provider (or their delegate(s)) can view or download the report directly from the myResults tab.

This service requires a credentialed provider with an NPI number (or their delegate) to be an authorized user of HealthConnections. All credentialed providers are automatically set up for myResults upon creation of their Authorized User account.

Results Delivery Via Connected EHR

Patient reports are delivered from HealthConnections to a participant's HIE-connected Electronic Health Record (EHR) system in a process known as Results Delivery.

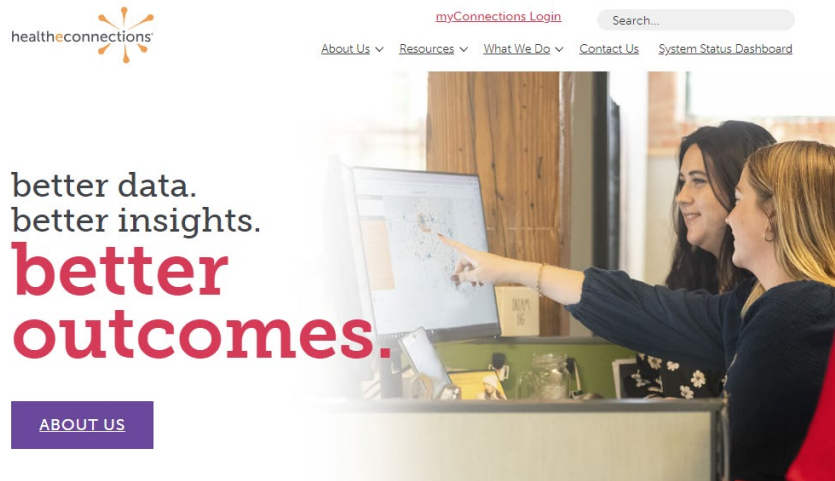
When a radiology report, laboratory result, or transcribed report on which a participating provider is named is sent to HealthConnections, the report will be delivered to the participant's EHR system to be viewed and stored.

Results Delivery via Direct Mail

Reports can also be delivered via the HealthConnections Direct Mail Service.

Logging In


Access myConnections in your Internet browser at <https://hie.healthconnections.org>. Bookmark this tab for easy access later. Or select “myConnections login” from the top right corner of the HealtheConnections website.



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

If you cannot recall your password, click the **Reset password, or unlock account** button to begin the password recovery process.

If you do not currently have a myConnections account, contact HealtheConnections Support at support@healthconnections.org or 315.671.2241 x 5 for information.



HealtheConnections is a secure system used for exchanging health information. All access to HealtheConnections is recorded and subject to audit. Unauthorized access is prohibited. Sharing of usernames and passwords is also prohibited. HealtheConnections 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 HealtheConnections 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 in to myConnections

Username

Please enter a username

Password

Please enter a password

Remember me

Sign in

Reset password or unlock account

To get a login or speak to a team member, contact the HealtheConnections Support team at [315 671-2241](tel:3156712241) option 5 or support@healthconnections.org.

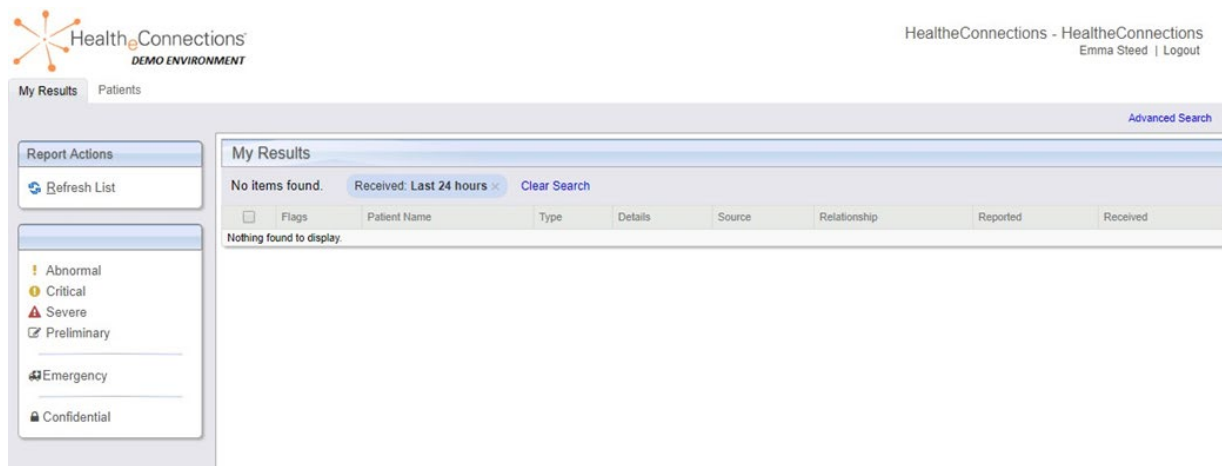
myResults via the Patient Lookup Application

Click the Patient Lookup badge on the left side of your myConnections dashboard.

To view myResults, click on the **myResults** tab in the upper left-hand corner of the screen.

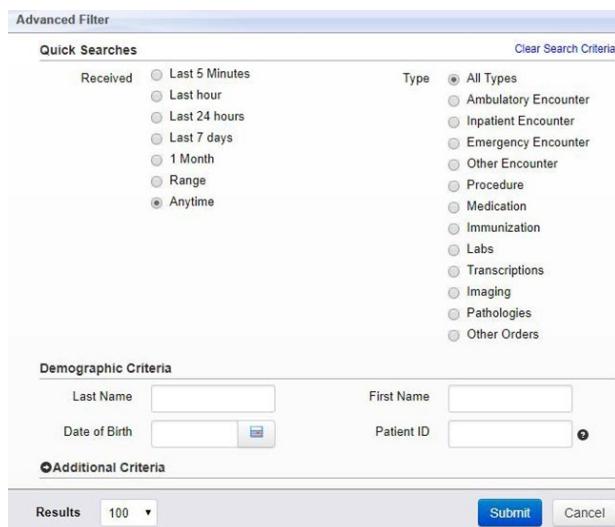
Please Note: The first login of the day may require additional time to allow the most recently available results to load.

By default, only the last 24 hours of provider records will appear. To change the timeframe of records shown, click **Advanced Search** in the upper, right-hand corner of the screen.



When you select Advanced Search, you will see this screen:

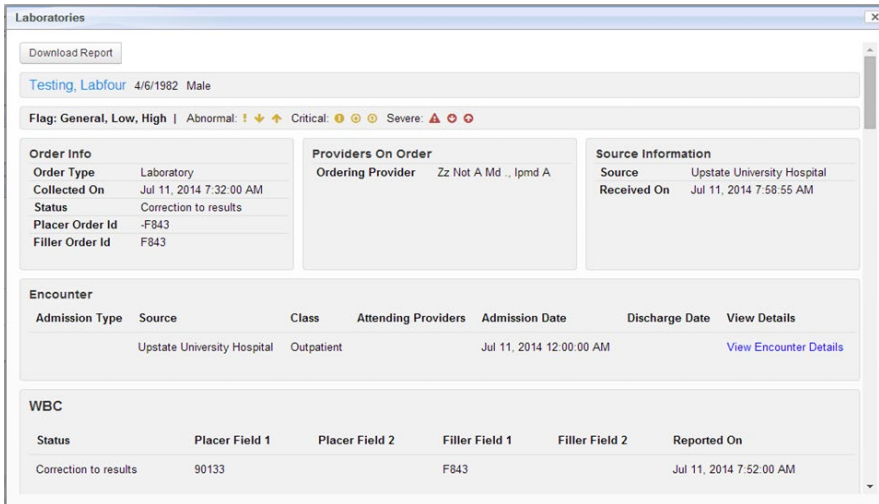
- Select the timeframe and type of services to filter the results.
- Click Submit.
- Select the record you wish to view by clicking on it.



The “result” will open in this screen.

Download a Report by clicking the button in the upper left-hand corner of the screen. You can save or print this record using your browsers functionality.

To view the patient’s community record, click the **patient name**, located below the **Download Report** button.



Alerts via Direct Mail

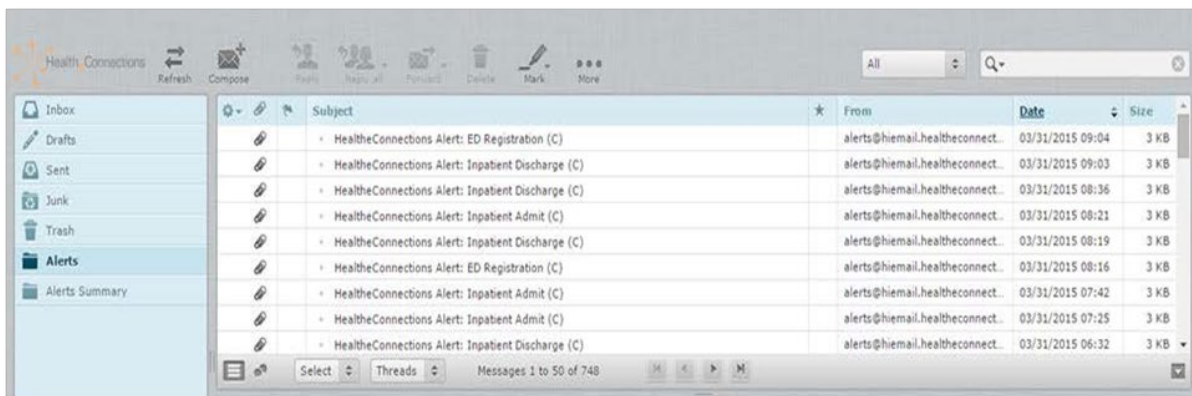
Click on the Direct Mail badge on the left side of myConnections.

Real-Time Alerts

Alerts will be displayed as messages in the Direct Mail Inbox

The subject line of the message will contain:

- (C) for a Consent-Based alert
- (P) for a Provider-Based alert
- (L) for a Patient List alert Click on an Alerts message to open it.



Consent is not required to view results via myResults.

If you choose to view the patient’s record, consent will be required. If your patient has provided a **Yes** consent value, you will be directed to the patient record immediately.

If your patient has a **No** or **Emergency Only** consent value, or if they have not provided a consent value at all, you will be navigated to the screen below and can follow the standard process to access the patient record.

None on File/Emergency Only:

Patientone, Test Male 10/20/1953 (65 yrs) (HeC ID:8012201)
 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

Break the Glass

You can manage consent

Consent Information

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

No:

Patient Actions

[Back to List](#)

TEST, PATIENT1 Unknown 01/01/1951 (62 yrs) (HeC ID:3995154)
 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 if they 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 audited.

You can manage consent

Consent Information

Consent Type	Active	Applied To	Authoring Facility	Location	Effective O
No	✔	Organization: HealthConnections	HealthConnections RHIO		04-25-2013

[+ Add Consent](#)



Form Reference

myResults Delegation Form

This form is used to assign delegates to receive results on a Provider's behalf. Delegate must be existing HealthConnections user or also complete *Authorized User Certification and Application*.

Authorized User Certification and Application

The Authorized User Certification and Application form is utilized for new users. An alert option is available on the form and will prompt a request for additional information.