

Results Access and Delivery

HealtheConnections 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 HealtheConnections 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 HealtheConnections. 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 HealtheConnections 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 HealtheConnections, 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 HealtheConnections Direct Mail Service.



Logging In

Access myConnections in your Internet browser at <u>https://hie.healtheconnections.org</u>. 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@healtheconnections.org or 315.671.2241 x 5 for information.

| healtheconnections myConnections |
|---|
| HealthaConnections is a secure system used for suchanging health information. All access to HealthaConnections is recorded and subject to audit. Unauthorized access is prohibited. Sharing of usernmers and passwords is also prohibited. HauthaConnections in on responsible for the completences or accuracy of information. Users are responsible for independent examination, diagnosis and treatment of a patient. The information accessing battern records in the health information contain sensitive patient information by logging in and accessing patient records in the health information contains, you may be viewing patient records that accessing battern records in the health NCS Office for Bealth Tecople With Developmental Disabilities which may not be re-disclosed except as permitted by the NTS Merice for Bealth With Sevelopmental Disabilities which may not be re-disclosed except as permitted by the NTS Merice for Bealth With Weith Contain tail and the sevelopmental Disabilities which may not be re-disclosed except as permitted by the NTS Merice for Bealth With Developmental Disabilities which may not be re-disclosed except as permitted by the NTS Merice for Bealth With the Vision of the formation the sevence of the sevence of the the sevence of the sevence |
| 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 option 5 or <u>support@healtheconnections.org</u> . |



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.

| Quick Searches | | | | Clea | r Search Crit |
|-----------------|---|-------------------------------|------------|---|---|
| Received | Last 5 M Last hou Last 24 Last 7 d 1 Month Range | linutes ur hours ays | Туре | All Types Ambulatory E Inpatient End Emergency E Other Encou Decenders | Encounter counter Encounter nter |
| Demographic Cr | Anytime iteria | | | Medication Immunization Labs Transcription Imaging Pathologies Other Orders | s |
| Last Name | | | First Name | | |
| Date of Birth | | | Patient ID | | 0 |
| Additional Crit | teria | | | | |



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.

| boratories | | | | | | |
|-----------------------|-----------------------------|----------------------|--------------------------------------|----------------|-----------------------------|--|
| Download Report | | | | | | |
| Testing, Labfour | 4/6/1982 Male | | | | | |
| Flag: General, Low | , High Abnormal: ! 🔸 🛧 | Critical: 0 3 Severe | A 0 0 | | | |
| Order Info | | Providers On Order | | Source Infor | mation | |
| Order Type | Laboratory | Ordering Provider | Ordering Provider Zz Not A Md Ipmd A | | Upstate University Hospital | |
| Collected On | Jul 11, 2014 7:32:00 AM | | | Received On | Jul 11, 2014 7:58:55 AM | |
| Status | Correction to results | | | | | |
| Placer Order Id | -F843 | | | | | |
| Filler Order Id | F843 | | | | | |
| Encounter | | | | | | |
| Admission Type | Source | Class Attending P | roviders Admission | Date Discharg | ge Date View Details | |
| | Upstate University Hospital | Outpatient | Jul 11, 2014 | 12:00:00 AM | View Encounter Details | |
| WBC | | | | | | |
| Status | Placer Field 1 | Placer Field 2 | Filler Field 1 | Filler Field 2 | Reported On | |
| Correction to results | s 90133 | | F843 | | Jul 11, 2014 7:52:00 AM | |
| | | | | | | |

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.

| Health Connections | ish Compose | an 22 - 50 - 1 - +++ an Append Parket Delete Mark Nore | All ¢ Q,• | | | |
|--------------------|-------------|---|-----------|--------------------------------|------------------|------|
| Inbox | 0-0 * | Subject | * | From | Date ÷ | Size |
| * Drafts | 8 | HealtheConnections Alert: ED Registration (C) | | alerts@hiemail.healtheconnect | 03/31/2015 09:04 | 3 KB |
| Sent | Ø | HealtheConnections Alert: Inpatient Discharge (C) | | alerts@hiemail.healtheconnect | 03/31/2015 09:03 | 3 KB |
| Tunk | 0 | HealtheConnections Alert: Inpatient Discharge (C) | | alerts@hiemail.healtheconnect | 03/31/2015 08:36 | 3 KB |
| - Anna | 0 | HealtheConnections Alert: Inpatient Admit (C) | | alerts@hiemail.healtheconnect | 03/31/2015 08:21 | 3 KB |
| Trash | 0 | HealtheConnections Alert: Inpatient Discharge (C) | | alerts@hiemail.healtheconnect | 03/31/2015 08:19 | 3 KB |
| Alerts | 0 | HealtheConnections Alert: ED Registration (C) | | alerts@hiemail.healtheconnect | 03/31/2015 08:16 | 3 K8 |
| Alerts Summary | B | HealtheConnections Alert: Inpatient Admit (C) | | alerts@hiemail.healtheconnect | 03/31/2015 07:42 | 3 KB |
| B | | HealtheConnections Alert: Inpatient Admit (C) | | alerts@hiemail.healtheconnect | 03/31/2015 07:25 | 3 KB |
| | 8 | HealtheConnections Alert: Inpatient Discharge (C) | | alerts@hiemail.healtheconnect. | 03/31/2015 06:32 | 3 KB |
| | | Select Threads Messages 1 to 50 of 748 Messages 1 | | | | |



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 123 MAIN ST, ANYWHERE, NY 13367 | 10/20/1953 (65 yrs) (HeC ID:8012201) | |
|---|--------------------------------------|------------------------|
| You Do Not Have Co Consent In Effect: User Provider Group This patient has consent data you currently | nsent To View This Patient's Data | |
| You can access clinical and demo Access will be audited Break the Glass | ographic information | |
| You can manage consent Consent Information | | |
| Consent Type | Applied To | Authoring Facility |
| Emergency | Organization: Test Practice 2 | Group: lest Practice 2 |

No:

| Patient Actions | TEST, PATIE | NT1 Unkr | nown 01/01/1951 (62 yrs |) (HeC ID:3905154) | | | | | | |
|----------------------------------|---|--|--|---|--------------------------------------|----------------------------------|--|--|--|--|
| Back to List | 109 S. Warren Street, SYF | 109 S. Warren Street, SYRACUSE, NY 12303 | | | | | | | | |
| | This Patient | This Patient Has Declined Access To Their Data | | | | | | | | |
| | Patient's have the ability declared their information You can manage co | to opt-in or opt-ou n private. You will t onsent | t of HEE data sharing policies. In be required to "break the glass" | some cases, a patient may declare to view this patient's data. Access to | their data to be this patient's d | available onl lata will be au | | | | |
| | Consent Type | Active | Applied To | Authoring Facility | Location | Effective 0 | | | | |
| | No | 0 | Organization: HealtheConnections | HealtheConnections 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 HealtheConnections 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.