



health information exchange:

**usage dashboard**

**user guide**

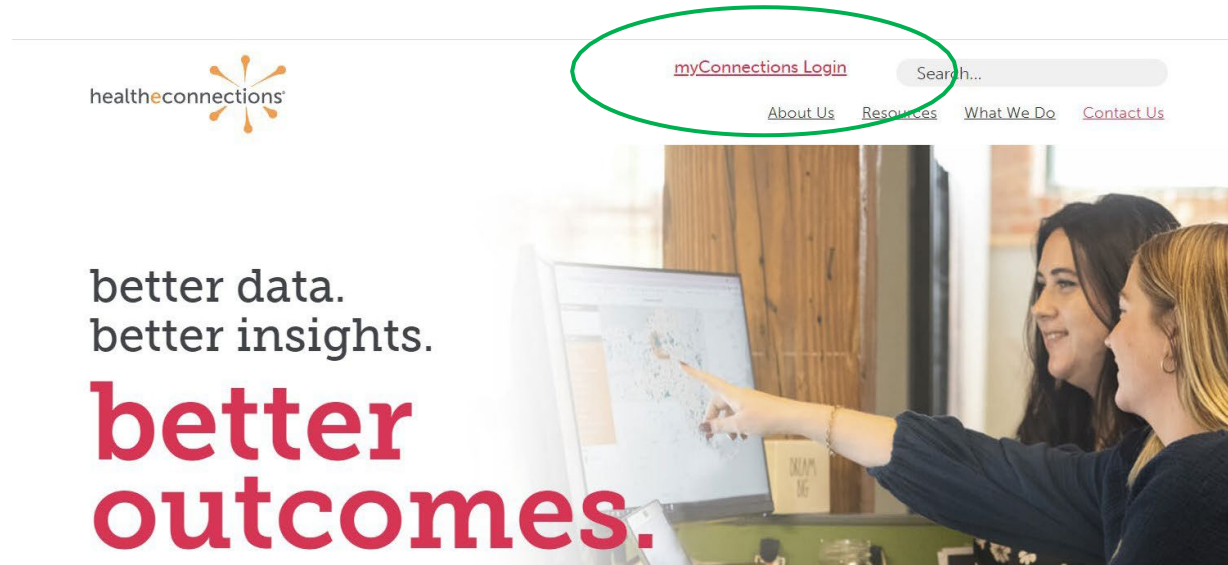


# hie usage dashboard introduction

- The HIE Usage Dashboard is a tool available to authorized users who have access to the HealthConnections portal
- Reports will include organization demographic information, consent information, user information, unique patient count accesses, and results delivery
- Reports can be exported from the portal in Excel format and manipulated as needed

# accessing HealthConnections

- Access myConnections portal via any web browser
- Click “myConnections Login” to enter your username and password



The screenshot shows the top navigation bar of the HealthConnections website. The logo is on the left, followed by a search bar and a navigation menu with links for 'About Us', 'Resources', 'What We Do', and 'Contact Us'. The 'myConnections Login' link is circled in green. Below the navigation bar is a large image of two women looking at a computer monitor displaying a data visualization. To the left of the image, the text reads: 'better data. better insights. better outcomes.'

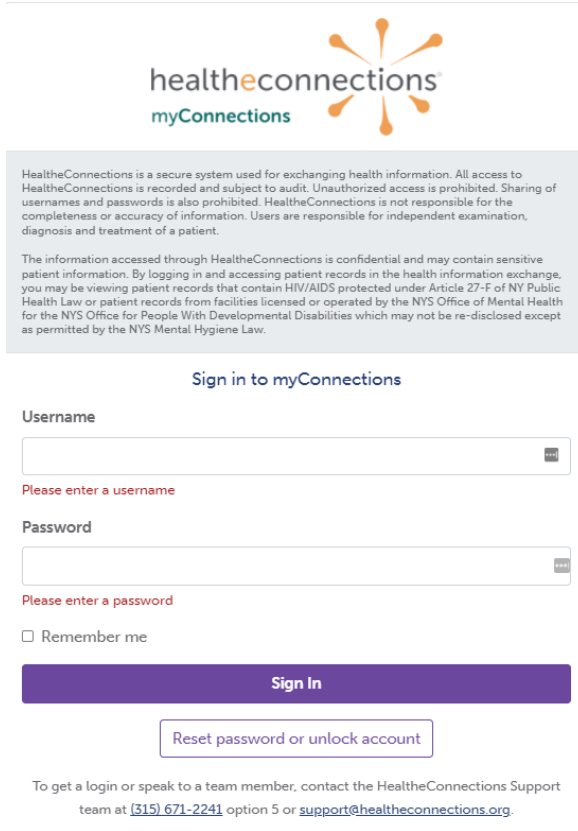
healthconnections

[myConnections Login](#) Search...

[About Us](#) [Resources](#) [What We Do](#) [Contact Us](#)

better data.  
better insights.  
**better  
outcomes.**

# logging in



The screenshot shows the login interface for HealthConnections myConnections. At the top is the logo with the text "healthconnections myConnections" and an orange starburst icon. Below the logo is a grey box containing a security disclaimer. Underneath is the heading "Sign in to myConnections". There are two input fields: "Username" and "Password", each with a red error message "Please enter a username" and "Please enter a password" respectively. Below the password field is a "Remember me" checkbox. A purple "Sign In" button is centered below the fields. Below the button is a link "Reset password or unlock account". At the bottom, there is a footer with contact information for the support team.

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 in to myConnections

Username

Please enter a username

Password

Please enter a password

Remember me

Sign In

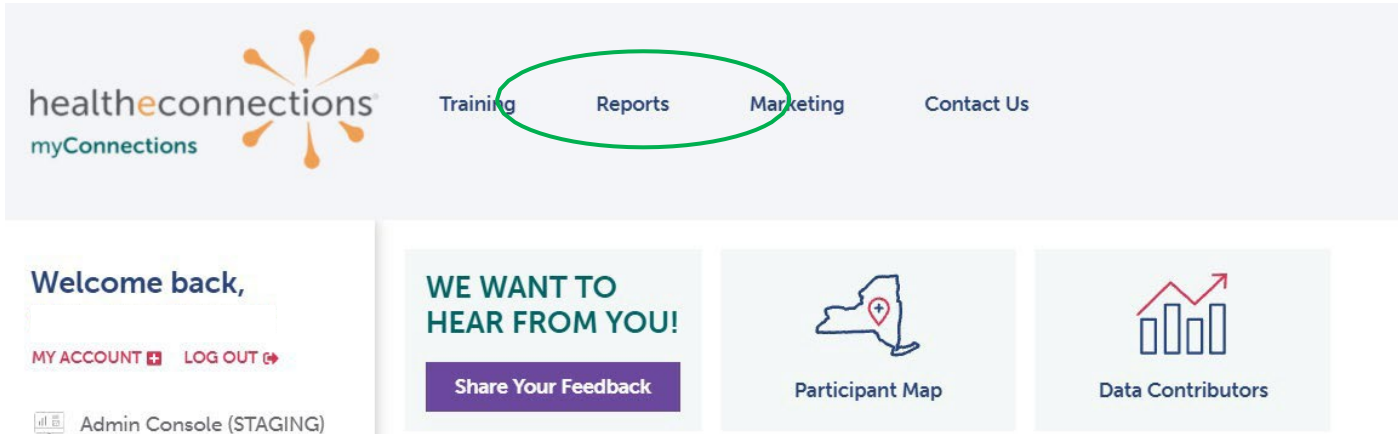
Reset password or unlock account

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

- Enter your username and password
- Click “Sign in”
- If you forgot your password, click “Need help signing in?” You’ll receive an email from [noreply@okta.com](mailto: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](mailto:support@healthconnections.org)

# accessing hie usage dashboard

- Once logged in, click on “Reports” in the horizontal navigation. Then select “HIE Usage Dashboard”



The screenshot displays the top navigation bar of the healthconnections myConnections dashboard. The navigation menu includes links for Training, Reports, Marketing, and Contact Us. The 'Reports' link is highlighted with a green oval. Below the navigation bar, there are several promotional and utility tiles: a 'Welcome back' message with links for 'MY ACCOUNT' and 'LOG OUT'; a 'WE WANT TO HEAR FROM YOU!' tile with a 'Share Your Feedback' button; a 'Participant Map' tile with a map icon; and a 'Data Contributors' tile with a bar chart icon. At the bottom left, there is a link for 'Admin Console (STAGING)'.

# viewing hie usage dashboard

- The HIE Usage Dashboard will display a list of available reports and your organization’s demographics
- On the right, filters are available for users to select the various organizations that they are affiliated with for reporting purposes
- You can select a different organization by changing the filters and clicking “Apply”

REPORT PARAMETERS

Asuserid  
29712

Run

## Community Home Health Care

Have a question or see an error? Submit your feedback here.

- Consents: Monthly report showing the number of patient consent values. Patient consent allows access to Patient Record Look Up and Consent Based Alerts.
- Users/Services: Detailed information HealthConnections has on record about Authorized Users for the participating organization and their usage of our services.
- Data Accessed by Staff: Monthly report showing the type and number of clinical records accessed by Authorized Users at the participating organization.
- Unique Patient Counts: Monthly report showing the number of unique patients whose records have been accessed by Authorized Users at the participating organization.
- Results Delivery: Monthly report showing the volume, document type and contributing source of data received by HealthConnections into the participating organization's EMR.
- myData Usage: Monthly report showing the number of reports run by Authorized Users in myData at the participating organization.
- Credentialed Physicians: Information HealthConnections has on record about Credentialed Physicians for the participating organization.

### Demographics

	Participation Date	Last Contacted Date	Account Manager	Facility Type	County
1	09/15/2016		Debra Maietta	Home Care Agency	Rockland

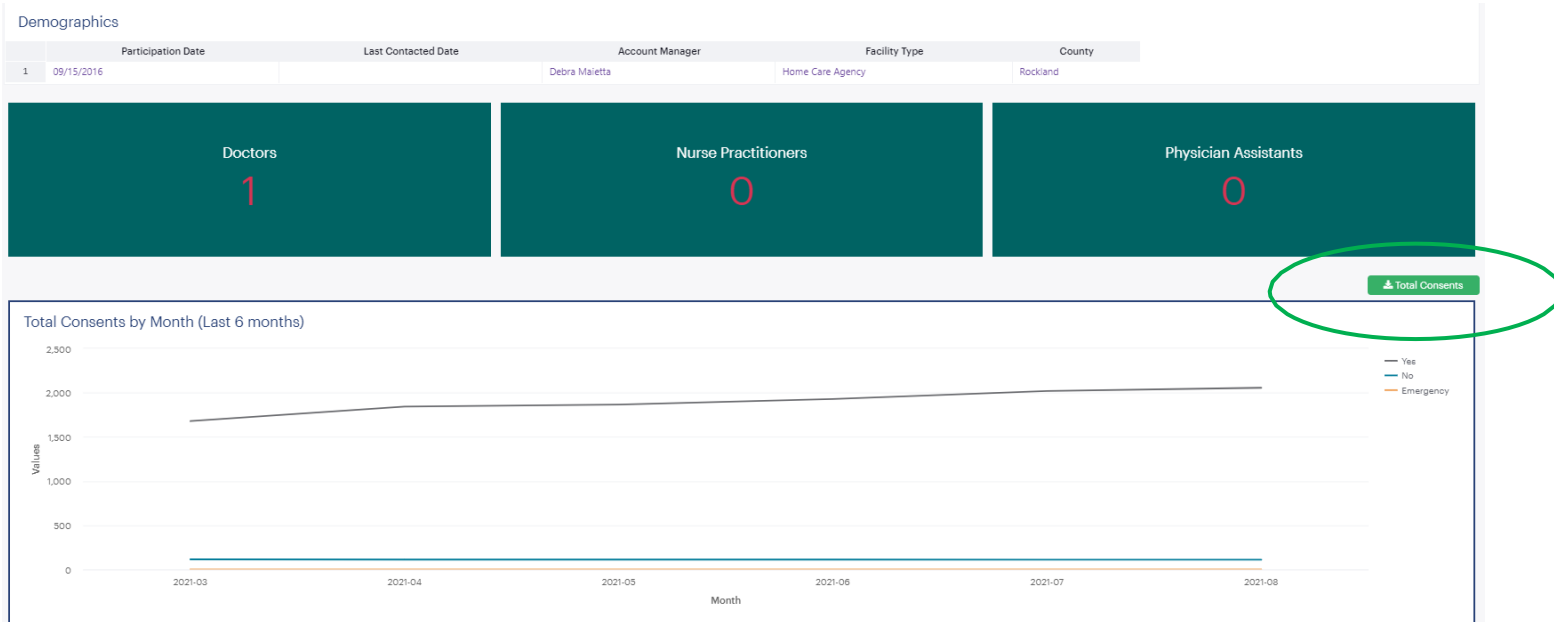
Filters Apply

ORGANIZATION

- Community Home Health Care

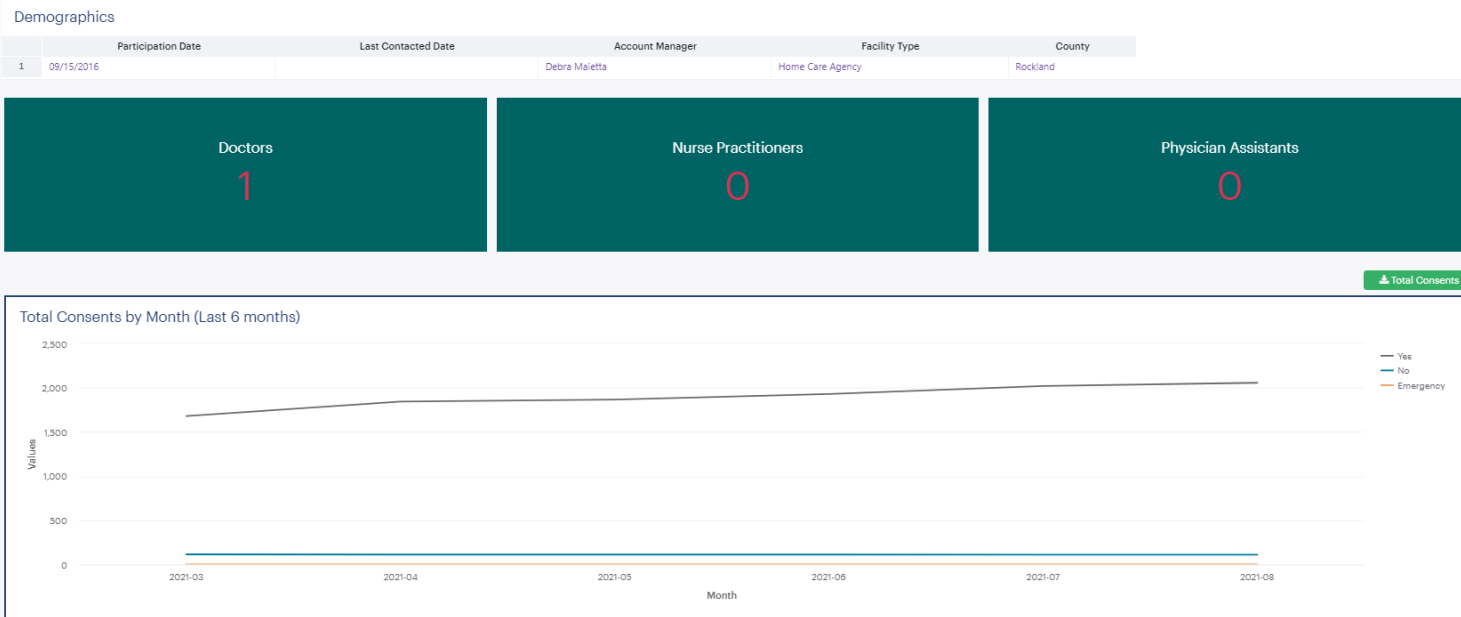
# viewing reports

- Reports can be viewed by using the scroll bar on the far right
- Click on the button with the download icon to download reports as excel files



# usage dashboard consent reports

- After viewing demographic reports, additional reports are available by scrolling down
- The monthly consent report shows the number of patient consent values
- The most recent 6 months of consent information (Yes, No, and Emergency Only) will be displayed





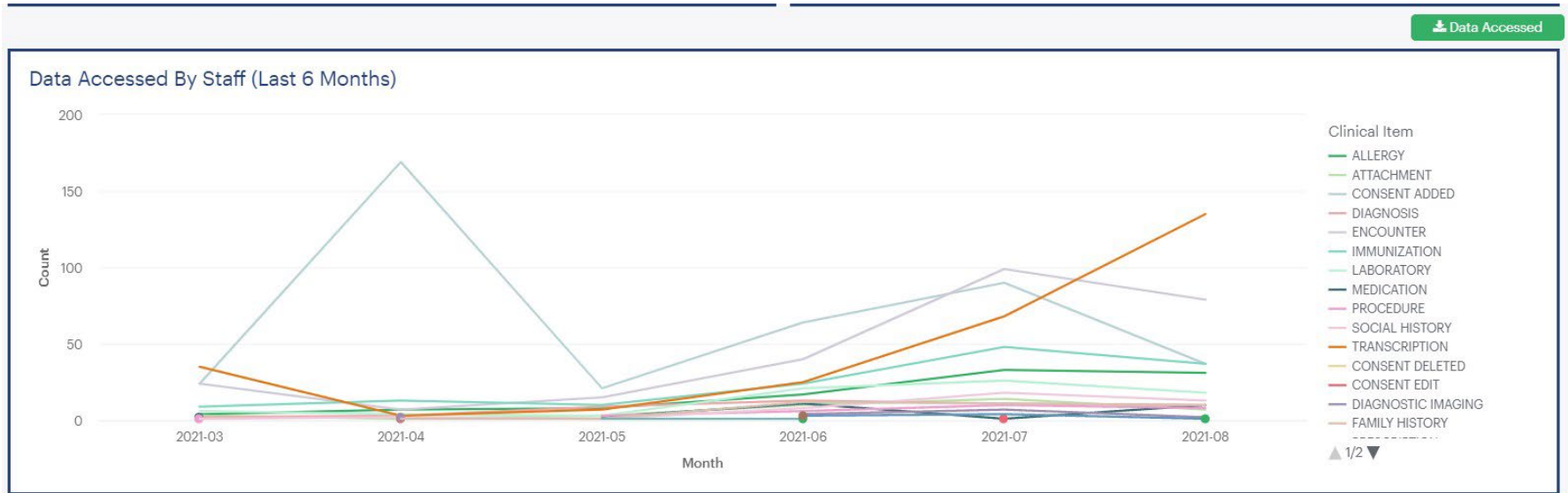
# users and services

- The next report is a breakdown of authorized users within an organization and usage of HealthConnections services
- CSV reports will generate a list of all staff members who have access



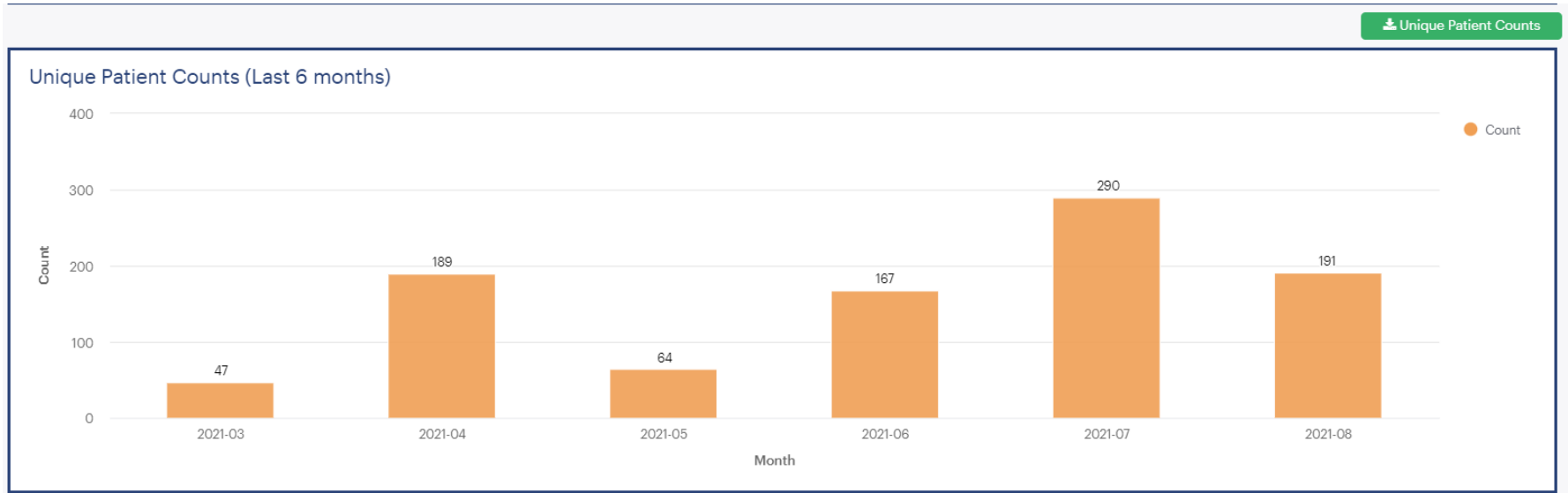
# data accessed

- The next report will display what sections of a patient record were accessed by authorized users within an organization
- The line graph can be manipulated to display clinical items highlighted within the legend on the right



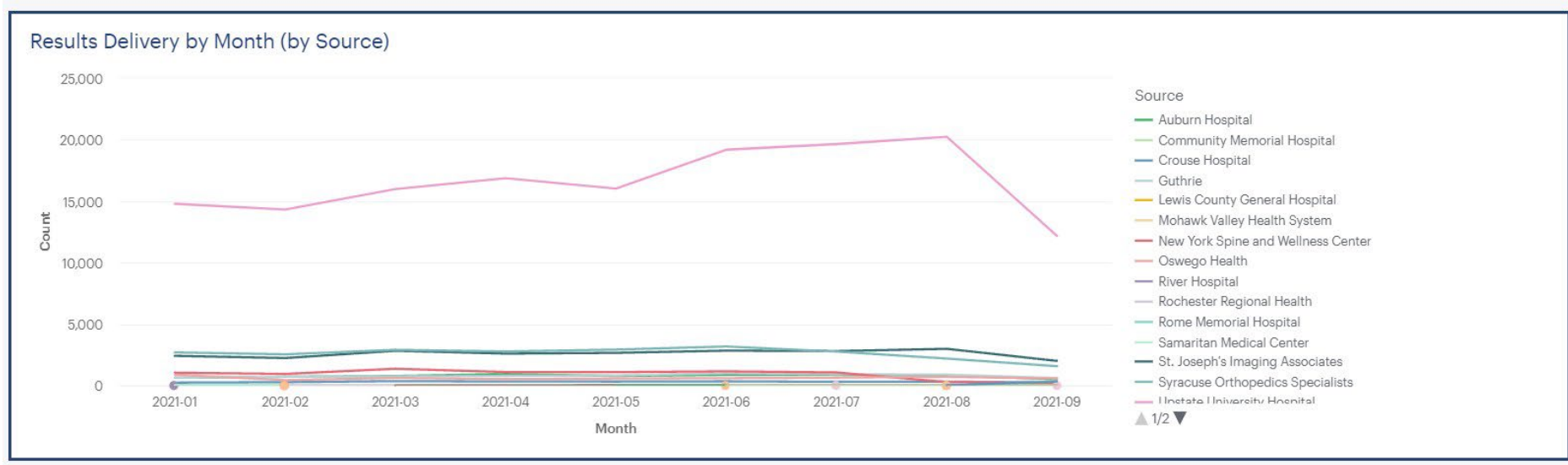
# unique patient counts

- This is a monthly report showing the number of unique patient records that have been accessed by authorized users at the organization



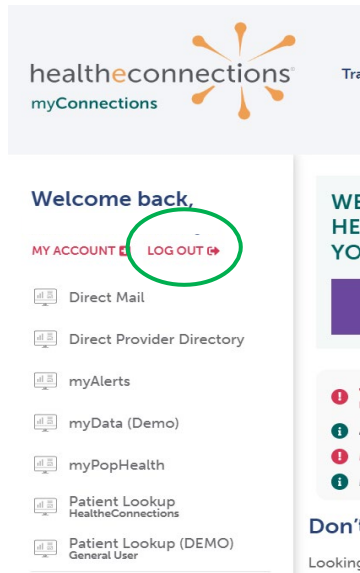
# results delivered

- This is a monthly report showing volume, document type, and contributing source of data received by HealthConnections and delivered into the organization's EHR
- The line graph can be manipulated to display data sources highlighted within the legend on the right



# logging out

- Once you have reviewed a report and need to review another, scroll down to view another report
- Once your review is complete, you can exit HealthConnections by clicking on “Log Out”



# important information

## HealthConnections Support:

- Email: [support@healthconnections.org](mailto:support@healthconnections.org)
- Direct Email: [support@hiemail.healthconnections.org](mailto:support@hiemail.healthconnections.org)
- Phone: 315-671-2241 ext. 5

## Training Materials:

- Additional materials and forms are available on our webpage <https://www.healthconnections.org/training/>

## myConnections:

- If you forgot your password, click “Need help signing in?” You’ll receive an email from [noreply@okta.com](mailto: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](mailto:support@healthconnections.org)

**thank you!**

[support@healthconnections.org](mailto:support@healthconnections.org)

315-671-2241 x5

