

Usage Dashboard – User Guide

HIE Usage Dashboard Introduction

- The HIE Usage Dashboard is a tool available to authorized users who have access to the HealtheConnections 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 HealtheConnections

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



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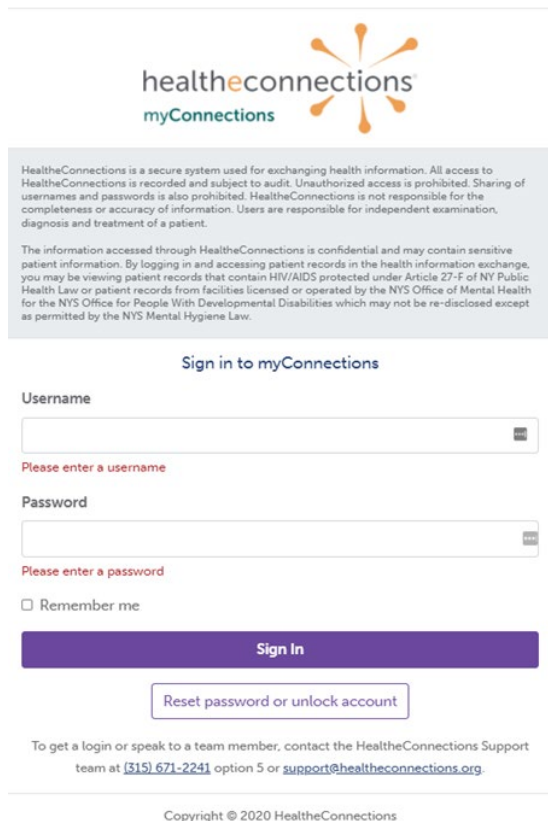
better data.
better insights.

**better
outcomes.**



Logging In

- 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, which may go to your Junk folder. If it is not in your Junk folder, contact our Support team at support@healthconnections.org



The screenshot shows the login interface for HealthConnections myConnections. At the top is the logo. Below it is a disclaimer about the security and confidentiality of the system. The main section is titled "Sign in to myConnections" and contains fields for "Username" and "Password", each with a "Please enter a username/password" error message. There is a "Remember me" checkbox and a "Sign In" button. Below the button is a "Reset password or unlock account" link. At the bottom, there is contact information for the support team.

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

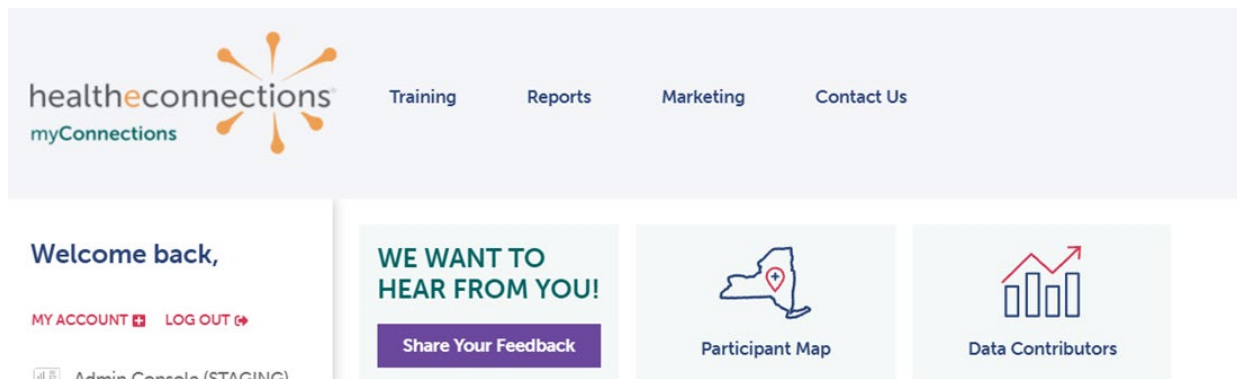
Reset password or unlock account

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

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Accessing HIE Usage Dashboard

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



The screenshot shows the dashboard after logging in. The top navigation bar includes links for Training, Reports, Marketing, and Contact Us. The main content area has a "Welcome back," message with links for MY ACCOUNT and LOG OUT. There is also an "Admin Console (STAGING)" link. A prominent "WE WANT TO HEAR FROM YOU!" message with a "Share Your Feedback" button is displayed. Other tiles include a "Participant Map" with a location pin icon and a "Data Contributors" tile with a bar chart icon.

healthconnections® myConnections

Training Reports Marketing Contact Us

Welcome back,

MY ACCOUNT LOG OUT

Admin Console (STAGING)

WE WANT TO HEAR FROM YOU!

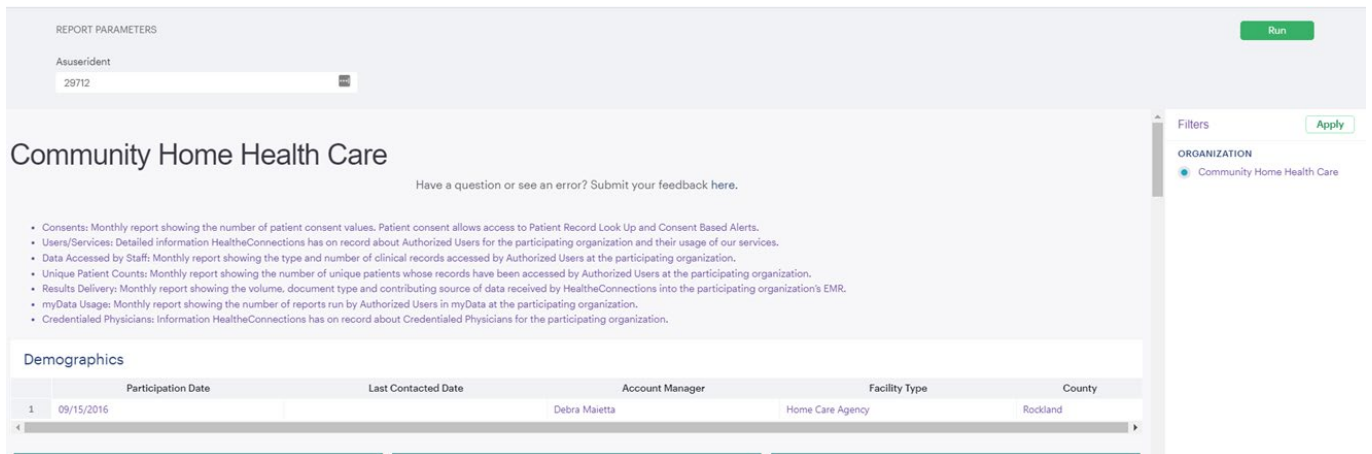
Share Your Feedback

Participant Map

Data Contributors

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

Asuserident: 29712

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

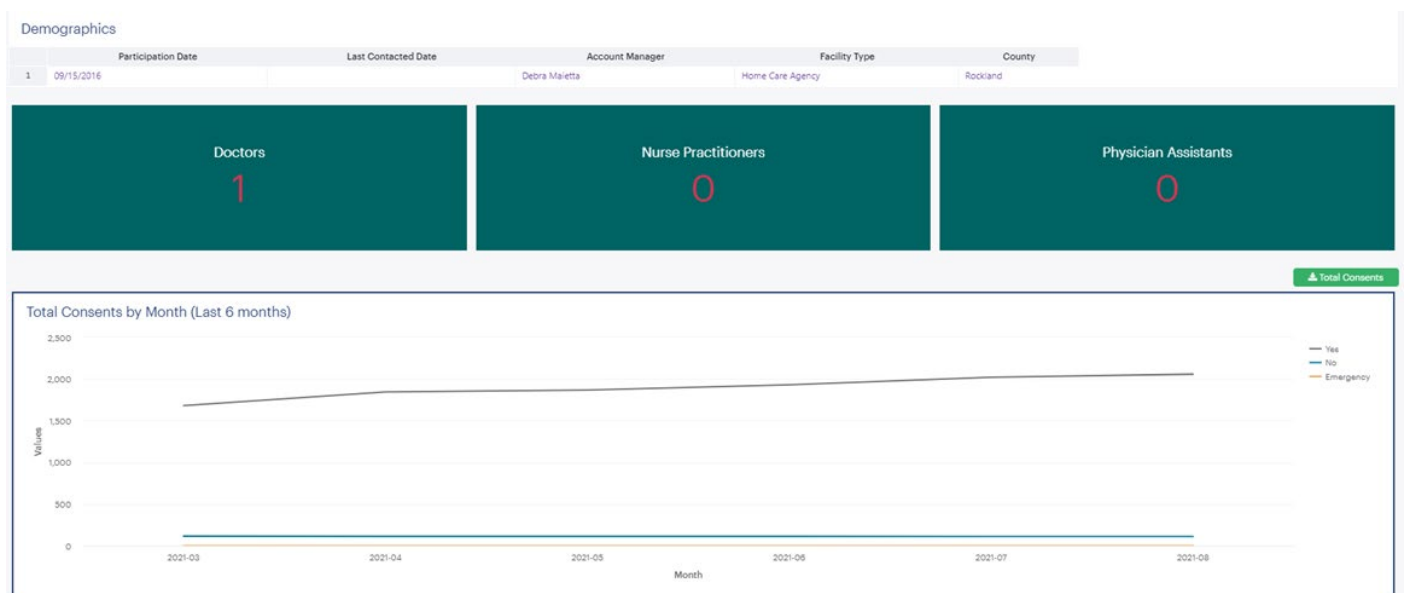
Filters

ORGANIZATION

- Community Home Health Care

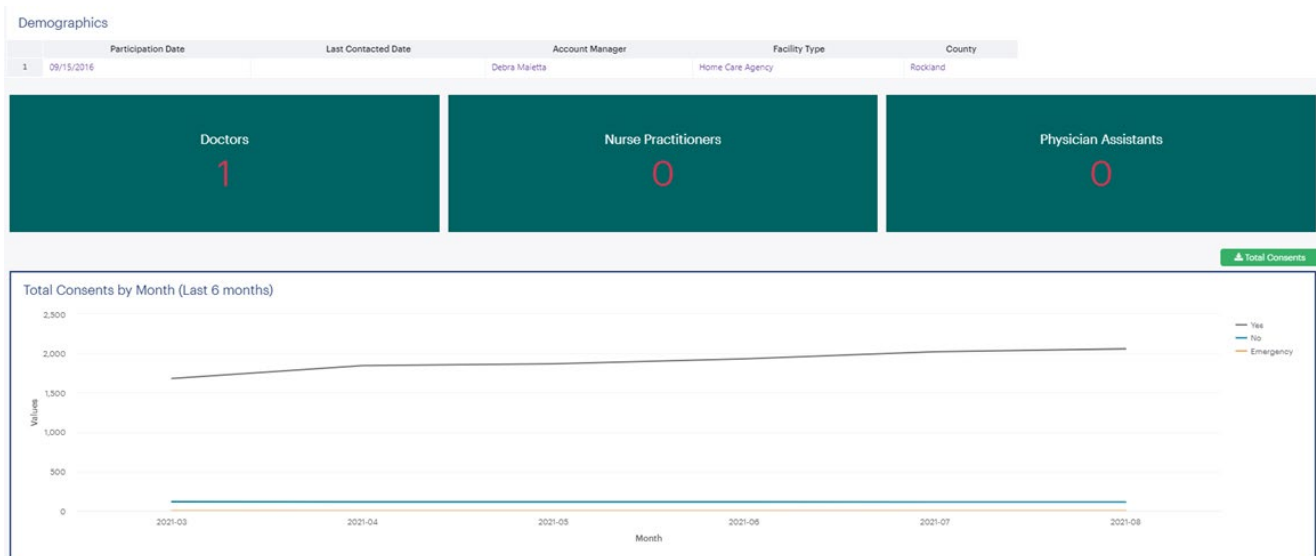
Viewing Reports

- 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



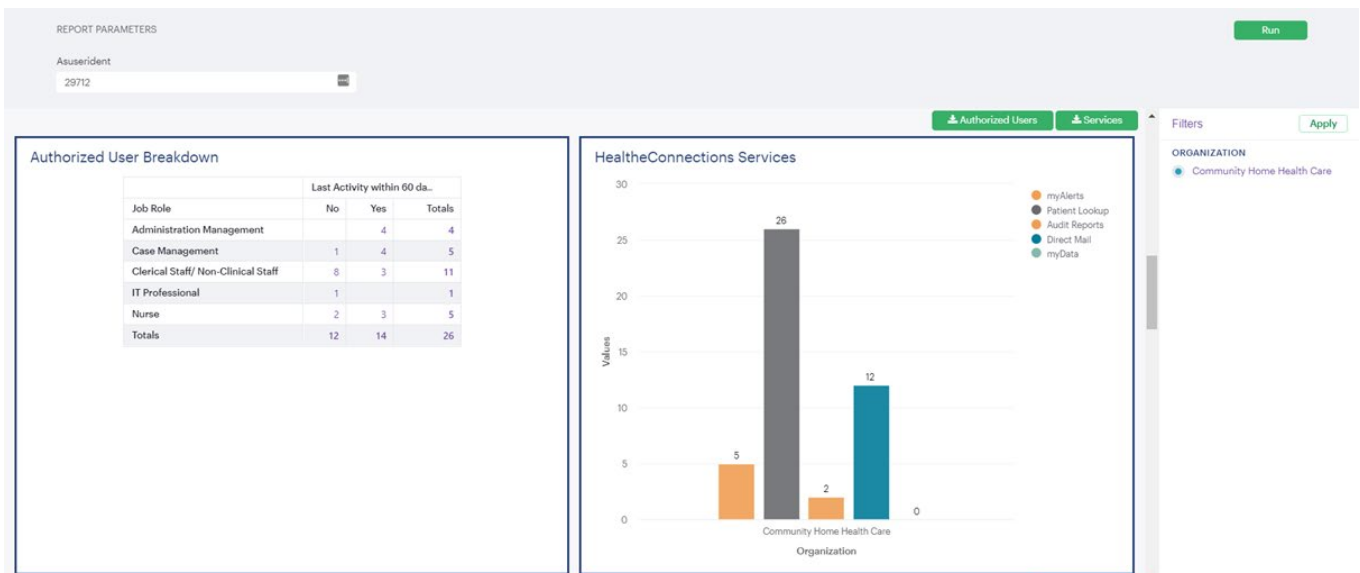
Usage Dashboard Consent Reports

- 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



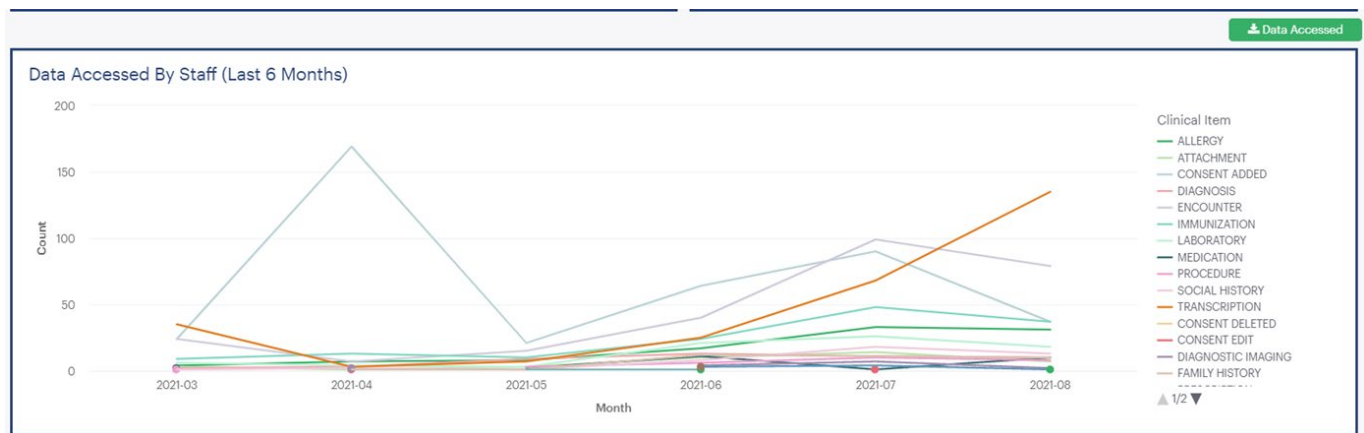
Users and Services

- 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



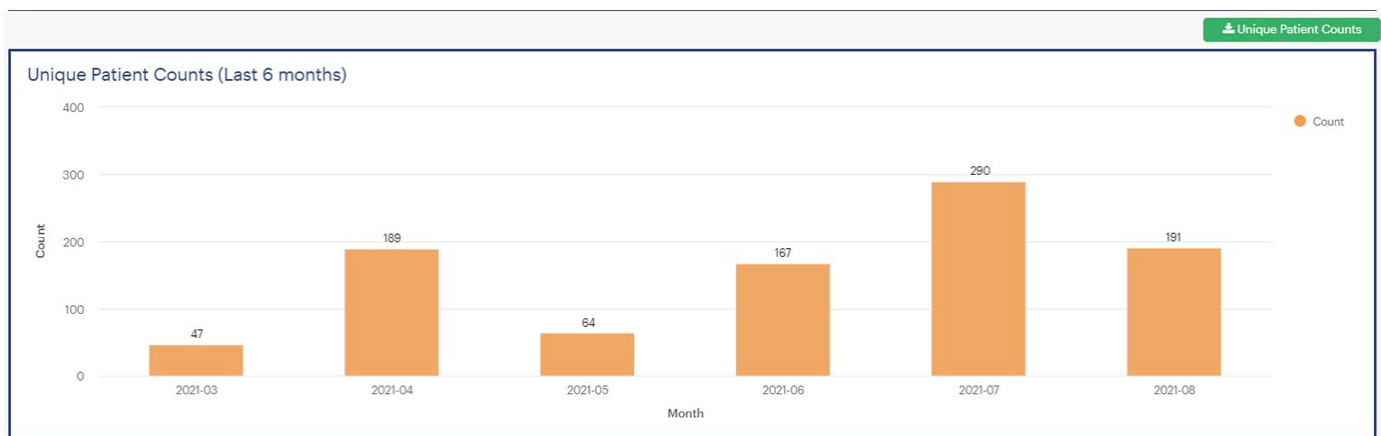
Data Accessed

- 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



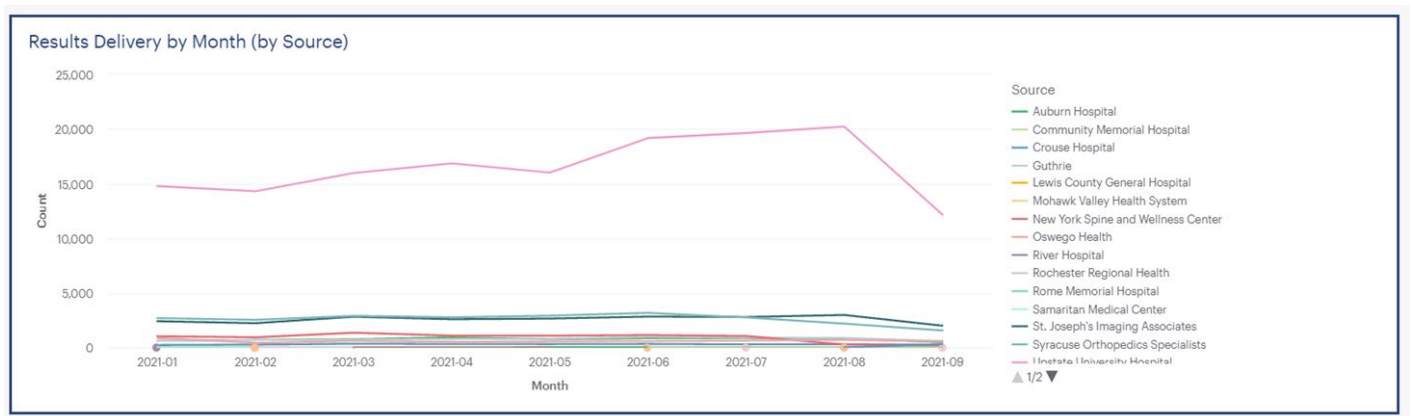
Unique Patient Counts

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



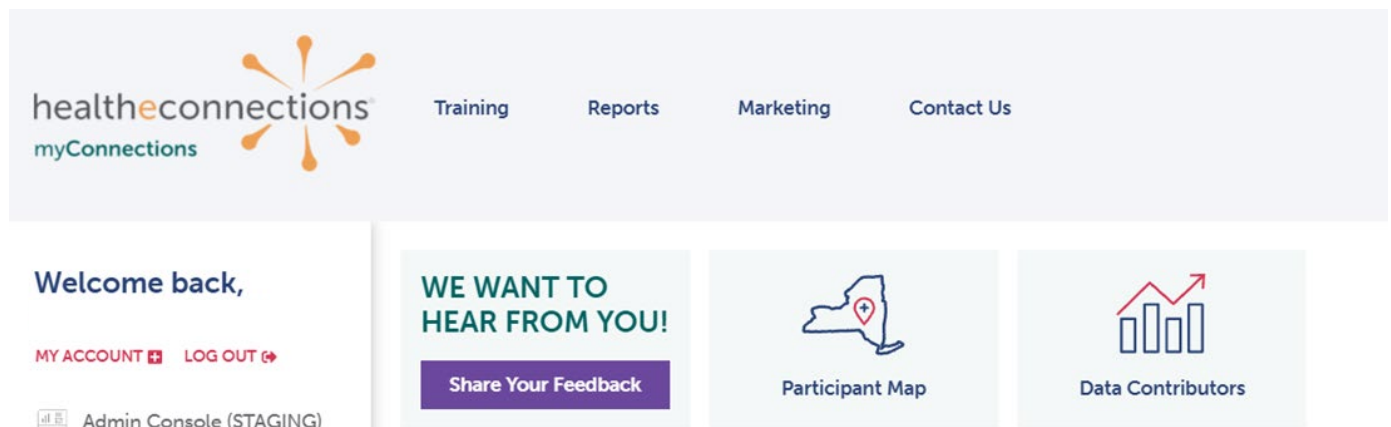
Results Delivered

- This is a monthly report showing volume, document type, and contributing source of data received by HealtheConnections 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 HealtheConnections by clicking on “Log Out”



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Welcome back,

MY ACCOUNT + LOG OUT ➔

Admin Console (STAGING)

WE WANT TO HEAR FROM YOU!

Share Your Feedback

Participant Map

Data Contributors



Important Information

HealthConnections Support:

Email: support@healthconnections.org

Direct Email: 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, which may go to your Junk folder. If it is not in your Junk folder, contact our Support team at support@healthconnections.org