

Public Health Authorized User Training: Authorized User Policy and Procedure

Agenda

- HIE by the numbers
- Our services
- Consent
 - Consent Exceptions
- Audits
- HIPAA & the HIE
- Public health access
 - Access at Multiple Organizations
 - Authorized User Form
 - Public Health Participant Profile
- Accessing HealtheConnections for public health
- Demo of the system and/or HIE user manual review

Participants and Data Sources

HealtheConnections by the Numbers

More than 1,600 organizations across
4,200 locations are connected!

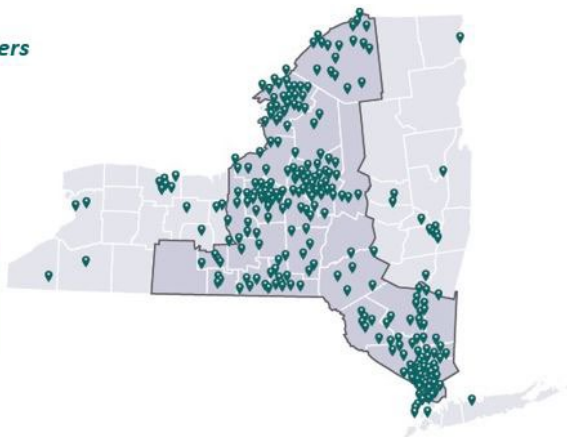
11 million
patients are able
to receive better
care

26-county service
area

420,000 unique
patients accessed
per month

4 million clinical
summary
documents received
each month

More than 650
organizations
providing data



HealtheConnections Services



Patient Lookup

Real-time patient records at the touch of a button

Image Exchange

Diagnostic-quality images via the portal, directly delivered to you, or can be downloaded into your PACS

Query-Based Exchange

Access information in state and from national databases

myResults

Labs, rads, and reports easily accessed through our portal

myAlerts

Clinical alerts for hospital and ED admits, discharges and transfers

Results Delivery

Labs, rads, and reports delivered directly to you

Direct Mail

HIPAA-compliant secure mail & national provider directory

myData

Dashboards and registries that allow users to better understand their patient profiles

Consent

- Public health access does NOT require consent to view information in the RHIO
- For non-public health access, New York State law requires each participating organization to obtain a patient's consent choice before viewing their PHI for non-emergency treatment
- A patient's consent choice applies only to the participating organization that collected the consent form, not to all participating organizations
- Any authorized user at the participating organization may access a consenting patient's health record, with the appropriate security role
- Providers cannot refuse treatment to patients based on willingness to provide consent

Consent Exceptions

Consent is NOT required for:

- Data sources sending patient medical records to the HIE
- One-to-one exchanges (results delivery)
- Emergency situations, if patient has not yet consented, or has not selected "deny to the participating organization" or "community-wide deny" consent
- De-identified data
- Public health access

Audits

Access to patient records are audited:

- Break the glass events are audited daily
- Public health non-consented access is audited weekly
- Each participating organization is required to attest to an annual audit of patient consents, user accesses of patient information, and user logins
- Audits may be triggered by same name logic
- Patients can request audits of access to their own records
 - This can be done via a participating organization or by contacting HealthConnections



Protected Health Information (PHI)

Protected health information (PHI) is any individually identifiable health information, which may include sensitive health conditions including, but not limited to:

- Substance use disorder
- Birth control and abortion (family planning)
- Genetic (inherited) diseases or tests
- Any mention of HIV/AIDS
- Mental health conditions
- Sexually transmitted diseases

Redisclosure notice: any patient records that are accessed through HealthConnections' health information exchange are subject to all applicable federal and state laws for redisclosure, including but not limited to Minor Consented Services, Substance Use Disorder, HIV/AIDS, Mental Health, and Developmental Disabilities. If such information is present in the HIE, law prohibits you from making any further disclosure of this information without the written consent of the person to whom it pertains. A general authorization for the release of medical or other information is NOT sufficient for this purpose. As an authorized user of the HIE, you are responsible for understanding and following the applicable laws.

HIPAA

HIPAA privacy and security rules must be followed for using the HIE, including, but not limited to, rules such as:

- Minimum necessary access
- Re-disclosure requirements (state and federal)
- Do not share your login credentials with anyone
- Do not look up yourself, family members, or friends
- Looking up your own record is a VIOLATION and will create an AUDIT

PHI should be securely shared using one of the following methods:

- Direct mail
- Fax
- Email – only if the PHI file is encrypted and/or password protected

[Click here for more information about HIPAA policy](#)

Public Health Access

- Public health access is only for individuals who work at public health organizations
- Users with public health access do NOT require consent to view information within healthconnections
- The RHIO administrator for each public health organization is responsible for contacting healthconnections regarding the activation and deactivation of authorized users
- Users will need to complete an authorized user form and receive annual refresher training
- Public health access is audited weekly to ensure proper access

Access at Multiple Organizations

- Users who work at multiple organizations will have one username and password
- After logging in, the user must select the organization they are currently working on behalf of
- Public health access should only be selected while working on behalf of the public health organization
- If you are working on behalf of any organization in a manner that is NOT related to public health access, consent must be obtained
- Please remember, patient consent is given at the organization level, and applies only to the organization at which it was given

Public Health Participant Profile



Public Health Participant Profile

Participant/Organization Name	New York State Department of Health
Participant Agreement Signatory	Name: Sally Dreslin Title: Executive Deputy Commissioner
Program/Unit Code (to be assigned by OQPS)	
Participant Site Address	

NYSDOH SHIN-NY Contact

Name	Deirdre Depew
Phone Number	518-473-4645
Email	Deirdre.depew@health.ny.gov

NYSDOH Public Health Contact

Name	Geraldine Johnson
Phone Number	518-474-3962
Email	Geraldine.johnson@health.ny.gov

Access Type

- Public Health Clinical Viewer
- Public Health Oversight
- Transmittal Data
- Aggregate Reports Access



Accessing Program Information

Access Requestor

Name	
Title	
Phone Number	
Email	

RHIO Administrator/Trusted Agent

Name	
Title	
Phone Number	
Email	

Audit Reports Recipient (if other than RHIO Administrator/Trusted Agent)

Name	
Title	
Phone Number	
Email	

By signing this document, I certify the validity of this request for Public Health access to QE¹.

Authorizing Signature

_____ **Date:** _____
Printed Name: Sally Dreslin
Title: Executive Deputy Commissioner

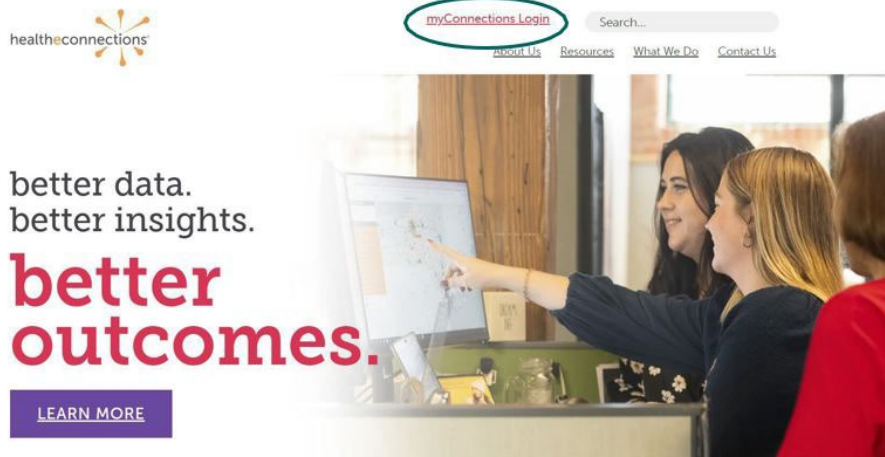
¹ Any changes to roles will be reported by RHIO Administrator.



Individual	Title	Role	Phone/Email
		<input type="checkbox"/> Authorized User <input type="checkbox"/> RHIO Administrator <input type="checkbox"/> Other (Specify) ex: transmittal data	
		<input type="checkbox"/> Authorized User <input type="checkbox"/> RHIO Administrator <input type="checkbox"/> Other (Specify)	
		<input type="checkbox"/> Authorized User <input type="checkbox"/> RHIO Administrator <input type="checkbox"/> Other (Specify)	
		<input type="checkbox"/> Authorized User <input type="checkbox"/> RHIO Administrator <input type="checkbox"/> Other (Specify)	
		<input type="checkbox"/> Authorized User <input type="checkbox"/> RHIO Administrator <input type="checkbox"/> Other (Specify)	
		<input type="checkbox"/> Authorized User <input type="checkbox"/> RHIO Administrator <input type="checkbox"/> Other (Specify)	

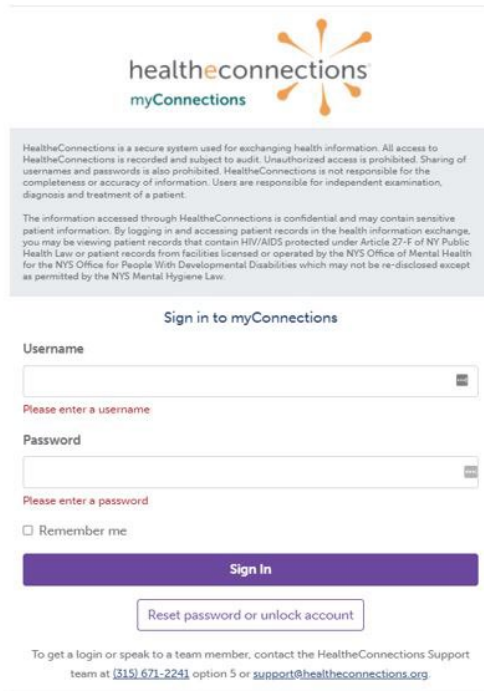
Accessing HealthConnections

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



Logging In

- On your initial login, you will be prompted to setup a multi-factor authentication from OKTA
 - 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.
- 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



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

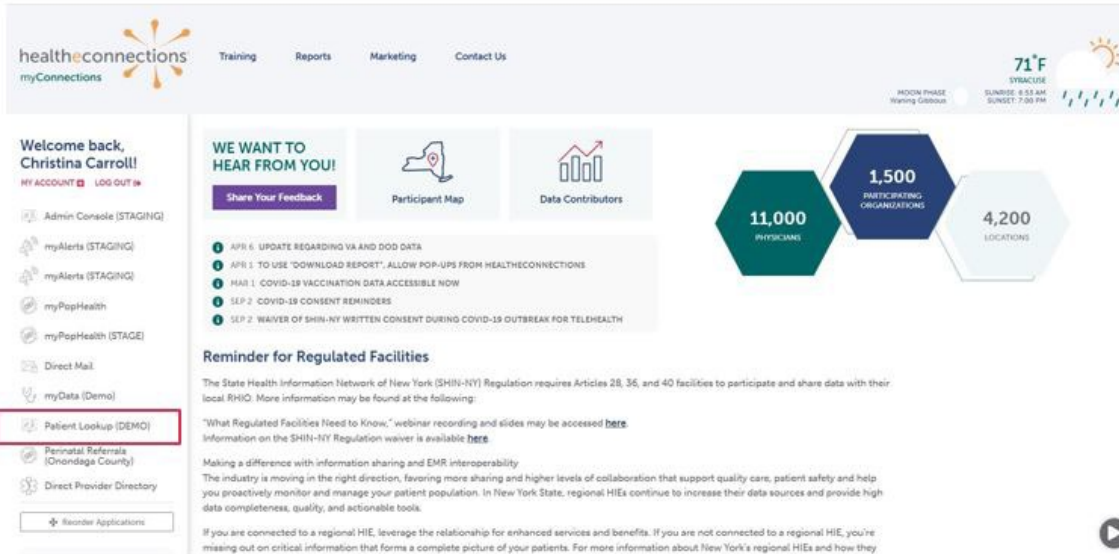
Reset password or unlock account

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

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myConnections

- Click on “patient lookup” for the public health organization where you are working
- This will give you access to patient information without consent
- Remember, if you also work on behalf of another organization, you will need to choose the correct organization AND obtain the required patient consent for access

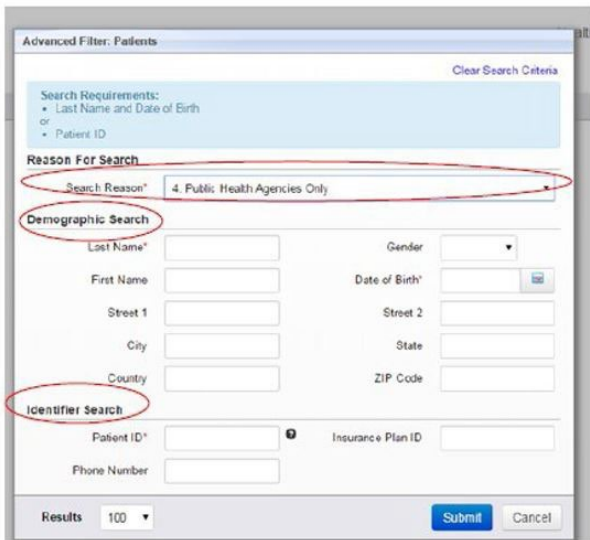


The screenshot shows the healthconnections myConnections dashboard. At the top, there is a navigation bar with links for Training, Reports, Marketing, and Contact Us. The main content area is divided into several sections:

- Welcome back, Christina Carroll!**: A personalized greeting with links for MY ACCOUNT and LOG OUT.
- WE WANT TO HEAR FROM YOU!**: A section with a "Share Your Feedback" button and links to a Participant Map and Data Contributors.
- Statistics**: Three hexagonal icons showing 11,000 PHYSICIANS, 1,500 PARTICIPATING ORGANIZATIONS, and 4,200 LOCATIONS.
- Reminder for Regulated Facilities**: A section with a heading and a paragraph of text regarding SHIN-NY Regulation. It includes links for "What Regulated Facilities Need to Know" and "Information on the SHIN-NY Regulation waiver".
- Left Sidebar**: A list of application links including Admin Console (STAGING), myAlerts (STAGING), myPopHealth, myPopHealth (STAGE), Direct Mail, myData (Demo), **Patient Lookup (DEMO)** (highlighted with a red box), Prenatal Referrals (Chondaga County), and Direct Provider Directory. There is also a "Reorder Applications" button at the bottom.

Searching Patient Records

- On the next screen, you will need to enter a search reason to search for patient records
- For the search “reason”, select “public health agencies only”
- You may search the patient using either:
 - Demographic search (last name, DOB)
 - Identifier search



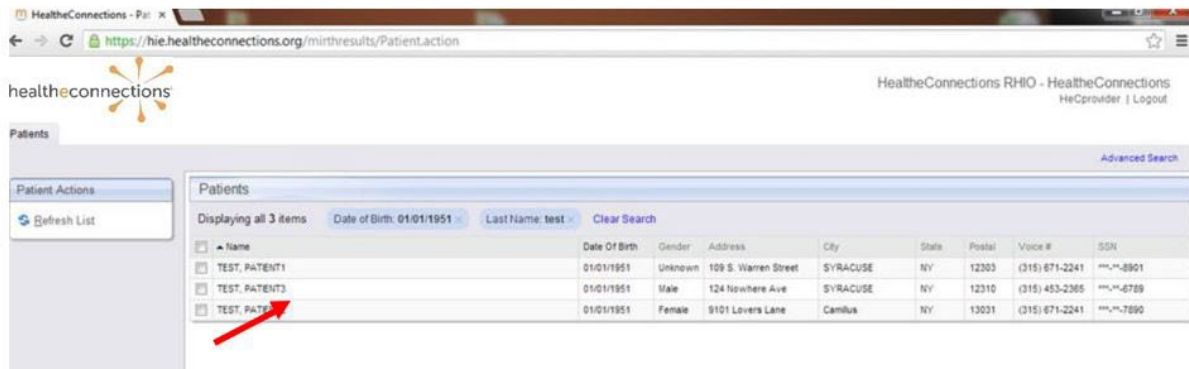
The screenshot shows the "Advanced Filter: Patients" search form. The form is titled "Advanced Filter: Patients" and has a "Clear Search Criteria" link. The search requirements are listed as "Last Name and Date of Birth" or "Patient ID". The "Reason For Search" dropdown is set to "4. Public Health Agencies Only". The form is divided into three sections:

- Demographic Search**: Includes fields for Last Name, First Name, Street 1, City, Country, Gender, Date of Birth, Street 2, State, and ZIP Code.
- Identifier Search**: Includes fields for Patient ID and Insurance Plan ID.
- Phone Number**: A field for the patient's phone number.

At the bottom, there is a "Results" dropdown set to "100", a "Submit" button, and a "Cancel" button.

Searching Patient Records

- If your search yields more than one result, you can hover over a selection to find additional demographic information
- Choose desired patient by clicking on the row, which will bring you to the patient summary screen



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

Thank you!

Support@healthconnections.org

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