



## HealthConnections myAlerts

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*When a patient is admitted to or discharged from an inpatient facility, or if they have an Emergency Department registration, subscribed providers and care managers are notified of the event in real-time or a convenient daily summary.*

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## myAlerts

Alerting is a service provided by HealthConnections to electronically inform healthcare providers about clinical events that their patients encounter. Providers must subscribe to this service to receive alerts.

### Alerts Event Types

Alert Types are offered for the following:

- 1. Emergency Department Admit Alert**  
When a patient is registered for a visit to the emergency department. This alert will include information on previous emergency department admits in the past 30 days.
- 2. Emergency Department Discharge Alert**  
When a patient is discharged from the emergency department.
- 3. In-patient Admit Alert**  
When a patient is admitted for an in-patient stay at an acute care facility or when transitioning between other departments such as the Emergency Department.
- 4. In-patient Discharge Alert**  
When a patient is discharged from an in-patient stay at an acute care facility.
- 5. Emergency Department Admit Cancellation Alert**  
When a patient's emergency department admission is canceled.
- 6. Emergency Department Discharge Cancellation Alert**  
When a patient's emergency department discharge is canceled.
- 7. In-patient Admit Cancellation Alert**  
When a patient's in-patient department admission is canceled.
- 8. In-patient Discharge Cancellation Alert**  
When a patient's in-patient department discharge is canceled.
- 9. Medication Adherence Alert**  
If the ordering provider e-prescribes to Kinney Drugs and a patient has not picked up their medication after 14 days the ordering provider will receive an alert. This alert is currently only available for patients who use Kinney Drugs. Medication Adherence Alerting is available through the myAlerts badge or Daily Digest format.

## Alert Delivery Methods

Delivery methods for alerts include:

- 1. myAlerts**

An alert will be available through the myAlerts badge on myConnections and can contain Protected Health Information (PHI). The alert types and hospitals are filterable while viewing alerts on the myAlerts badge.

- 2. Direct Mail**

An alert that contains PHI can be sent securely via Direct Mail. If there are specific hospitals that your organization would not like to receive alerts from, they can be excluded by each event type.

- 3. Text Message**

An alert notification that does NOT contain PHI can be sent to a cell phone via text message. The provider can then view the alert via myAlerts or Direct Mail to view patient information. If there are specific hospitals that your organization would not like to receive alerts from, they can be excluded by each event type.

- 4. Daily Digest**

The Daily Digest is a compiled list of the provider's alerts, available each morning, from the previous 24 hours. The digest can be retrieved through Direct Mail. If there are specific hospitals that your organization would not like to receive alerts from, they can be excluded by each event type.

- 5. ADT Delivery**

The ADT transaction that was received from the data source for the patient event can be delivered directly to the EMR of the subscribed provider. This allows the EMR to present the alert to the provider within the EMR leveraging their EMRs internal alerting capabilities.

## Alert Subscriptions

There are three ways to subscribe to patients for alerts. Your organization can choose which method(s) will work best for you. These can also be configured for individual users.

- 1. Consent-Based**

An alert can be sent for all patients that have a **YES** consent in their HIE record for the organization receiving the alert. Consent-Based alerts are available to the recipient in real-time as the event information is received or in a daily digest format delivered to the recipient once a day.

- 2. Provider-Based**

An alert can be sent for all patients where a provider is named on the patient's record that is sent to the HIE from a participating hospital.

### 3. Patient List

An alert can be sent for all patients identified on a list submitted by the practice. These can be sent without a **YES** consent, on the condition that the consent value on that patient record is not set to **NO**.

### Patient List Alerting - Consent Rules

HealthConnections has launched functionality, based on SHIN-NY\* policy changes, that allow alerts to be sent based on a treating relationship, on the condition that the patient does not have a **NO** consent for the organization receiving the alerts. The organization will provide a patient list to HealthConnections, defining the patient relationships and alerts can be sent for patients with a **YES** or **EMERGENCY** consent or if the patient has not consented yet.

This policy includes some exceptions, where a **YES** consent is still required for the alert to be sent.

- **Substance Use Disorder (42 CFR Part 2)**

If an alert is generated from a Part 2 facility, a patient **MUST** have a **YES** consent for the organization receiving the alert.

- **Mental Health**

If an alert is generated from a Mental Health (OMH-licensed) facility, a **YES** consent is required to receive that alert. The alert can be sent without a **YES** consent if the provider NPI is included in the alert or the patient list contains the NPI of the provider receiving the alert, indicating a treating relationship. An MCO, BHO, health home or some other entity that has been specifically approved by the State to receive such alerts for purposes of care coordination can receive an alert without a **YES** consent.

\*SHIN-NY is the State Health Information Network comprised of the 7 RHIOs across New York State.

- **Developmentally Disabled**

If an alert is generated from a Developmentally Disabled (OPWDD-licensed) facility, a **YES** consent is required to receive the alert. The alert can be sent without a **YES** consent if the provider NPI is included in the alert or the patient list contains the NPI of the provider receiving the alert, indicating a treating relationship. An MCO, BHO, health home or some other entity that has been specifically approved by the State to receive such alerts for purposes of care coordination can receive an alert without a **YES** consent.

## **Alerting – Delegation**

**HealthConnections can allow “delegates” or alternate recipients to receive alerts on the behalf of another provider or the organization. Delegation varies in set up between the different subscription methods available.**

### **Consent-Based Delegation**

Consent-based alerts are organizationally based and multiple users can be configured to receive these types of alerts

### **Provider-Based Delegation**

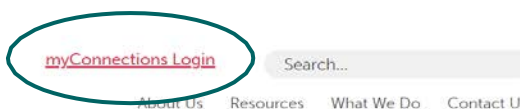
An alert meant for a specific provider can also be delivered to a “delegate” through configuration in myAlerts

### **Patient List Delegation**

An alert meant for a provider for a specific list of patients can also be delivered to a “delegate” by adding the delegate's Direct Address to the patient list subscription file.

## Accessing myAlerts

Access myConnections in your Internet browser at <https://hie.healthconnections.org>.



better data.  
better insights.

**better  
outcomes.**

[LEARN MORE](#)



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

A green box indicates a valid entry and a red box indicates an invalid entry or nothing entered.

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.

Log In

[Forgot password?](#)

Please use your HIE Username and Password to log into myConnections.

If you need help or require a log in for this application, contact the HealthConnections help desk at (315) 671-2241 option 5 or email [support@healthconnections.org](mailto:support@healthconnections.org).

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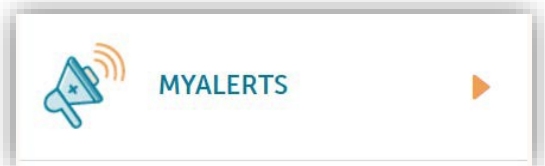
If you cannot recall your password, click the **Forgot Password** link to begin the password recovery process.

*If you do not currently have a myConnections account, contact HealthConnections support at [support@healthconnections.org](mailto:support@healthconnections.org) or 315.671.2241 x 5 for information.*



## Alerts via myAlerts Badge

Click the **myAlerts** badge in myConnections.



Alerts display in the order they are received in the Health Information Exchange (HIE).

### Date Range

Click on the calendar in the **Date Range** box and select a start and end date to limit the list of alerts, if needed.

### Alert Type

Click on the **drop-down arrow** in the **Alert Type** box to select and search for different types of alerts:

- Emergency Department Registration
- In-Patient Admission
- In-Patient Discharge
- Medication Alert

### Display Hidden Alerts

Alerts can be hidden/shown from the list by clicking **Show** or **Hide**

The screenshot shows the Alerts interface with the following filters and controls:

- Date Range:** 03/25/2019 - 04/02/2019
- Alert Type:** Show All (dropdown menu)
- Display Hidden Alerts:** SHOW (button)
- Show Alerts:** Consent Based (dropdown menu)
- Facility Exclusion:** None Selected (dropdown menu)
- Navigation:** First, Previous, 1, Next, Last

Patient	Facility	Event Type	Message Time	Hide In Grid	
John, Doe	Demo Hospital	Inpatient Discharge	4/1/2019 7:00:00 AM	<input type="checkbox"/>	<a href="#">Detail</a>
John, Doe	Demo Hospital	Inpatient Discharge	3/25/2019 7:00:00 AM	<input type="checkbox"/>	<a href="#">Detail</a>

## Show Alerts

The user can select a list of alerts based on which criteria were used to receive the alert. The alerts are displayed with the following information:

- Patient Name
- The facility that generated the alert
- Event Type
- Message Time (date and time alert was received in the HIE)

Click **Details** to view more patient demographics.

## Facility Exclusion

The user can exclude the alerts from specific facilities.

*Sample view for a General User or Practice Administrator. Use the **Show Alerts** drop-down to see:*

- Subscription List
- Consent-Based
- Provider-Based
- Delegate-Based-- The user will select Delegate-Based alerts and then click on the drop-down in the list of delegates to select the provider for whom the user is a delegate.

The screenshot displays a filtering interface for alerts. It includes the following elements:

- Date Range:** A date range selector showing "03/25/2019 - 04/02/2019".
- Alert Type:** A dropdown menu currently set to "Show All". Below it, a note reads: "Alert may have been generated from a YES, UNKNOWN, or EMERGENCY consent."
- Display Hidden Alerts:** A toggle switch labeled "SHOW" that is currently turned on.
- Show Alerts:** A dropdown menu currently set to "Subscription List".
- Facility Exclusion:** A dropdown menu currently set to "None Selected".
- Navigation:** A set of buttons for "First", "Previous", "1" (the current page), "Next", and "Last".
- Table Header:** A header row for a table with columns: "Patient", "Facility", "Event Type", "Message Time", and "Hide In Grid".

## Alerts via Direct Mail

Click on the **Direct Mail** badge in myConnections.



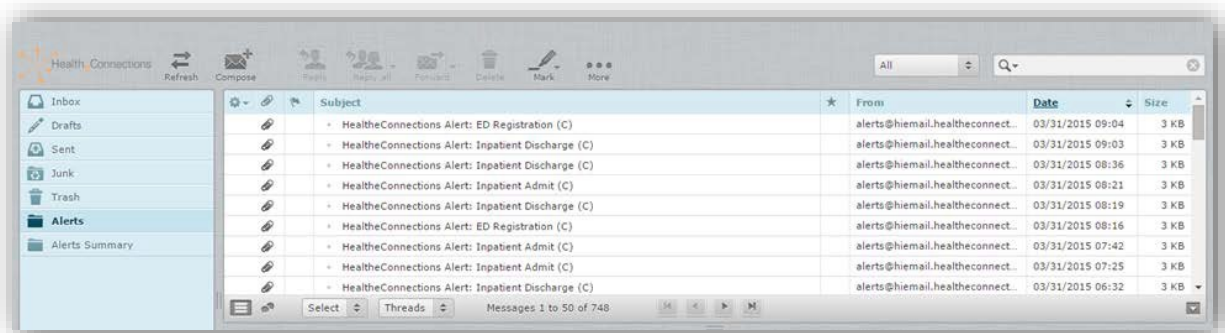
## Real-Time Alerts

Alerts will be displayed as messages in the Direct Mail **Inbox**

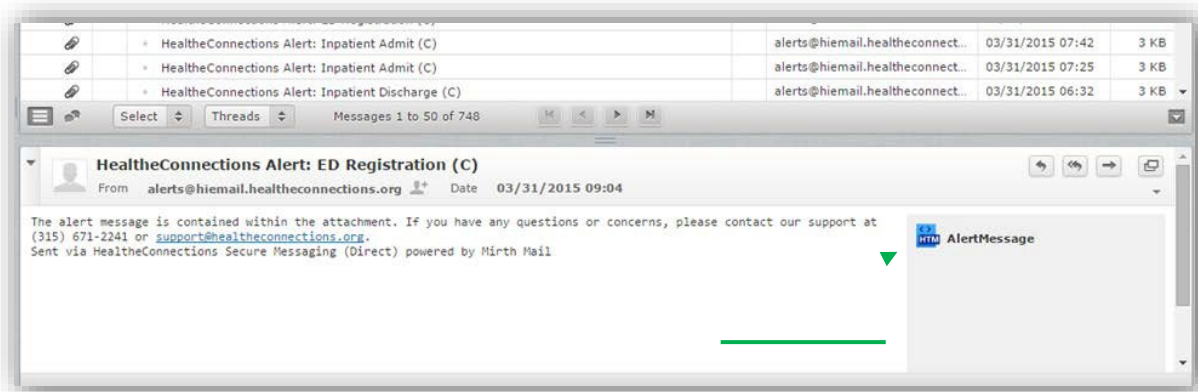
The subject line of the message will contain:

- (C) for a Consent-Based alert
- (P) for a Provider-Based alert
- (L) for a Patient List alert

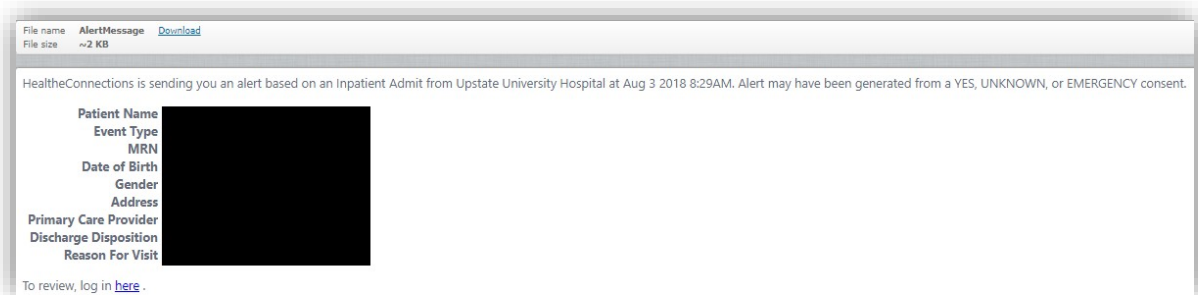
Click on an **Alerts** message to open it.



The message will be displayed in a window below the inbox. Click on **AlertMessage** to the right of the email message to view the patient information.



Alert Message:



## Daily Digest Alerts

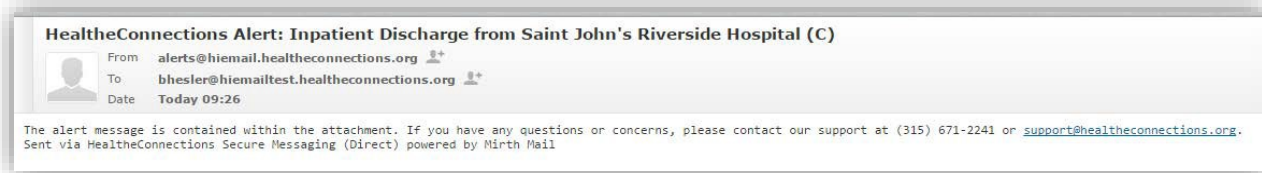
The Daily Digest can be retrieved through myConnections by accessing the **Direct Mail** badge. Follow the steps in this document for retrieving alerts through Direct Mail.

## Alerts via Text Message

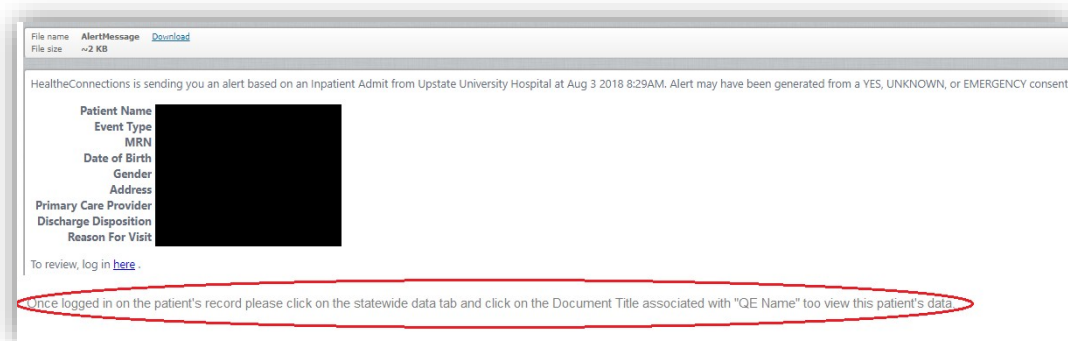
A text message notification will be delivered to your cell phone from (315) 715-3043 (HealthConnections). This notification will not contain protected health information (PHI) about your patient and is only a notification that you have received an alert. Alerts can then be retrieved through myConnections through the **myAlerts** or **Direct Mail** badges, depending on the option(s) the user has selected and that are available for their account settings. Follow the steps in this document for retrieving alerts through the **myAlerts** Direct Mail process.

## Statewide Alerting

Statewide Alerting allows providers to receive alerts from hospitals and other sources that are within New York State, but outside of the HealthConnections region. These alerts are available for consent-based and patient list alerting and can be retrieved through the myAlerts or Direct Mail badge. These alerts will typically have less information available than local alerts as the data that is passed from other QEs is limited.



Once the alert message has been opened, the patient's information will be displayed. The message will also contain additional instructions about how to view the **Statewide Alert**:



**Statewide Alerting** is currently available from the following sources:

Bronx RHIO	HEALTHeLink (Buffalo)	Healthix (New York City and Long Island)
Rochester RHIO	HIXNY (Albany)	

## Managing myAlerts Configuration

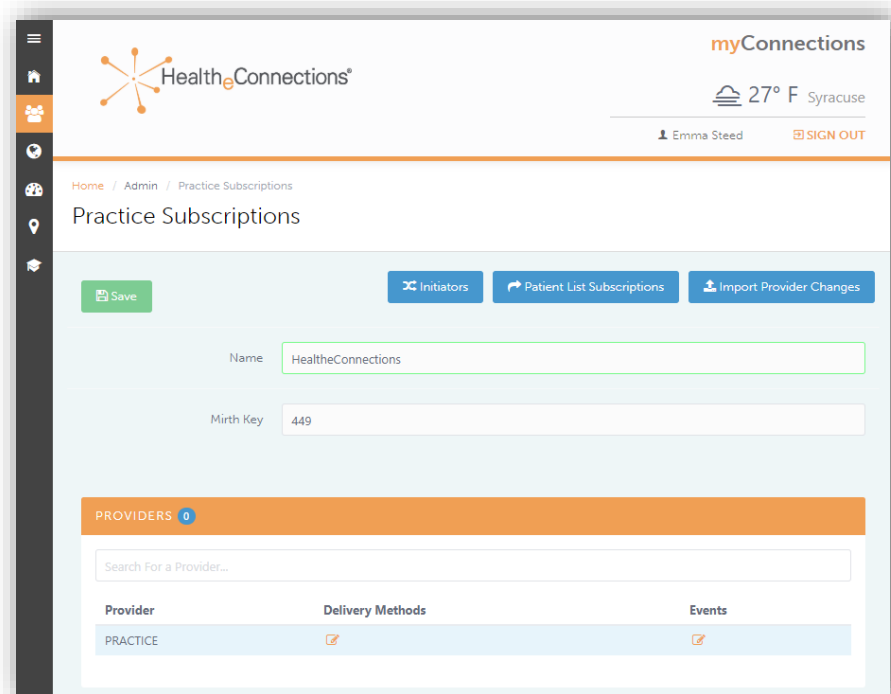
Users that are designated as the **Practice Administrator** can manage configuration settings.

Log into **myConnections** from [hie.healthconnections.org](http://hie.healthconnections.org).

Click on the **people icon** on the navigation bar on the left-hand side of the myConnections dashboard. Select **Practice Subscriptions**.

The screen will display your organization's name and a list of providers.





Always review the list of providers to ensure that it is accurate and current. If you see any providers that are no longer associated with your organization, or if you don't see a provider that is associated with your organization, please contact **HealthConnections Support** to have that resolved immediately.

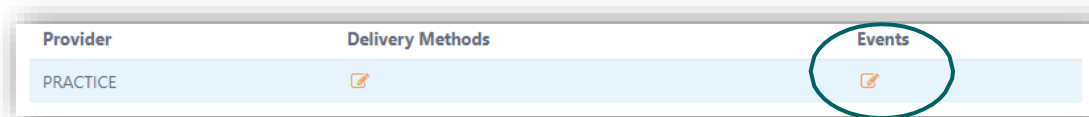
Once the list of providers is accurate, you can turn on alerts or manage the delivery method.

## Consent-Based Alerts and Provider-Based Alerts

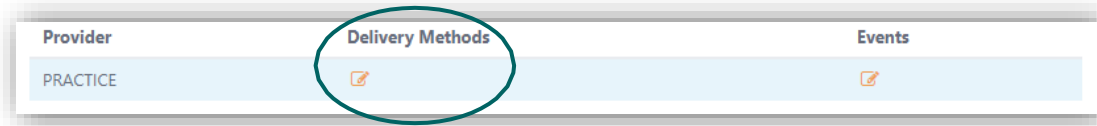
Managing Consent-Based Alerts and Provider-Based Alerts are done the same way, only the row that you complete in the process varies. The first row is listed as **Practice**; this is used to turn on Consent-Based Alerts. To turn on Provider-Based alerts, find the row with the Provider's name and turn on the alerts.

**Note:** If you don't have Providers at your organization, you will not see Providers listed, only the **Practice** row.

To turn an alert ON or OFF, click the button under **Event**.



To enter the delivery information (Direct Addresses/Cell Phone Numbers), click on **Edit** icon under the **Delivery Methods** header.



A window will display to configure delivery methods. You can enter Direct Addresses and/or Phone Numbers for text messages.

Configure Delivery Methods ×

Please note that practice alerts are based on patient consent and may result in a high volume of alerts.

Direct Address for Alert   
Use semi-colon to separate multiple recipients

Direct Address for Daily Digest   
Use semi-colon to separate multiple recipients

Phone Number for Text Alert   
Use Format: 716-555-1212

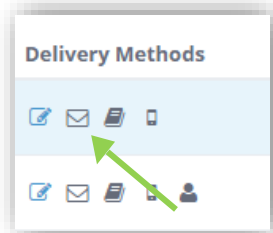


- **Direct Addresses for Alert**  
Enter **Direct** email addresses for users that want to receive real-time alerts as they are available in the HIE.
- **Direct Addresses for Daily Digest**  
Enter **Direct** email addresses for users that want to receive the daily summary of alerts for the previous 24 hours in a single Direct email each morning.
- **Phone Number for Text Alert**  
Enter the **cell phone** number for users that want to receive real-time text messages, notifying the user that an alert is available for review.

If the format of the Direct email address or phone number is not correct, the entry will turn red until the proper format is used.

Once you have entered the delivery methods, click the green **Save** button to return to the Practice Subscriptions page.

Under the **Delivery Methods** column, you will see an icon to reflect the configurations that you entered.

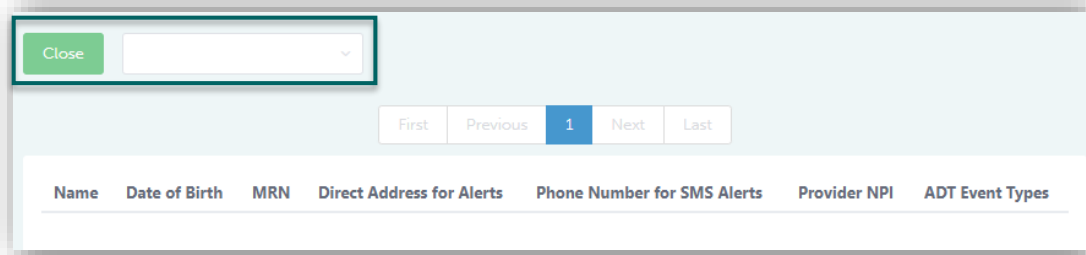
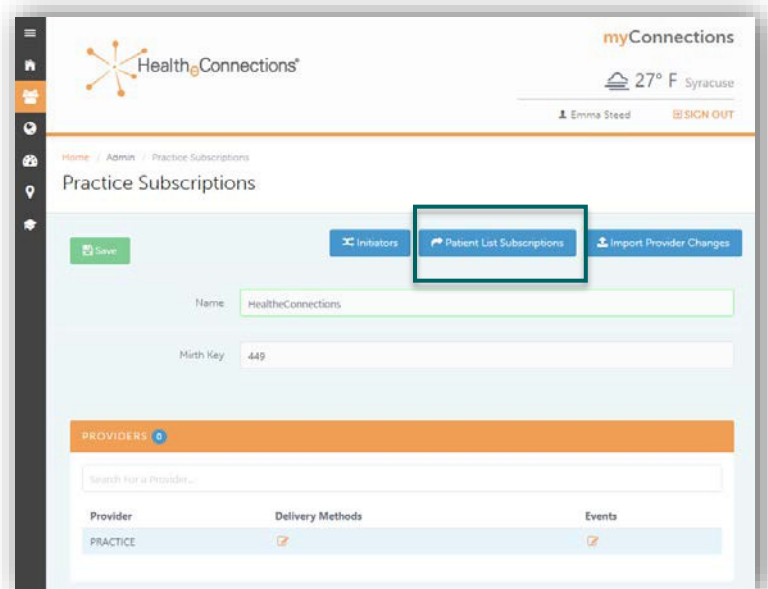


<b>Paper and Pen Icon</b>	Click to edit Delivery Methods
<b>Envelope Icon</b>	Indicates Real-Time alerts are turned ON
<b>Book Icon</b>	Indicates Daily Digest alerts are turned ON
<b>Cell Phone Icon</b>	Indicates Text Message alerts are turned ON
<b>Person Icon</b>	Indicates that a user account is associated with the provider alert

## Patient List Alerting

On the **Practice Subscriptions** page, click the **Patient List Subscriptions**.

This will provide a READ-ONLY view of the current (and previous) patient lists that have been loaded for your practice. The current list is displayed as the default list. Use the drop-down next to the **Close** button (noted in red box below) to pick a different list to view.



The patient information on the selected list will display under the column headers (**Name, Date of Birth, etc**) in alphabetical order.

Any changes that need to be made to the current list will require a new patient list file to be provided to HealthConnections. Please contact HealthConnections Support to have your patient list updated.

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*The following alerts are available:*

*Emergency Department Admits / Discharges / Cancellations*

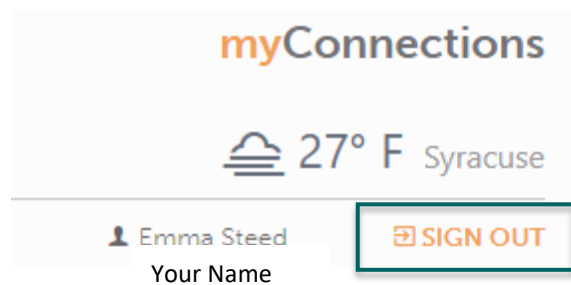
*In-patient Admits / Discharges / Cancellations*

*You can also selectively choose the hospital from which to receive alerts!*

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## Logging Out

You can exit HealtheConnections by clicking **Sign Out** in the top right corner.



## Patient List Alerting File Specifications

If your organization decides to subscribe to Patient List Alerting, you will need to provide HealthConnections with the Patient List for which you would like alerts. Your organization will need to have a call with our Systems Support Team and develop a file with the below specifications. This file should be updated regularly so that your users receive alerts on current patients. The preferred file format is a comma-separated file (.csv), excel format will be accepted. A template is available if needed.

Field Name	Required /Optional	Required Value	Value Definition
MRN	Required	N/A	N/A
Patient First Name	Required	N/A	N/A
Patient Last Name	Required	N/A	N/A
Patient Middle Initial	Optional	N/A	N/A
Date of Birth	Required	MM/DD/YYYY	N/A
Gender	Optional	F M O U A N (Default to N if not supplied)	(F) = Female (M) = Male (O) = Other (U) = Unknown (A) = Ambiguous (N) = Not applicable
Race	Optional	1002-5 2028-9 2054-5 2076-8 2106-3 2131-1 Unknown (Default to Unknown if not supplied)	1002-5 = American Indian or Alaska Native 2028-9 = Asian 2054-5 = Black or African American 2076-8 = Native Hawaiian or Other Pacific Islander 2106-3 = White 2131-1 = Other Race Unknown = Unknown

Street Address	Required	N/A	N/A
City	Required	N/A	N/A
State	Required	N/A	N/A
Zip or Postal Code	Required	Must be 5,9 or 10 digits	N/A
Address Type	Optional	H L (Default to H if not supplied)	(H) = Home (L) = Legal

Field Name	Required /Optional	Required Value	Value Definition
County/Parish Code (CWE)	Optional	N/A	N/A
Social Security Number	Optional	Must be in the following format if included: XXX-XX-XXXX	Must be in the following format if included: XXX-XX-XXXX
Provider Identifier (NPI)	Optional	N/A	N/A
Provider Direct Mail to receive Alerts	Optional	N/A	Must be a valid direct email address.
Provider Phone Number to Receive Alerts	Optional	Must be in following format if included: XXX-XXX-XXXX	Must be in the following format if included: XXX-XXX-XXXX
Inpatient Admit (A01)	Optional	Contain Blank, Y, N  If left blank (Inpatient Admit by default)	Contain Blank, Y, N
Inpatient Discharge (A03)	Optional	Contain Blank, Y, N  If left blank (Inpatient Discharge by default)	Contain Blank, Y, N
ED Admit (A04)	Optional	Contain Blank, Y, N  If left blank (ED Admit by default)	Contain Blank, Y, N

Data Source ID	Required	To be provided by HeC	
Provider Group Key	Required	To be provided by HeC	
Delivery Frequency	Optional	Contain Blank, RT, B, DD  If left blank, default to RT	RT = Real-Time (receive an alert as it occurs) DD = Daily Digest (receive in digest format daily) B = Both (Receive both Real-Time and Daily Digest)
Additional Event Types	Optional	Blank or one of the following separated by a ;  EDA03; EDA11; EDA13; IPA11; IPA13;	EDA03 = ED Discharge EDA11 = ED Cancel Admit EDA13 = ED Cancel Discharge IPA11 = In-Patient Cancel Admit IPA13 = In-Patient Cancel Discharge

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*If you have any questions, contact HealthConnections support:*

*315-671-2241 ext. 5*

*support@healthconnections.org*

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## Form Reference

### ***Alerts User Form***

Used to configure users to receive alerts.

### ***Alerts Delegation Form***

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

### ***Alerts Additional Configuration Form***

Utilized to exclude or include facilities from which you wish to receive alerts. For Consent-Based and Patient List Alerts, any data source excluded will be excluded for ALL users at that organization. For Provider-Based alerts, exclusions can be made by the **provider**. If that is the case, submit this form for each provider and indicate the provider's name and NPI.

### ***Patient Subscription File***

Patient List Alerting File Template. This template can be used to create your Patient List file, which is a requirement to receive Patient List Subscription alerts.

### ***Patient Subscription Alerts File Format***

This document provides the file specifications for the Patient List Subscription Alerts file format.

### ***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.