



health information exchange:
audit report recipient
training guide



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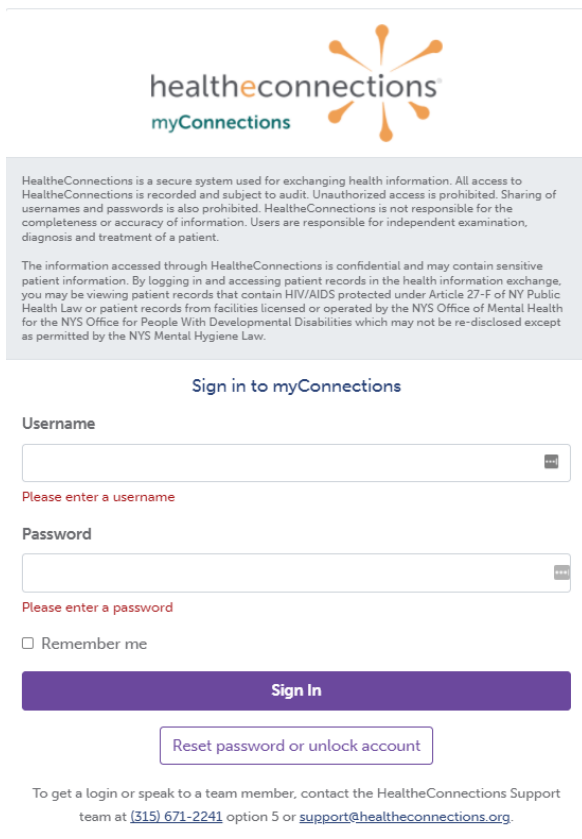
audit report expectations

- As the Audit Report Recipient for your organization, you will have access to HealtheConnections (HeC) audit reports. These are available within the HealtheConnections user portal.
- You are strongly encouraged to review your list of authorized users often and report any users that require deactivation to HealtheConnections.
- Break the glass reports will need to be reviewed within 5 business days of an occurrence. You will be notified daily of any occurrences from the previous day/weekend.

available audit reports

- **Patient Records Accessed Report** - This report lists patient records that have been accessed by users from your organization.
- **Consent Sample Report** - This report is a sample of active consents on file associated with your organization.
- **User Login Report** - This report provides you with a snapshot of your users and the number of logins per month by each user.
- **Break the Glass (BTG) Reports** - This report is available daily if a “Break the Glass” event has occurred for your organization. These reports are only available to those participants that have an ER or Urgent Care.
- **Public Health** - These reports are only available to those participants designated as public health organizations.

accessing audit reports



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 disclaimer: "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." Below this is another paragraph: "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." The main form area is titled "Sign in to myConnections" and contains a "Username" field with a red error message "Please enter a username", a "Password" field with a red error message "Please enter a password", and a "Remember me" checkbox. A purple "Sign In" button is at the bottom of the form, with a "Reset password or unlock account" link below it. At the very bottom, there is contact information for the support team: "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."

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

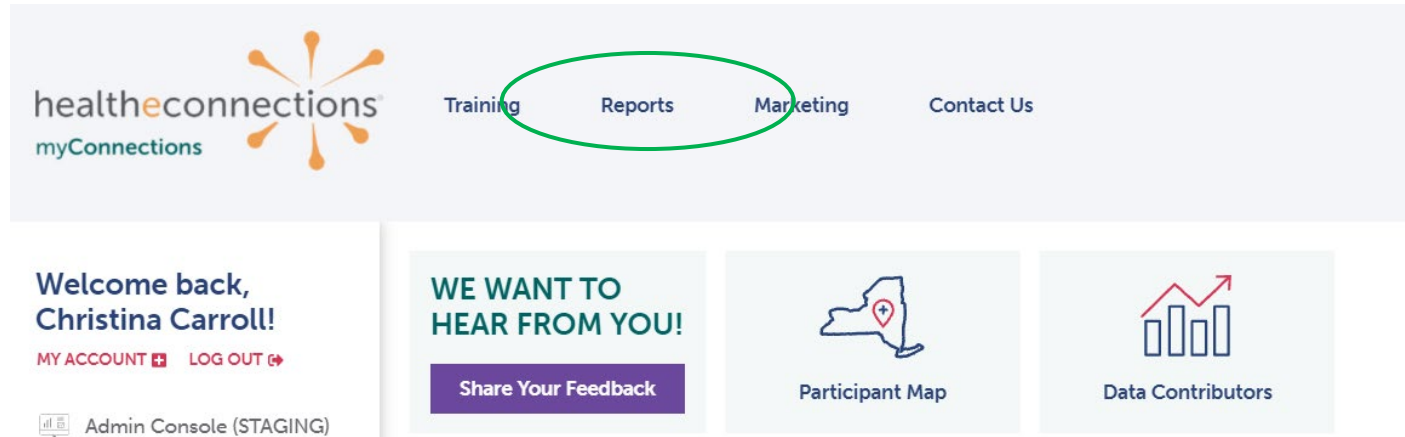
Reset password or unlock account

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.

- 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**

accessing audit reports

- Once you have logged in, the following screen will appear.
- Select the “Reports” at the top of the page.



The screenshot shows the user interface of the healthconnections myConnections portal. At the top left is the logo for healthconnections myConnections. To the right of the logo is a navigation menu with four items: Training, Reports, Marketing, and Contact Us. The 'Reports' item is highlighted with a green oval. Below the navigation menu, there are four main content areas. The first area on the left is a welcome message for Christina Carroll, with links for 'MY ACCOUNT' and 'LOG OUT'. Below this is a link for 'Admin Console (STAGING)'. The second area is a call to action 'WE WANT TO HEAR FROM YOU!' with a 'Share Your Feedback' button. The third area is 'Participant Map' with a map icon. The fourth area is 'Data Contributors' with a bar chart icon.

accessing audit reports

- Select the desired report by clicking on it.

Reports

[COVID-19 \(+\) Patient Hospitalizations \(DEMO\)](#)

[COVID-19 Results \(DEMO\)](#)

[COVID-19 Vaccinations \(DEMO\)](#)

Audit Reports (MODE) - DEMO

- [Active Consent Report \(DEMO\)](#)
- [Active User List \(DEMO\)](#)
- [Break The Glass Report \(DEMO\)](#)
- [Consent Sample Report \(DEMO\)](#)
- [Organization Site / Facility Report \(DEMO\)](#)
- [Patient Records Accessed \(DEMO\)](#)
- [PH: Patient Records Accessed \(DEMO\)](#)
- [User Login Report \(DEMO\)](#)

viewing audit reports

- Data will default to the first organization on your list. If your account is associated with more than one organization, you will be able to choose between the organizations in the filter panel.

Active User List (DEMO)

Find our Audit Training Materials and Attestation Forms [here](#).

Have a question or see an error? Connect with our support team (* Do not include PHI) [here](#).

Active User Report (DEMO)

Active User Report (DEMO)

	Name	My Connections Username	Email	Organization	Site Name	Provider Group Key	User Created	Training Due Date	Last Successful Login	Break the Glass Enabled	Patient Lookup	Public Health Patient Lc
1	User A	User Name A	User Email Addy A	Organization A	Site 2	123	2020-08-07	2021-09-06	1900-01-01		YES	
2	User A	User Name A	User Email Addy A	Organization A	Site 2	123	2020-08-07	2021-09-06	1900-01-01	YES	YES	
3	User A	User Name A	User Email Addy A	Organization A	Site 2	123	2020-08-07	2021-09-06	2020-08-07		YES	
4	User A	User Name A	User Email Addy A	Organization A	Site 2	123	2020-08-07	2021-09-06	2020-08-07	YES	YES	
5	User A	User Name A	User Email Addy A	Organization A	Site 2	123	2020-08-07	2021-09-06	2020-08-10	YES	YES	
6	User A	User Name A	User Email Addy A	Organization A	Site 2	123	2020-08-07	2021-09-06	2020-08-15	YES	YES	
7	User A	User Name A	User Email Addy A	Organization A	Site 2	123	2020-08-07	2021-09-06	2020-08-18		YES	
8	User A	User Name A	User Email Addy A	Organization A	Site 2	123	2020-08-07	2021-09-06	2020-08-19	YES	YES	
9	User A	User Name A	User Email Addy A	Organization A	Site 2	123	2020-08-07	2021-09-06	2020-09-01	YES	YES	
10	User A	User Name A	User Email Addy A	Organization A	Site 2	123	2020-08-07	2021-09-06	2020-09-10	YES	YES	
11	User A	User Name A	User Email Addy A	Organization A	Site 2	123	2020-08-07	2021-09-06	2020-10-06	YES	YES	
12	User A	User Name A	User Email Addy A	Organization A	Site 2	123	2020-08-07	2021-09-06	2021-06-27	YES	YES	

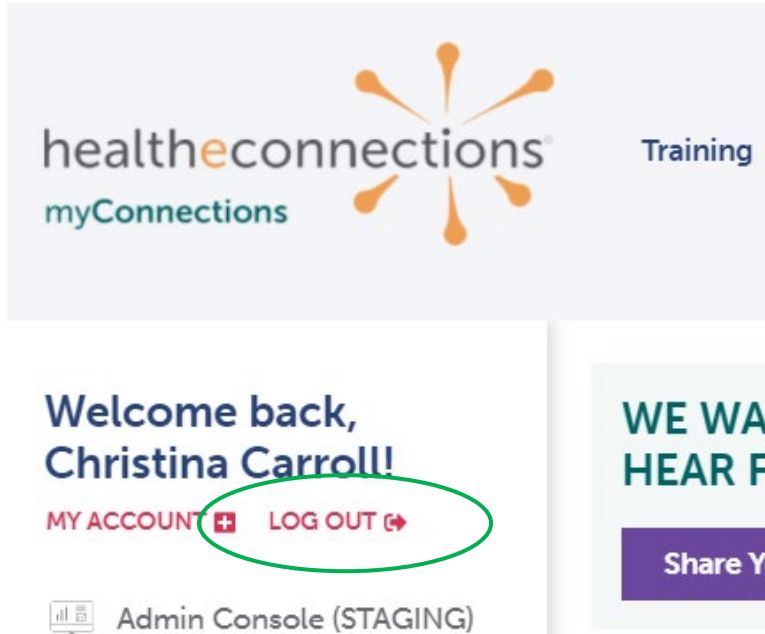
Filters

Apply

ORGANIZATION

- Organization A
- Organization B

viewing audit reports



The screenshot shows the top navigation bar with the HealthConnections logo and a 'Training' link. Below the navigation bar, a welcome message reads 'Welcome back, Christina Carroll!'. Underneath the welcome message are two links: 'MY ACCOUNT' with a plus icon and 'LOG OUT' with a right-pointing arrow icon. The 'LOG OUT' link is circled in green. At the bottom left, there is a small icon of a computer monitor and the text 'Admin Console (STAGING)'. On the right side, there is a partial view of a purple button with the text 'Share Yo' and a banner with the text 'WE WA HEAR F'.

- Once you have reviewed a report and need to review another report, you can select another report at top of the page.
- Once your review is complete, you can exit HealthConnections by clicking on “Log Out”.

attestation of audit reports

- All participants of HealtheConnections are required to complete an annual audit attestation.
- HealtheConnections will notify each organization via email with a copy of the attestation form and a deadline for returning the form.
- You may be asked to review reports, return consents, and sign the attestation, indicating that the audit was complete.
 - Alternatively, if you use Outlook, you can use the voting button functionality within your email to attest, rather than returning the hardcopy signed attestation
- The audit attestation certifies compliance of HealtheConnections' policies for access and usage of the health information exchange.

patient records accessed report

Patient Records Accessed Report - this report lists patient records that have been accessed by users from your organization

YOUR ACTIONS:

Review at least the first 40 accesses on the report.

Verify that the users and their accesses to the patient data are appropriate.

attestation of audit reports

Consent Sample Report - This report is a sample of patient consents in place for your organization.

YOUR ACTIONS:

You are required to locate the consent forms for the first five consecutive patients from your month of audit's Consent Sample Report. You no longer need to send the consent forms to us for review, but you will be required to provide them as evidence, if requested.

If you are asked to or elect to return the consent forms, Please note that these can only be returned via fax at 315.407.0053 or Direct Mail at support@hiemail.healthconnections.org.

In the subject line of the Direct Mail or on the fax cover sheet, include ***Your Organization Name – Consent Forms.***

DO NOT SEND VIA OUTLOOK OR OTHER STANDARD EMAIL SOFTWARE

attestation of audit reports

User Login Report - this report is a list of your authorized users and the number of logins per month

YOUR ACTIONS:

Review the report and notify HealtheConnections support of any required changes.

Phone: 315.671.2241 X5

Fax: 315.407.0053

An attestation is required even if the reports show no activity for the reporting period.

NOTE: As a reminder, when an employee leaves your organization, HealtheConnections must be notified within 24 hours of that employee's departure.

attestation of audit reports

Break the Glass (BTG) Reports - These reports are available daily if a “Break the Glass” event has occurred for your organization. HealtheConnections will notify you when a BTG event has occurred and the report is available.

YOUR ACTIONS:

You can review these reports daily and will be required to attest within 5 business days

You shall attest daily or for multiple days by noting the date range (no longer than one week) on the attestation form.

attestation of audit reports

Public Health: Patient Records Accessed - These reports are only available to those participants designated as public health organizations. HeC will notify you weekly with an email to attest.

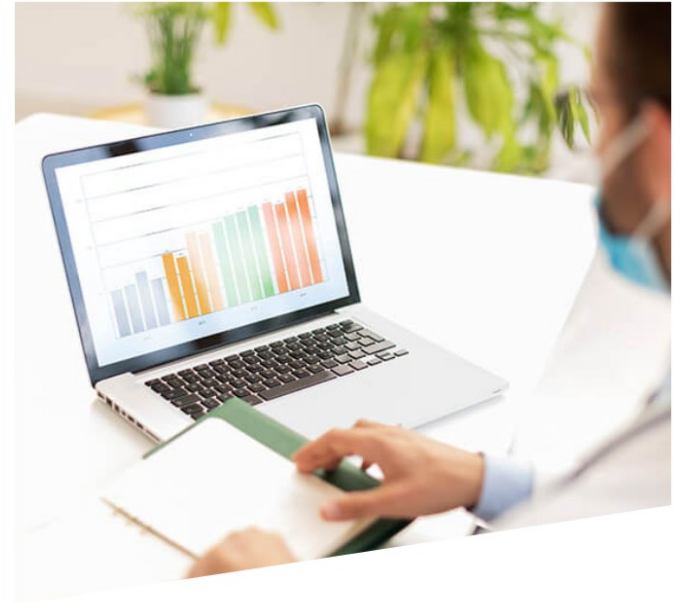
YOUR ACTIONS:

These reports will be available every Monday for your review from the previous week.

- You will be required to return your attestation form within 5 business days.
- You are required to review the last 3 accesses of the prior week.
- An attestation is required even if the report shows no activity for the reporting period.

quick tips

- Always log in from using an up-to-date browser (Chrome, Mozilla Firefox, Internet Explorer)
- Log into myConnections at <https://hie.healthconnections.org/#/health-login>
 - Add a bookmark for this address for future ease of access
- If you need assistance, contact HealthConnections support at support@healthconnections.org or **315.671.2241 x 5** for your credentials



thank you!

support@healthconnections.org

315-671-2241 x5

