



health information exchange:  
**myAlerts training guide**



# available alerts



- Emergency Department Admit Alert
- Emergency Department Discharge Alert
  
- In-Patient Admit Alert
- In-Patient Discharge Alert
  
- Emergency Department Admit Cancellation Alert
- Emergency Department Discharge Cancellation Alert
  
- In-Patient Admit Cancellation Alert
- In-Patient Discharge Cancellation Alert
  
- Medication Adherence Alert

# alert trigger criteria

There are three ways to configure alerts. Your organization can choose which method(s) work best for you.

- **Consent Based**
  - An alert will be sent for all patients that have a “YES” consent in their HIE record for the organization that is receiving the alert
- **Provider Based**
  - An alert will be sent for patients when the provider is named on the patients’ information and the information is sent to the HIE from a participating hospital
  - A user can be designated as a delegate for one or more providers and will be able to select a provider to view the alerts for that provider
  - Alerts are sent without a “YES” consent, as long as the consent value on that patient record is not set to “NO”
- **Patient List**
  - An alert will be sent for all patients identified on a list submitted by the practice. Special configuration is required
  - Patient List Alerts can be sent without a “YES” consent, as long as the consent value on that patient record is not set to “NO”

## patient list alerting

- HealtheConnections has launched functionality, based on SHIN-NY\* policy changes, that allows alerts to be sent based on a treating relationship, as long as the patient does not have a “NO” consent for the organization receiving the alerts
- The organization will provide a patient list to HealtheConnections and alerts can be sent for patients with a “YES” consent, “Emergency” consent, or if the patient has not yet given consent

\*Statewide Health Information Network of New York (SHIN-NY)

# patient list alerting exceptions

## 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
  - A MCO, BHO, health home, or some other entity that has been specifically approved by New York State to receive such alerts for purposes of care coordination can receive an alert without a “YES” consent

# patient list alerting exceptions

## 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
- A MCO, BHO, health home, or some other entity that has been specifically approved by New York State to receive such alerts for purposes of care coordination can receive an alert without a “YES” consent

## Cross QE Alerting

- If alerts are being generated from a different NYS RHIO (or QE/Qualified Entity) a patient must have a “ES” consent for the organization receiving alerts

# delivery methods

## myAlerts Badge

- An alert will be available through the myAlerts badge in the myConnections portal and will contain Protected Health Information (PHI)
- The alert types and hospitals are able to be filtered

## Direct Mail

- An alert that contains PHI will be sent securely via Direct Mail (free within the myConnections portal)
- If there are specific hospitals that your organization would like to not receive alerts from, they can be excluded by each event type

## Text Message

- An alert that does NOT contain PHI will be sent to a cell phone
- 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 like to not receive alerts from, they can be excluded by each event type

# delivery frequency

## Real-time

- The provider is alerted in real-time as the event occurs

## Daily Digest

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



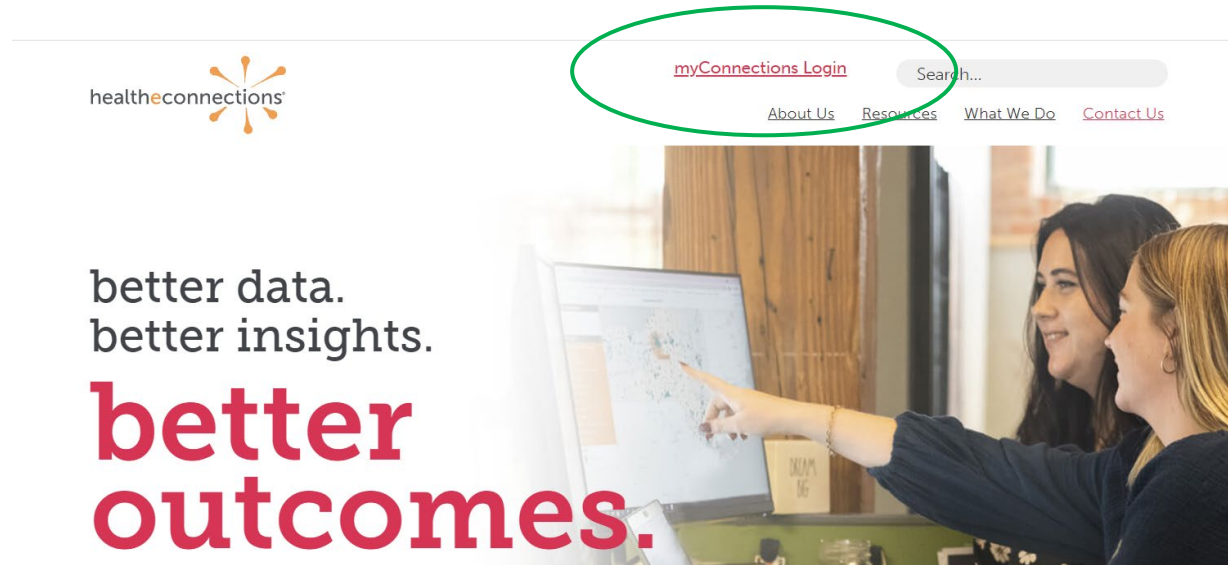


# statewide alerting

- 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
- Can be retrieved through the myAlerts or Direct Mail badge
- Statewide Alerting is currently available from the following sources:
  - Bronx RHIO
  - HEALTHeLink (Buffalo)
  - Healthix (New York City and Long Island)
  - HIXNY (Albany)
  - Rochester RHIO

# 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. On the left is the logo, which consists of the text "healthconnections" in a lowercase sans-serif font next to a stylized orange starburst icon. In the center, the text "myConnections Login" is underlined and highlighted with a green oval. To the right of this is a search bar with the placeholder text "Search...". Below the navigation bar are four links: "About Us", "Resources", "What We Do", and "Contact Us". Below the navigation bar is a photograph of two women, one pointing at a computer monitor displaying a data visualization. The text "better data. better insights." is overlaid on the left side of the photograph, and "better outcomes." is written in a large, bold, red font below it.

healthconnections

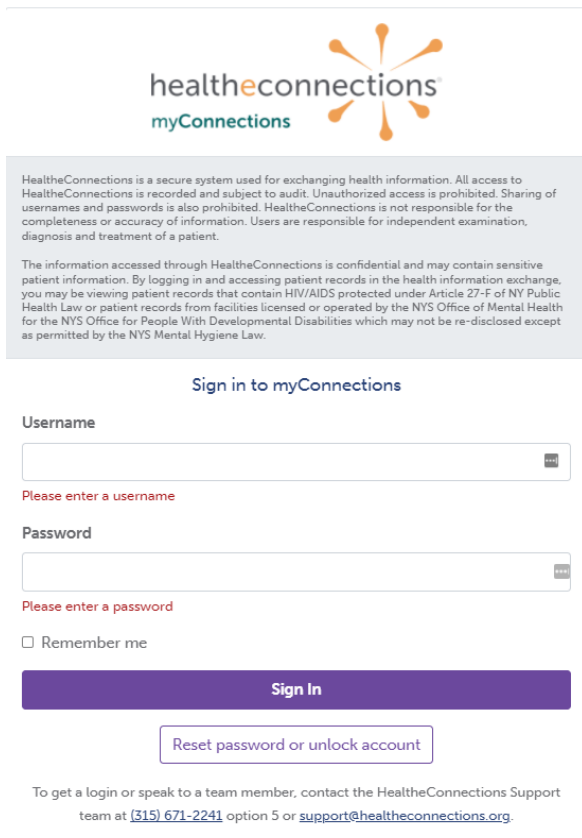
[myConnections Login](#) Search...

[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, which consists of the text "healthconnections" in a sans-serif font with "myConnections" below it, and a stylized orange sunburst icon to the right. 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 grey box with a longer disclaimer: "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 login area is white and contains the heading "Sign in to myConnections". It has two input fields: "Username" and "Password", each with a red error message below it: "Please enter a username" and "Please enter a password". There is a checkbox for "Remember me". 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: "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

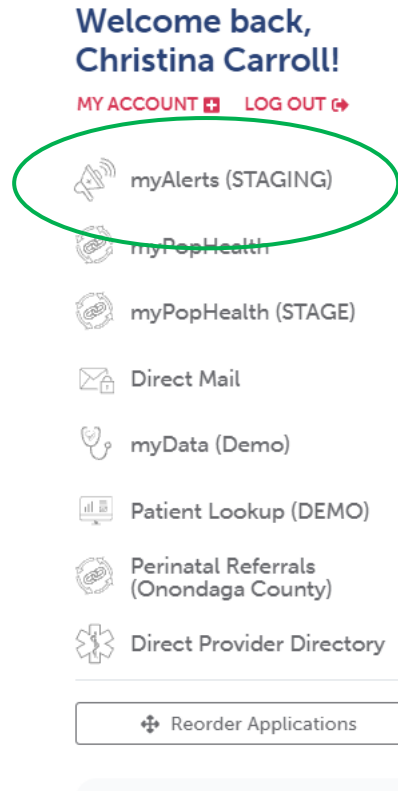
[Reset password or unlock account](#)

To get a login or speak to a team member, contact the HealthConnections Support team at [\(315\) 671-2241](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**, which may go to your Junk folder. If it is not in your Junk folder, contact our Support team at **support@healthconnections.org**

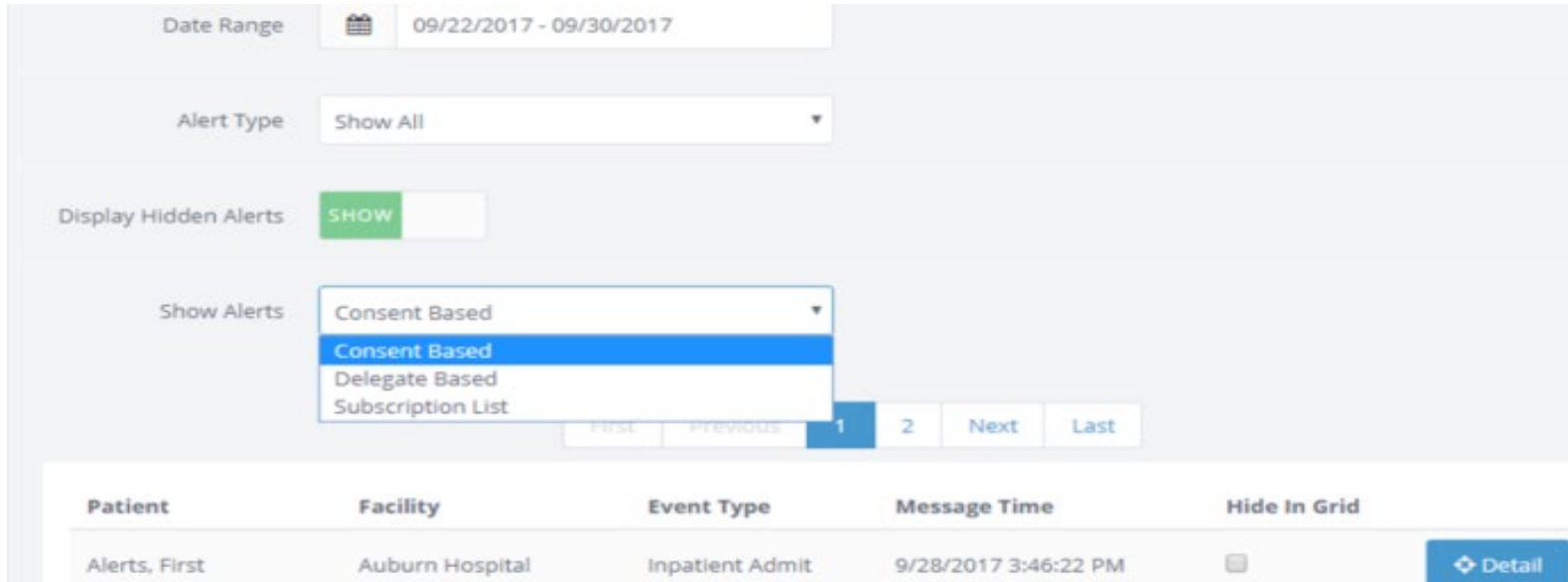
# myAlerts via myAlerts badge

- Alerts are available by clicking the myAlerts badge after the login screen



# myAlerts via myAlerts badge

- Click on an Alerts message to open it

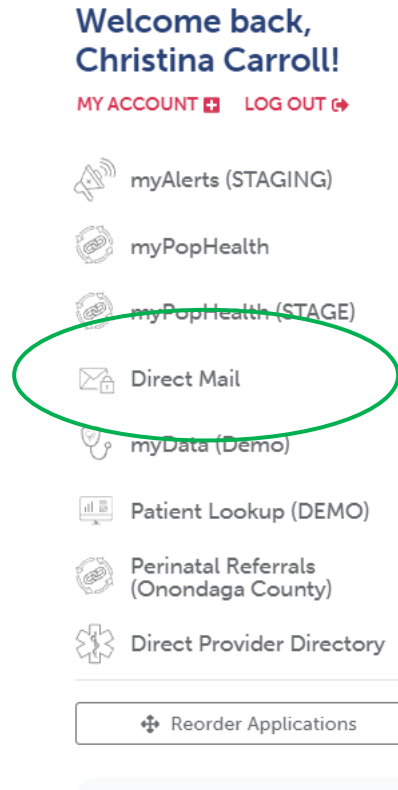


The screenshot displays the myAlerts interface. At the top, there are several filter controls: a 'Date Range' field with a calendar icon and the text '09/22/2017 - 09/30/2017'; an 'Alert Type' dropdown menu set to 'Show All'; a 'Display Hidden Alerts' toggle switch currently in the 'SHOW' position; and a 'Show Alerts' dropdown menu with a list of options: 'Consent Based' (selected and highlighted in blue), 'Consent Based', 'Delegate Based', and 'Subscription List'. Below the filters is a pagination bar with buttons for 'First', 'Previous', '1' (the current page), '2', 'Next', and 'Last'. The main content area is a table with the following columns: 'Patient', 'Facility', 'Event Type', 'Message Time', and 'Hide In Grid'. The first row of data shows: 'Alerts, First' for Patient, 'Auburn Hospital' for Facility, 'Inpatient Admit' for Event Type, and '9/28/2017 3:46:22 PM' for Message Time. A 'Detail' button with a magnifying glass icon is located to the right of the first row.

Patient	Facility	Event Type	Message Time	Hide In Grid
Alerts, First	Auburn Hospital	Inpatient Admit	9/28/2017 3:46:22 PM	<input type="checkbox"/>

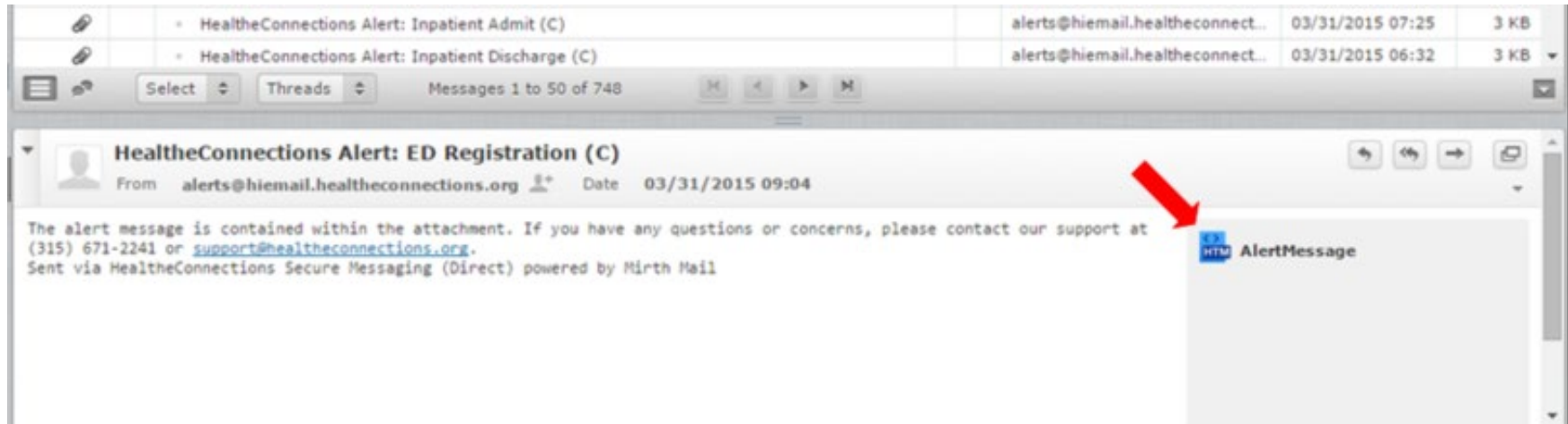
# myAlerts via direct mail

- Alerts are available by clicking the Direct Mail badge after the login screen
- Alternatively, alerts can be delivered to your direct mail address within your EHR



## viewing alerts – direct mail

- The message will display in a window below.
- Click on the Alert message to the right of the email message to view the notification
- To find more information, use Patient Lookup



# 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**

