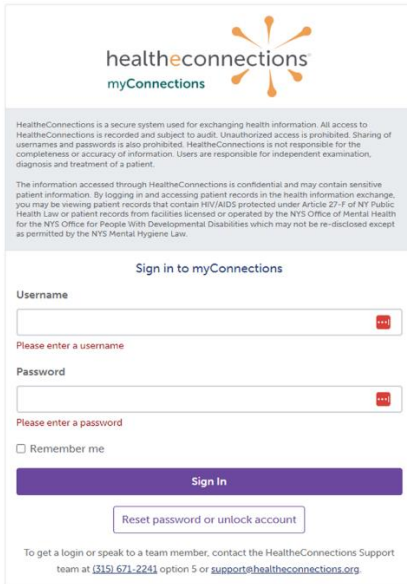# Audit Report Recipient Training Guide

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

- Enter your username and password.
- Click "Sign-In."
- If you forgot your password, click "Need help signing in?" You will 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@healtheconnections.org**
- Once you have logged in, the following screen will appear.
- Select the "Reports" at the top of the page.

- Select the desired report by clicking on it

Reports

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)
- Part 2 Accessed Data via Break The Glass (DEMO)
- Patient Records Accessed (DEMO)
- Public Health: Patient Records Accessed (DEMO)
- User Login Report (DEMO)

COVID-19 Results (DEMO)

COVID-19 Vaccinations (DEMO)

HIE Usage Dashboard (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.

- 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 HealtheConnections by clicking on "Log Out".

Welcome back,

MY ACCOUNT ✚   LOG OUT ➔

- Direct Mail
- Direct Provider Directory
- myAlerts
- myData (Demo)
- myPopHealth
- Patient Lookup
  HealtheConnections
- Patient Lookup (DEMO)
  General User

⊹ Reorder Applications

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Syracuse, NY 13204

healtheconnections.org

Attestation of Audit Report

- 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.

Consent Sample Report

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.healtheconnections.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

User Login Report

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, extension 5 or 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.

Break the Glass {BTG) 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.

Public Health: Patient Records Accessed

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.healtheconnections.org/#/healthe-login**
    - Add a bookmark for this address for future ease of access.
- If you need assistance, contact HealtheConnections support at **support@healtheconnections.org** or 315.671.2241 x 5 for your credentials.

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