Additional Training Tips

Accessing HEALTHeLINK

- You can access HEALTHeLINK from any browser at www.wnylink.com or www.wnyhealthecommunityportal.com.

- HEALTHeLINK is not a patient portal. You cannot look up yourself, family members, co-workers, friends, or anyone you do not have a treating relationship with. If you look up a patient that you don't not have a treating relationship, it is a direct violation of HIPAA and HEALTHeLINK's policies. For your reference, HEALTHeLINK's policies can be found on our website here: http://wnyhealthelink.com/PhysiciansandStaff/Policies.

- If you work at multiple organizations (Catholic Health, ECMC, Kaleida Health, Roswell Park, UBMD, etc.), you will have multiple badges (accounts) to HEALTHeLINK. You must access HEALTHeLINK through the proper badge in which you are working for that the time of access. The badge guides access based upon patient consent and directs the treating relationship audits.

- You **only** have access to HEALTHeLINK "Yes" consented patients.

- Pop-up blockers may need to be disabled for your browser. Instructions are on the HEALTHeCOMMUNITY Portal login page under Basic Troubleshooting.

- When searching for a patient, all names are searched including married, divorced, and hyphenated. Hover your cursor over the patient's name to see all names included in the search.

- At Catholic Health, ECMC and Kaleida Health, you will be able to access HEALTHeLINK directly through you EHR. Please send any questions to support@wnyhealthelink.com and include your EHR ID.

Authentication

- If you are not accessing HEALTHeLINK at a hospital or trusted site network, Two-Factor Authentication (TFA) is required. Users will be prompted to set up their TFA when logging in for the first time.

- During the TFA set up, if you do not want to download the DUO App to your mobile device, choose "Other" to receive a call or text message.

- TFA is required once per day per computer. You can check the "Remember me for 12 hours" box to avoid having to TFA on every login.

Viewing Results

- If "Data limited to the last 60 days" is in blue on the upper right side of the Patient Summary screen, expand your search by clicking [Show Next 60 Days of Data] or [Show All Data] located in the "Patient Action" box.

Additional Training Tips

- On the "Patient Summary" tab, you can preview information by hovering over the result, but to determine the actual date of service, you'll need to open the report.

- There is no search functionality on the Patient Summary page. Click on the headers (Date, Name, Admission Type and/or Source) to sort the results within a Clinical Section.

- Do not select [Download Summary PDF] as it's not configured for use. Results from the rest of the state will be available under the "Statewide Data" tab. Data from the VA Hospital system is under the "eHEALTH Exchange Documents" tab.

- Under "Transcriptions" and "Documents", identical reports from Kaleida Health will show up under both tabs. When printing Kaleida Health transcriptions, click [Download Original] button from inside the report.

- Under "Documents", a Continuity of Care Document (CCD) must be opened as an HTML file. The document is cumulative, so you only need to open the most recent document.

- Information from HEALTHeLINK can be transferred using the copy and paste function. Be sure to note that HEALTHeLINK is a source of the information.

- The "Share" and "Send to Me" options are NOT set up for residents or fellows.

- To view images, pop-up blockers may need to be disabled from your browser. If pop-up blockers needed to be disabled, you will need to click [View Image] a second time.

- To personalize your patient summary display, click [Configure Layout] from the "Patient Actions" box. Two or more Clinical Sections can be combined into one section. To view "Hidden Sections with Data" reconfigure your patient summary screen.

- **Do not** use the back arrow in your browser when exiting out of a report.

- **Do not** use "Download Summary PDF" from the "Patient Actions" box to download reports.

Printing Results

- To print an open report, click [Download Report] on the top left. Be sure to choose the "Patient Report" template.

- To view and/or print multiple reports, check the boxes next to each report. Click [Download Selected Items as PDF] from the "Patient Actions" box. A download PDF screen will appear. Select "Patient Report" from the drop-down box.

Accessing Medication History

- Pre-populated medications on the summary screen are from a CCD and include self-reported and/or prescribed medications, which may or may not have been filled.

- To query filled medications, click [Request ESI Medication History] from the "Patient Actions" box. Watch for the banner at the top. Click [Refresh] to update the medication history.

- To view medications as a PDF, click [Download Summary PDF]. Be sure the drop-down box indicates [ESI Medication PDF Template] and click [Download].

- The medical download "Filter by Date" is not currently enabled.

For questions or to request additional training, please email support@wnyhealthelink.com.