

# HEALTHeLINK User

# **Training Guide**

July 16, 2025

v2.4



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### Overview

This guide provides an overview of the functions available to you as a HEALTHELINK user.

### Help/ Support

For more information or training on HEALTHeLINK, please contact the Help Desk.

#### For HEALTHeLINK Support

24/7 Help Desk Support	877.895.4724
Local Help Desk Support	716.842.6343

#### Additional training materials are available at:

https://wnyhealthelink.com/for-providers/training-materials/training-videos/

#### Webinars are also available on the first Monday of each month. Click the link below to register:

https://wnyhealthelink.com/for-providers/training-materials/webinars/

#### **Policies & Procedures**

The Statewide Health Information Network for New York (SHIN-NY), pronounced "shiny", facilitates the secure electronic exchange of patient health information and connects healthcare professionals statewide. In partnership with the New York State Department of Health, NYeC developed and manages the technology platform that connects New York's Qualified Entities (QEs) and enables the sharing of data statewide, ensuring that the SHIN-NY provides access to a patient's electronic medical records wherever and whenever they need it.

# The SHIN-NY enables collaboration and coordination of care to improve patient outcomes, reduce unnecessary and avoidable tests and procedures, and lower costs.

Today, the SHIN-NY connects 100% of the hospitals in New York State, over 100,000 healthcare professionals, and represents millions of people living in or receiving care in New York.

Protecting patient privacy is of the utmost importance to HEALTHELINK. We have developed privacy and security policies and procedures that consider the patient's rights and concerns. In addition to our current <u>HEALTHELINK Privacy and Security Policies and Procedures</u>, more information on the SHIN-NY and their Policies and Procedures can be found here: <u>Statewide Health Information Network for New York (SHIN-NY) | NYeC</u>.



### **Consent Management**

For immediate consent management, HEALTHeLINK staff are available as follows:

#### Monday through Friday, 7:30AM to 5:00PM EST

You may fax consents to HEALTHeLINK at 716.206.0996. If the consent is an emergency, you must also call 716.206.0993, option 2.

All executed Consent forms should be sent to HEALTHeLINK within <u>3 business days</u> to the dedicated consent fax line at (716) 206-0039.

Please see the <u>Patient Consent Tip Sheet</u> for more consent information.

## Accessing HEALTHeLINK

HEALTHeLINK can be accessed through the HEALTHeCOMMUNITY Portal at <u>www.wnyhealthelink.com</u> or <u>www.wnylink.com</u>.

Welcome to the HEALTHeCOMMUNIT Portal	Y start
Username	
Password	Sale .
login	
Forgot Password Forgot Username Having Trouble?	

Once you log in, you will see badges for each application and practice (see box 1 in screenshot below). If you have multiple HEALTHELINK accounts, you must choose the badge that displays the organization you are associated with for the patient you are treating.

HEALTHELINK uses the "Messages" section (see box 2 in screenshot below) to communicate important information to users. Please monitor this section for key information on outages, system upgrades and updates.

Applications				Messages 2
0	0 0		0	2 Critical Messages
C		0	0	HEALTHeCOMMUNITY P
	IQHD Prod	Portal Admin	HEALTHONET	Internet Explorer End of
	Healthelink Staff	Healthelink Staff		
				Warning Messages
2				A HEALTHeLINK Radiology results from C
Mirth	Pentaho User Console			HEALTHONET     Independent Health has
	Healthelink Staff			HEALTHeLINK HEALTHeLINK weekly m

To access HEALTHeLINK, or any other application on the HEALTHeCOMMUNITY Portal, you will need to disable pop-up blockers on your browser. If you need assistance disabling pop-up blockers, click on the "Having Trouble" link on the log in page and it will direct you to the instructions. You can also contact the Help Desk at 716.842.6343 for guidance.

We	C HEALTHeLINK	
	Username IIII Password IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	
	Login	
	Forgot Password	
	Forgot Username	
	Having Trouble?	

#### Confidentiality Acknowledgement

HEALTHELINK contains PHI, so HEALTHELINK requires users to accept terms and conditions every login to the HEALTHECOMMUNITY Portal.

Upon badge click, you will be presented with the Confidentiality Acknowledgement.

You must click [Accept] to follow HIPAA and HEALTHeLINK policy and continue into the system.

#### Duo Two-Factor Authentication (TFA)

HEALTHeLINK contains PHI, so HEALTHELINK requires two-factor authentication (TFA), unless your organization is a trusted site. HEALTHELINK provides TFA through Duo and can be done through three methods:

- Mobile Phone (Duo Push, text, or call)
- Landline (must not include an extension)
- Token

Upon first login, if you have not been provided a token by HEALTHeLINK, you will be asked to register a device for TFA.



The preferred method of TFA is through Duo Push, which requires the download of the Duo Mobile application on your mobile phone. If you do not want to download the application, select "Other" option instead of iPhone or Android.

You will be prompted to TFA every time you log into HEALTHeLINK or every 12 hours, unless you check the "**Yes, this is my device**" box as shown below, followed by the "Remember me" option:



After selecting "Yes, this is my device", you can then click the "Remember Me" option to avoid from having to re-enter your credentials each time at login.

С НЕЛІТНІЛИК	
Check for a Duo	Push
Verify it's you by approvir	ng the notification
Sent to ".	
0	3
Other o	ptions
Remember me	
Need help?	Secured by Duo

If you are using a shared computer, and DUO was *previously* used by someone who chose "Yes, this is my device", you will need to reset this feature by clearing your browser cache. This will then allow you to log in using your own personal device.

When sharing computers, you should always select "No, other people use this device". Please note that if a user selects the "No other people use this device" option, the "Remember me" option will *NOT* display on subsequent Duo attempts.





For step-by-step instructions on TFA and managing devices, please go to the Duo Guide found at <u>https://guide.duo.com/universal-prompt</u> for further information.

### Computer Based Training

Before gaining access to patient records, you will first be prompted to complete our Computer Based Training Module.

This Computer Based Training (CBT) Module will go through:

- Who we are
- What we do
- Where our data comes from
- Patient consent
- Compliance training; Your role as a HEALTHeLINK User
- Resources, training materials, and webinars available to you

Once the video has been watched and the quiz completed, you will then be able to gain access into the HEALTHELINK system.

#### Searching for a Patient

When searching for a patient, it is IMPERATIVE that you DO NOT access your own records or those of anyone else (relatives, co-workers, friends, celebrities, etc.) unless it is directly related to the provision of care.

The search box will display upon logging in to HEALTHeLINK.

To search for a patient:

- I. Select a search reason using the "Search Reason" dropdown.
- 2. Enter the following criteria:
  - a. Last Name, First Name



- b. Date of Birth
- 3. Click [Submit]

dvanced Filter: Patients		
Search Type O My Patients 💿 All P	Patients C	Clear Search Criteria
Search Requirements: • Last Name or • Date of Birth or • Patient ID		
Reason For Search		
Search Reason*		~
Demographic Search		
Last Name*	Gender	~
First Name	Date of Birth*	
Street 1	Street 2	
City	State	
Country	ZIP Code	±
dentifier Search		
Patient ID*	Insurance Plan ID	
Phone Number		
Phone Number		

The search results will display as a patient list. See below for an example.

Patients								
Displaying all 16 items First Name: adult × Last Name: test × Clear Search								
Community ID Name	Date of Birth	Gender	Active Consent	Voice #	Address	City	State	Postal
2000001833637 Test, Adult	01/01/1955	Female	Yes					
2000001833641 Test, Adult	02/02/1951	Male	No - Even in an emergency					
2000001833643 Test, Adult	03/03/2016	Female	Yes		3 DEL ST	OP	NY	11111
2000001833645 Test, Adult	04/04/1960	Male	No - Even in an emergency					
2000001835044 Test, Adult A	01/15/1925	Female	Yes		123 SOMEWHERE ST	BUFFALO	NY	14121
2000001835054 Test, Adult B	02/02/1960	Male	Yes		411 MORDOR AVE	BUFFALO	NY	14215
2000001835077 Test, Adult C	03/03/1970	Female	No - Except in an emergency					
2000001835080 Test, Adult D	04/04/1980	Male	Yes					
2000001835089 Test, Adult F	06/06/1966	Male	No - Except in an emergency					
E 200001835106 Test, Adult G	07/07/1977	Female	No - Except in an emergency					
2000001835160 Test, Adult H	08/08/1988	Female	No - Even in an emergency					
2000001835166 Test, Adult 1	09/09/1940	Male	No - Even in an emergency					
2000001835176 Test, Adult L	05/05/1965	Female	Yes					
2000001835177 Test, Adult J	10/10/1952	Male	Unknown					
2000001835178 Test, Adult K	11/11/1971	Female	Unknown					
2000002272701 Test Adult	03/31/1977	Female	Yes					

## Accessing a Patient Record-Consent

Once you have a patient list, you can access a patient record by selecting the patient from the list.



Depending on patient consent, you may not be able to view the patient's record. The patient's consent level is displayed in the "Active Consent" column of the patient list seen below. If the patient has a "Yes" consent, you will be able to access their record.

Consent is good for all data within HEALTHeLINK's system for that patient. If the patient requests access to their records, oblige them to the best of your ability. If you are unable to provide them with access to their own data, HEALTHELINK can assist. The patient can visit <u>https://wnyhealthelink.com/for-patients/patient-data-access/</u> for more information.

Patients									
Displaying all 16	8 items First Name: adult Last Name: test Clear Search								
Community ID	Name	Date of Birth	Gender	Active Consent	Voice #	Address	City	State	Posta
200000183363	7 Test, Adult	01/01/1955	Female	Yes					
200000183364	1 Test, Adult	02/02/1951	Male	No - Even in an emergency					
20000183364	3 Test, Adult	03/03/2016	Female	Yes		3 DEL ST	OP	NY	11111
200000183364	5 Test, Aduit	04/04/1960	Male	No - Even in an emergency					
20000183504	4 Test, Adult A	01/15/1925	Female	Yes		123 SOMEWHERE ST	BUFFALO	NY	14121
200000183505-	4 Test, Aduit B	02/02/1960	Male	Yes		411 MORDOR AVE	BUFFALO	NY	1421
200000183507	7 Test, Adult C	03/03/1970	Female	No - Except in an emergency					
200000183508	0 Test, Aduit D	04/04/1980	Male	Yes					
200000183508	9 Test, Adult F	05/05/1965	Male	No - Except in an emergency					
200000183510	6 Test, Adult G	07/07/1977	Female	No - Except in an emergency					
200000183516	0 Test, Adult H	08/08/1988	Female	No - Even in an emergency					
200000183516	6 Test, Aduit I	09/09/1940	Male	No - Even in an emergency					
200000183517	8 Test, Aduit L	05/05/1965	Female	Yes					
200000183517	7 Test, Aduit J	10/10/1952	Male	Unknown					
200000183517	8 Test, Adult K	11/11/1971	Female	Unknown					
200000227270	The Local	03/31/1977	Female	Yes					

It is possible to access a minor patient (under the age of 18) records. It is important to note that this record could contain minor-consented information for services that are protected under New York State law and may not be re-disclosed to the minor's parent or guardian without the minor's written consent. If needed, PCO (Parental Consent Override) is available for access to override the current minor consent. Please contact your Account Manager for additional information.

When gathering HEALTHELINK patient consent BOTH PAGES OF THE CONSENT FORM NEED TO BE PRESENTED TO THE PATIENT PRIOR TO SIGNING TO ALLOW THE PATIENT TO GIVE **INFORMED CONSENT** & Our consent form is translated into 11 different languages. If you have a large patient population that speaks a language other than English, we will do our best to accommodate your request.

If a patient requests a copy of the consent form signed at your practice, you are required to provide them with a copy. This includes historical consent forms.

If the patient has previously consented to a Yes and you are able to access HEALTHELINK records for that patient, simply ask the patient if they wish to change their mind. Unless the patient is declaring a new consent value, DO NOT COLLECT A NEW CONSENT.

## Viewing and Interacting with a Patient Record

Patient records only display the last 60 days of results if the patient has more than 1000 results. To load more results, click "Show Next 60 Days of Data" or "Show All Data" links in the left navigation (See box 1 in screenshot below).

To view patient demographics, click "More Patient Information" tab (See box 2 in screenshot below).



If results are available from other facilities in New York State, click on the "Statewide Data" tab to view the results. (See box 3 in the screenshot below).

				HEALTHeLINK - HEALTHeLINK Staff Charge Site   Shared   Logout
Organization Results Patients Patient + Training, Stacey				
Patient Actions    Back to List  Download Summary POF Configure Layout	Training, Stacey Female 12/01/1980 (42 3980 SHERDAN DR, VIEST SENECA. NY 14224 Semmary More Patter Information Patient Groups _ eHealth Exc	change Documents   eHT HIE Worklist   Statewi	0	Data Limited to Last 60 Days
Show Next 60 Days of Data	Emergency Encounters (2 Insatient Encounters (0)	Laboratories (2)		Imaging (0)
Show All Data	No Emergency Encounters to display	Date Name	Source	No Imaging to display
Filter Displayed Items By		01/09/2023 Hgb A1c	KHS	
Date Chealth Exchange		01/09/2023 Hgb A1c	KHS	

#### **Printing Single Results**

To print a single report:

- I. Open the result
- 2. Click [Download Report] to generate a printable PDF to print or save.

е	1	Laboratories		x	HEALTHeLINK - Healthelink Staff
HEALTHELINK					Elyse Krezmien   Change Site   Shared   Logout
Organization Results Patients		Download Report Share Send to Me			
Patient + Training, Stacey	1	Training, Stacey 12/1/1980 Female			
Patient Actors	Training,	Flag: General, Low, High   Abrormal: 1 🔶 🔶	Critical  🕘 🕘 Severe O O		
Back to List	2645 Mulberry Lane	Order Info	Providers On Order	Source Information	
Download Summary PDF	Summary More Fig	Order Type Laboratory	Providers of Order	Source Westfield Hospital	
Configure Layout	and a state ra	Collected On Mar 29, 2017 4 35 00 PM		Received On Apr 12, 2017 1:33:11 PM	
Filter Displayed Items By Date	Emergency En	Status Final			
	No Emergency En	Placer Order Id 837253509			Source
Documents		Filler Order Id 019484101			r Right MIN 2 views FAC1
R Request ESI Medication					
Statewide Data		Encounter		and the second second	
		Admission Type Source Clas	s Attending Providers Admission Date	Discharge Date View Details	
Hidden Sections With Data		Westfield Hospital I	Provider, TEST1 Dec 3, 2015 1:38:00 PM	Vew Encounter Details	
Care Management (1)	Inpatient Enco				
Allergies (3) immunization (11)	Date Ade	PROTHROMBIN GENE			
Procedures (19)	01/11/2017	Status Placer Field 1 Pl	cer Field 2 Filler Field 1 Filler Field	2 Reported On	
Social History (15) Conditions (56)	■ 12/03/2015	Final		Mar 29, 2017 4:43:00 PM	
Vitals (279)		Observations			
Other Orders (37)	Ambulatory Er	Flag Name Value	Inits Interpretation Range Status Reporte	ed On Source Document Description	cuments (2)
	Date Adr	PROTHROMBIN GENE 18.1	Final Mar 29.	2017	Source
	02/11/2019 2	ANALYSIS	4.35.00	PM	y and Physical RPCI
	02/11/2019 2	INTERPRETATION PT GENE NEG	Final Mar 29,		
	12/14/2018 Ad		4:35:00	PM	
	06/31/2017	REVIEW PT GENE TEST	Final Mar 29.	2017	
	ID 03/29/2017 Ee		4.35.00	PM	
	Contraction of Contraction			*	

#### Sharing Results to a Connected EMR

If your practice has a Results Delivery interface, you can share results. It is important to note that you can only share lab reports, imaging, and transcriptions. You CANNOT share PDF attachments under Transcriptions for Roswell, Kaleida, and Catholic Health System. Also, Part 2 facility data CANNOT be shared.

To share a single report:

- I. Open the result
- 2. Click [Share]



C HEALTHOLINK		Laboratories			HEALTHeLINK - Healthelink Staff Elyse Krezmier   Change Ste   Shaved   Logout
romunicin Results Patients		Download Report Share Send to Me			
atient » Training, Stacey	_	Training, Stacey 12/1/1980 Female			
Patent Actions	Training,	Flag: General, Low, High   Abnormal: ! + + 0	ritcal 0 0 0 Severe 0 0		
Back to List	2645 Mulberry Lane	Order Info	Providers On Order	Source Information	
Download Summary PDF     Configure Layout	Summary More Po	Order Type Laboratory		Source Westfield Hospital	
Filter Displayed Items By Date	Emergency En	Collected On Mar 29, 2017 4:35:00 PM Status Final		Received On Apr 12, 2017 1:33:11 PM	
eHealth Exchange	No Emergency En	Placer Order Id 837253509			Source
Documents		Filler Order Id 019484101			r Right MIN 2 views FAC1
Request ESI Medication History Statewide Data		Encounter Admission Type Source Class	Attending Providers Admission Date	Discharge Date View Details	
Idden Sections With Data		Westfield Hospital 1	Provider, TEST1 Dec 3, 2015 1:38:00 PM	View Encounter Details	
Care Management (1)	Inpatient Enco				
Allergies (3) Immunization (11)	Date Ada	PROTHROMBIN GENE			
Procedures (19)	01/11/2017	Status Placer Field 1 Pla	cer Field 2 Filler Field 1 Filler Field	12 Reported On	
Social History (15) Conditions (56)		Final		Mar 29, 2017 4:43.00 PM	
Vitals (279) Other Orders (37)		Observations			
Other Ordens (3/)	Ambulatory Er	Flag Name Value U	nits Interpretation Range Status Report	ed On Source Document Description	cuments (2)
	Date Adi	PROTHROMBIN GENE 18.1	Final Mar 29,	2017	Source
	02/11/2019 2	ANALYSIS	4:35:00	PM	y and Physical RPCI
	02/11/2019 2	INTERPRETATION PT GENE NEG	Final Mar 29,		
	E 12/14/2018 Ad		4.35.00	PM	
	08/31/2017	REVIEW PT GENE TEST	Final Mar 29,		
	C 03/29/2017 Ele		4:35:00	PM	

- 3. Under "Recipients", search for the last name of the provider your result is being forwarded to
  - a. Be sure to verify that the NPI is correct
  - b. Do not forward results to a group or email address
- 4. Under "Destinations", select "OB" for your EMR. OB stands for outbound
- 5. Click [Share Now]

2		Laboratories		X	HEALTHeLINK - Healthelink Staff
HEALTHILINK		Laboratories			Elyse Kiezmen   Change Site   Shared   Logout
Organization Results Patients Patient + Training Stacey		Marage Sared Search for Recipionts and Send			
PatientActions	Testates		-	_	
Back to List     Download Summary POF     Configure Lavast	Training, 1 2045 Mubery Lane	Recipient	Destination	Add Recipient	
Fiter Displayed terms By Date Cater Documents Request ESI Medication Hedroy	Emergency En No Emergency En			Shars Nor Canoli	Scurce Right IAN 2 views FAC1
😹 Statewide Data		Training, Stacey 12/1/1980 Female			
Hidden Sections With Data		Flag: General, Low, High   Abnormal 1 🔶 🔶	Critical 🔒 🕢 🐵 Servere O 😡		
Care Management (1) Allergies (3) Immunization (11) Procedures (19) Social History (15) Conditions (56)	Inpatient Enco	Order Info         Laboratory           Cellected On         Mar 29, 2017 4 35:00 PM           Status         Final           Placer Crider Id         937253500           Filter Crider Id         019484101	Providers On Order	Source Information Source Westfield Hoopial Received On Apr 12, 2017 1:33:11 PM	
Vitais (279) Other Orders (37)		Encounter			
	Ambulatory Er	Admission Type Source Clar	s Attending Providers Admission Date	Discharge Date View Details	cuments (2)
	02/11/2019 2	Westfeld Hospital I	Provider, TEST1 Dec 3, 2015 1 38:00 PM	Vew Encounter Details	e Scurce w and Physical RPCI
	E 02/11/2019 2	PROTHROMBIN GENE			
	08/31/2017	Status Placer Field 1 P	acer Field 2 Filler Field 1 Filler Field	2 Reported On	
	m 03/25/2017 Ele	Final		Mar 29, 2017 4:43:00 PM	
Copyright © 2020 With Corporation All ro	onto received.   Minth Result	(3548-2023-15 38 # PM ECT			Hot

6. Ask your EMR vendor where the result will be sent and how long it will take to arrive

## <u>\*lt is important to note that you can only share lab reports, imaging,</u> and transcriptions.\*



#### Printing/Sharing Multiple Results

You can print and share multiple results by leveraging the checkboxes next to each result on the patient summary page.

To print or share multiple results:

- I. Select the checkboxes to the left of the desired results
- 2. Upon checkbox selection, two additional options display in the left-hand navigation: "Download Selected Items as PDF" and "Share Selected Clinical Items"
- 3. Click "Download Selected Items as PDF" to generate a PDF of the selected results
- 4. Click "Share Selected Items as PDF" to share the selected results

PLEASE NOTE: We encourage you NOT to print the entire summary for your patient. This can cause delays and internal outages.

Corpanization Results Raberts Patient + Training, Stacry									HeLINK - Healthelink Staff Charge Ste   Shend   Logout
Patent Actions	Training, Stacey Female 2845 Mulberry Lane, Toledo, OH 43805 Summary, More Patient Information Patient O								
	Emergency Encounters (0)		Laboratories	(8)		Ima	ging (1)		
	Ne Energency Enourters to display		Date           2         03292011           2         03.07.2011           2         03.07.2011           2         03.07.2011           3         03.07.2011           3         03.07.2011           3         03.07.2011	Name PROTHROUBIN GENE FASTING LIPIO PROFILE, . Basic Met	Source WSTFLD JONES KHS KHS KHS	0	Date	Name Femar Right UIN 2 views	Source FAC1
🔒 Statewide Data	Inpatient Encounters (3)		Other Encou	nters (16)					
Hidden Sections With Data	Cate Admission Type	Scurce KHS	Date /		Source RFC				

## Configuring Layout

The default patient summary screen in HEALTHeLINK displays the following sections:

- Emergency Encounters
- Inpatient Encounters
- Ambulatory Encounters
- Laboratories
- Other Encounters
- Medications
- Imaging
- Transcriptions
- Documents

You can customize the layout of your patient summary screen to include sections that are not in the default layout, such as Allergies, Family History, Conditions, Procedures, Social History, Vitals, etc.

To adjust the layout of your patient summary page:

I. Click "Configure Layout" under Patient Actions.



C HEALTHELINK Department Patients Patient + Training, Stacey			HEALTHeLINK- Healthelink Staff Eyes Resmen (Change Ster) Shared   Loport
Patent Actions	Training, Stacey Female 12/01/1989 2645 Muberry Lane, Toledo, OH 43605 Summary More Potent Intomation Patient Groups ( delea		
	Emergency Encounters (0)	Laboratories (8)	Imaging (1)
Gate     deleath Exchange     Decuments     Request ESI Medication     History     Statewide Data	No Emergency Encounters to display	Optimization         Source         Source           0.002/2017         PROTHEROMENIGANE         Source           0.002/2017         PROTHEROMENIGANE         Source           1.002/2017         PROTHEROMENIGANE         Source           1.001/2017         BRIX MME         KHS           0.0112/017         High Alto         KHS           0.0112/017         High Alto         KHS	Conserve Source     Conserve Source     Conserve Source     Conserve Source     Conserve Source     Sourc
Construction and Construction of the	Inpatient Encounters (3)	Other Encounters (16)	
Care Management (1) Allergies (3) Immunization (11) Procedures (19) Social History (15)	Coli Admission Type     Source     O1152017 N     Source     10152017 N     Source     10152017 N     Solid     Source     Sour	Other         Admission Type         Source           0x222017         RPCI         0222017         RPCI           0x222017         CHS         11050016         ELMAND	
Conditions (56) Vitals (279)	U 12/3/2010 WSIPLD	E 11/29/2016 EJANO	

2. Customize the type, number, and order of your clinical sections.

C		Configure Layout				HEALTHeLINK - Healthelink Staff Eirse Krezmen   Change Site   Shared   Logout
HEALTHOLINK Organization Results Patients Patient + Training, Stacey		Customize the order of cli Drag divical sections around just they'll appear like a tabbed for	the way you want them. You can even	stack multiple sections in the same	Reset to Default	i
Patient Actors Back to List Download Summary PDF Configure Layout Pather Displayed Items By Date Documents Request ESI Medication History Statewide Data	Training, St. 2645 Mutery Lane. Tol Summary More Patent Emergency Encour No Emergency Encour	Allergies Documents Care Management	Emergency Encounters	Laboratories Other Encounters	(Insging	Kame Source emar Right MN 2 wess FAC 1
Hidden Sections With Data Care Management (1) Altergies (3) Immunization (11) Procedures (19) Social Heatry (15) Conditors (55) Vitals (279) Other Orders (37)	Inpatient Encount Date Admiss Officered Control Date Admiss Office		Ambulatory Encounters	Medications	Transciptions Documents	
	Ambulatory Enco           Date         Admiss           02/11/2019         2           02/11/2019         2           12/11/2019         2           12/11/2019         2           06/31/2017         4datt N	Social History Vitals Laboratories				Documents (2) Name Source Hotory and Physical RPC1
Cepyright & 2020 Meth Corporation. All ris	03/25/2017 Elective	OSCIDE VENUE PARTIT			Submit Care	el Atout

- 3. Click [Submit] to save the layout. It will display for all patient summaries in the future.
- 4. Click [Restore to Default] to bring the patient summary back to the default view.

#### Viewing a Radiology Image

Within a radiology report, an image may be available.

To view an image:

- I. Open radiology report
- 2. Click [View Image]



С	1	Imaging			HEALTHELINK - Healthelink Staff
HEALTHELINK					Elyse Kiezmien   Charge Site   Shaved   Logout
Organization Results Patients		Downicad Report Share Send to Me View Ima	ige		· •
Patient + Training, Storey		Training, Stacey 12/1/1980 Female			
Patient Actions	Training,	Flag: General, Low, High   Abnormal   + + C	inical 0 0 0 Severe: 0 0		
Back to List	2645 Mulberry Lane,	Order info	Providers On Order	Source Information	
<ul> <li>Download Summary PDF</li> <li>Configure Layout</li> </ul>	Suterary More Pa	Order Type Diagnostic Imaging	Ordering Provider Test, Victor	Source FAC1 Test eHGT	
		Collected On Feb 14, 2020 10:20:01 AM		Received On Feb 17, 2020 4:57:19 PM	
Filter Displayed Items By Date	Emergency En	Status Final Placer Order Id 3746256599			
C eHealth Exchange Documents	No Emergency Env	Filler Order Id 56503024			Rott MIN 2 views FAC1
Request ESI Medication					
C Statewide Data		Femur Right MIN 2 views			
		Status Placer Field 1 Plac	cer Field 2 Filler Field 1 Filler Field	2 Reported On	
Holden Sections With Data		Final	58503024 FAC1 ER	Feb 14 2020 10:20:01 AM	
Care Management (1)	Inpatient Enco				
Allergies (3) Immunication (11)	Date Adi	Notes Accession Number: 58503824			
Procedures (19)	01/11/2017	CLINICAL HISTORY: pain			
Social History (15)	E 1203/2015	TECHNIQUE: 4 views left femur and 6 views			
Conditions (56) Vitats (279)		COMPARISON: none			·
Other Orders (37)	A CONTRACTOR OF THE OWNER	FINDINGS:			
	Ambulatory Er	Acute displaced and angulated subcapital Generalized bony demineralization is pres	cuments (2)		
	E Date Ad	Mild DJD left knee is noted.	a.	Source	
	₿ 02/11/2019 2	Vascular calcification is present.			y and Physical RPCI
	02/11/2019 2	Right total hip arthroplasty has been per Plate/screw is seen extending from the pr	formed. roximal metadiaphysis to the femoral condyles	on the right.	
	@ 12/14/2018 Adv	Healed distal femoral fracture is noted.			
	08/31/2017	No acute fracture identified.			
	(1 03/25/2017 Ele	IMPRESSION: Postoperative change right fewur as descr	ibed with old healed distal metadiaphyseal fr	acture.	
			the second s		-

It is important to note that pop-up blockers must be disabled to view the image. Once the pop-up blocker is cleared, you will need to click [View Image] again to view the image. Images that are 6 months old or older may take longer to retrieve.

#### Interpreting LabCorp Results

Within a LabCorp result, please refer to the Specimen Action Code Legend and Flagging Legend below to help clearly identify the result.

#### **Specimen Action Code**

Use: To identify the type of result being returned. Sent for applicable results only. Required if result was added-on or reflexed.

- 'A' Add On (limited usage and not applicable for all add on test)
- 'G' Reflex (lab generated result for test not on the original order)
- Blank for standard results

#### Abnormal Flags

Use: To identify if the result is an abnormal value for the test performed. Required only for applicable results. 'L' - Below Low Normal 'H' - Above High Normal 'LL' - Alert Low • 'HH' - Alert High '<' - Panic Low</li> '>' - Panic High 'A' - Abnormal (applies to non-numeric results). 'AA' - Critical Abnormal (applies to non-numeric results). 'S' - Susceptible. For Discrete Microbiology susceptibilities only. 'R' - Resistant. For Discrete Microbiology susceptibilities only. 'I' - Intermediate. For Discrete Microbiology susceptibilities only 'NEG' - Negative for Drug Interpretation Codes and Discrete Microbiology. 'POS' - Positive for Drug Interpretation Codes and Discrete

Microbiology.



#### Accessing Advance Care Planning Documents

Advance Care Planning documents can be viewed in the "Documents" section inside a patient's HEALTHELINK record. These documents include:

- Health Care Proxy
- Living Wills
- MOLST Form
- DNR
- 5 Wishes
- Any other documents outlining patient wishes
- 1. In the documents section, the result will appear with the type of date it was sent to HEALTHeLINK, the document type, and the data source.

Documents (1)							
Date	Name	Source					
06/21/2024	sMOLST	ECMCCL					

2. Once you click on the result, you will need to then click on "Download Original"

ocuments				X
View Accesses	Delete			
Document Info	o	Source Informa	ation	
Document Info	Download Original	Source Informa	ation ECMC CLINICS	

- 3. The pdf document will then open in a separate window for your review.,
- 4. You will also be able to view a summarized list of all Advanced Care Planning documents that HEALTHELINK has by clicking on "More Patient Information" from the patient summary screen

Summary	More Patient Information	External Document Search	Patient Groups	Patient Documents	Gaps in Care
Transc	riptions (0)		Laboratorie	s (0)	
No Trans	criptions to display		No Laboratories	s to display	

5. Click on the "Advance Directives" Tab, and you will then be able to view a list of all Advanced Care Planning documents that HEALTHeLINK has received to date.



					Linai tostar	051.0011			
Other Information	Advance Direc	ctives Consent	Facilities	Insurance Info	Next of Kin	Patient Aliases	Providers	Support Persons	
Advanced Direc	tives								
Code	Directive	Status	Document Custodian	Verifyi	ng Provider	Source		Start Date	End Date
sMOLST						ECMC CLINICS			

\*Please note that HEALTHeLINK can only display results that have been sent by the data source. HEALTHELINK does not change or modify any documents in any capacity. Therefore, it is the sole responsibility of the treating provider to verify with the patient that the results in HEALTHELINK are the most current and upto-date forms\*

#### HEALTHeLINK Audit Overview

HEALTHELINK takes the issue of patient confidentiality very seriously and continually monitors user accounts for inappropriate access. Please contact us if you have any questions.

HEALTHELINK performs regular and ad-hoc audits as part of the effort to comply with state, federal, and HIPAA regulations. The list of audits is extensive. Some examples of audits performed regularly are:

- Same Name Access Audit: A user that accesses a person with the same last name.
- **Break the Glass:** Access made to a patient's record for emergency care by an emergency room physician using the "break the glass" function.
- **Patient Data Access:** A report listing all users who have accessed a specific patient in a given timeframe.
- Access by a specific user: A report of all accesses made by a specific user in a given time frame.

To assure compliance with HEALTHELINK policies and various state and federal privacy regulations, including HIPAA:

- Only access information that is necessary for you to perform your job duties.
- Do not access your own records or those of anyone else (relatives, co-workers, celebrities, etc.) unless it is directly related to the provision of care.
- Only change the consent status in HEALTHeLINK with a valid, signed consent form from the patient.
- Do not share your username or password or other authentication information with anyone.
- Remember to log out of HEALTHeCOMMUNITY Portal after each use so that others may not use your identification to access information through your account.

This is by no means an exhaustive list of allowed or prohibited activities and should not be relied upon as a complete list of policy or regulatory compliance topics.



It is the responsibility of each covered entity to seek its own counsel and develop its own policies, workforce training, communication topics and methods to maintain compliance with State and Federal laws and regulations, including HIPAA.