



Accessing HEALTHeLINK

HEALTHeLINK can be accessed through the  HEALTHeCOMMUNITY™ PORTAL at www.wnyhealthcommunity.com or www.wnylink.com or you will be redirected from your saved link.

Enter your <Username> and <Password> to open a page with your applications. If you have multiple HEALTHeLINK accounts, choose the badge that displays the organization you are associated with for the patient you are treating. Choosing the correct badge is critical for proper access to patients' consent, and for treating relationship audits.

The message section communicates changes, outages, maintenance, and administrative information about your applications.



Enter your passcode and check the box to register your computer for 12 hours without needing an additional passcode. Click <Submit>. The required passcode will be delivered as you specify, either via text message, voice recorded message, or token.

<Advanced Search> opens after you authenticate. To get to <Advanced Search> at other times, click <Back to list> in <Patient Actions> and then <Advanced Search> in the upper right corner or <Clear Search> in the center.

Searching for a Patient

Enter patient demographic information. You must include **at least ONE** of the following: Last Name, Date of Birth, or Patient ID. A patient list will display.

Community ID	Name	Date of Birth	Gender	Active Consent	Voice #	Address	City	State	Postal
<input type="checkbox"/>	000150407252 Testpatient, Pia	05/05/1955	Male	No - Even in an Emergency		ELM AND CARLTON STREETS	BUFFALO	NY	14263
<input type="checkbox"/>	000696927217 Testpatient, Twelve N	01/01/1901	Male	No - Except in an Emergency		100 HIGH STREET	BUFFALO	NY	14203
<input type="checkbox"/>	000098367253 Testpatient, Followup Z	04/15/1965	Female	Yes	(888) 555-1236	ELM AND CARLTON STREETS	BUFFALO	NY	14263
<input type="checkbox"/>	000004618423 Testpatient, Inscheck	05/05/1955	Male	No - Except in an Emergency		ELM AND CARLTON STREETS	BUFFALO	NY	14263
<input type="checkbox"/>	002989167223 Testpatient, Comm	01/01/1986	Male	Unknown					
<input type="checkbox"/>	000132047259 Testpatient, Talytop	02/02/1952	Female	Yes		ELM AND CARLTON STREETS	BUFFALO	NY	14263
<input type="checkbox"/>	000128987252 Testpatient, Seven	12/15/1950	Male	No - Except in an Emergency		ELM AND CARLTON STREETS	BUFFALO	NY	14263
<input type="checkbox"/>	000041328428 Testpatient, Testgirl	04/15/1965	Female	Unknown	(716) 555-4748	ELM AND CARLTON STREETS	BUFFALO	NY	14263
<input type="checkbox"/>	000152957254 Testpatient, John	05/25/1958	Male	No - Except in an Emergency	(716) 111-1111	ELM AND CARLTON STREETS	BUFFALO	NY	14263
<input type="checkbox"/>	000101167252 Testpatient, Six	04/15/1965	Female	Yes	(716) 800-6569	ELM AND CARLTON STREETS	BUFFALO	NY	14263

Select the correct patient using your patient's date of birth and address. View prior/hyphenated names by hovering over the patient's name. Check your patient's consent status from this page. You will be blocked from access to clinical data if your patient has any consent other than "Yes." Click on your patient's name to access the summary.

Yes = Patient consented (You can view this patient's records).

No - Except in an Emergency = Patient has consented to Emergency Room access only.

No - Even in an Emergency = Patient has refused access for all providers.

Unknown = Consent status is unknown. A consent must be obtained.

Consent Management

**Immediate consent management by HEALTHeLINK staff is available
Monday-Friday 7:30 AM-5:00 PM
Fax consent to HEALTHeLINK at 716-206-0996
AND call at 716-206-0993 ext 103**

Fax **ALL** patient consent forms within 3 business days to HEALTHeLINK at 716-206-0039 and save a copy for your records.

If you are interested in managing patient consent at your location, please contact your Account Manager.

Accessing Records through HEALTHeLINK

If consent is "Yes," click your patient's name to view the HEALTHeLINK summary. HEALTHeLINK contains clinical data such as lab results, radiology reports and images, hospital transcribed reports, medications, as well as information from connected practices.

Individual reports can be accessed by clicking on the name of the report from the summary page. The results can be organized by date, name, or source by clicking on each word. Hover over a result for more information.

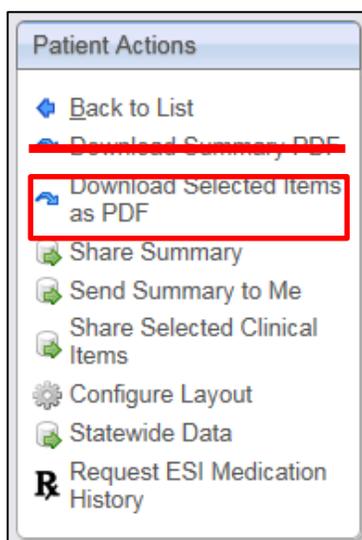
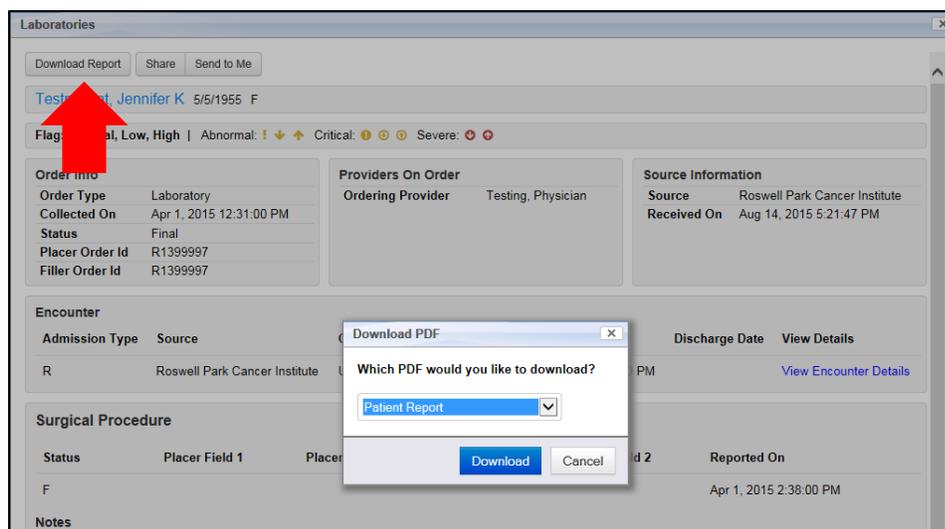
To view multiple reports, check the reports and click <Download Selected Items as PDF>.

It is possible that you may access PHI of a minor patient (under the age of 18). 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. Such services include but are not limited to: reproductive health services, mental health, substance use treatment, HIV testing, and STD treatment, or services consented to by an Emancipated Minor.

Printing Results

There are two ways to print results:

1. To print a single result, open the result and click <Download Report> for a printable PDF.



2. To print single or multiple reports, check the results and select **<Download Selected Items as PDF>**. **MAKE SURE "Patient Report" is selected as the PDF you would like to download.** Click <Download> to get a printable PDF.

DO NOT SELECT <Download Summary PDF> for ANY reason other than to print medications.

Note: Reports attached to an Encounter must be printed from the opened report or from the Lab/Rad/Documents sections.

Configure your Layout

To customize the patient summary layout, select <Configure Layout> in <Patient Actions>. Multiple tabs can be nested together in one section. Save to keep the layout for all patient summaries. Restore the default view by selecting <Restore to Default>.

Note: As CCDs begin to come in, previously blank tabs may populate with CCD information.

Statewide Patient Record Lookup



Each time a patient summary screen is refreshed, a statewide patient record lookup runs to see if the patient has any medical records from the Rochester area. If the patient does, the records will display in the form of CCDs under the <Statewide Data> tab. Note: a statewide record can be printed but CANNOT be shared

Sharing Results to a Connected EMR

Share a single report by clicking the <Share> button.

The screenshot shows a patient report for 'Testpatient, Sche... Z' (6/11/1980, Female). At the top, there are buttons for 'Download Report', 'Share', and 'Send to Me'. A red arrow points to the 'Share' button. Below the patient information, there are sections for 'Order Info', 'Providers On Order', 'Source Information', and 'Encounter'.

Order Type	Laboratory
Collected On	Dec 26, 2013 12:05:00 PM
Status	Final
Placer Order Id	001740PZL-506ae045-5e1a-456f-93d4-ba0654b90a01
Filler Order Id	52027775-506ae045-5e1a-456f-93d4-ba0654b90a01

Ordering Provider	Testing, Physician
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Source	Roswell Park Cancer Institute
Received On	Apr 3, 2016 1:15:06 PM

Admission Type	Source	Class	Attending Providers	Admission Date	Discharge Date	View Details
R	Roswell Park Cancer Institute	O	Testing, Physician	Dec 30, 2013 8:15:00 AM		View Encounter Details

To share single or multiple reports, check the results you wish to share and click <Share Selected Clinical Items>. Note: Your practice must have a Results Delivery interface.

The screenshot shows a patient summary for 'Training, Stacey Female' (02/29/1988, 29 yrs). A red arrow points to the 'Share Selected Clinical Items' button in the left-hand 'Patient Actions' menu. The main content area displays various clinical data points:

- Emergency Encounters (0)**: 0 Emergency Encounters to display
- Inpatient Encounters (3)**: 3 Inpatient Encounters to display
- Ambulatory Encounters (7)**: 7 Ambulatory Encounters to display
- Procedures (8)**: 8 Procedures to display
- Immunizations (4)**: 4 Immunizations to display
- Laboratories (8)**: 8 Laboratory tests, including PROTHROMBIN GENE, FASTING LIPID PROFILE, Basic Met, Hgb A1c, C Urine, UA Chem, and Point of Care Glucose.
- Other Encounters (16)**: 16 Other Encounters to display
- Medications (6)**: 6 Medications, including LISINAPRIL, METFORMIN, 24 HR Metformin hydroch, Glyburide, and AZITHROMYCIN.
- Allergies (2)**: 2 Allergies to display
- Imaging (2)**: 2 Imaging studies, including XR Foot Comp Min 3 Views Rt and ULTRASOUND KIDNEY.
- Documentation (1)**: 1 Documentation entry: History and Physical.

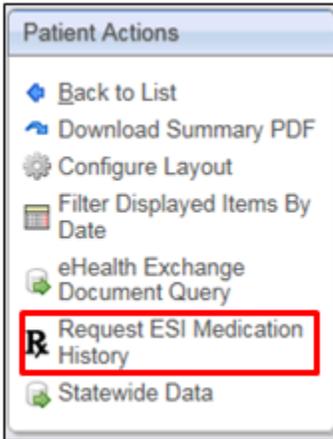
Once the <Share Selected Items> box appears, click on the <Recipient> drop-down menu. Search, **BY LAST NAME**, for the provider in your office the result is to be forwarded to. Verify that it is the correct NPI. Frequently used providers will be saved, so you will not need to search for them every time. Next, click on the <Destination> drop-down menu to select the EMR system to be used. "OB" means "Outbound." Finally, click <Share Now> and the result will be forwarded through normal Results Delivery processes. **Do NOT forward to a group or Share Summary**. Ask your EMR vendor where the result will be sent and how long it will take to arrive.

The screenshot shows the 'Share Selected Items' dialog box. It has a 'Manage Saved' button at the top. Below it is a search bar labeled 'Search for Recipients and Send'. There are two input fields: 'Recipient' and 'Destination'. The 'Recipient' field has a search box with 'TestMD' entered and a list of suggestions below it:

- Testmd1, Ann (no address, ID from Data Source Facility: 642751 (Roswell Park Cancer Institute))
- Testmd1, Evelyn (no address, ID from Data Source Facility: 0031823 (Roswell Park Cancer Institute))
- Testmd2, John E (no address, ID from Data Source Facility: 006502)

At the bottom right of the dialog are 'Share Now' and 'Cancel' buttons. The background shows a partial view of the 'Medications' and 'Documentation' sections from the patient summary page.

Accessing Medication History



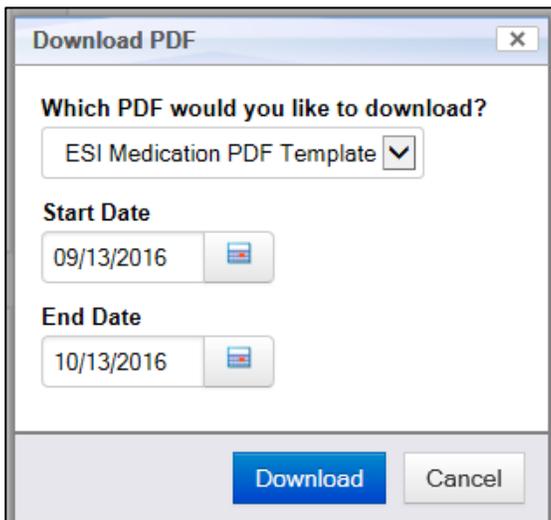
Click <Request ESI Medication History> from the <Patient Actions> box to view a medication history delivered by ESI/Surescripts (For filled prescriptions from pharmacies such as Walgreens, CVS, Rite-Aid and Target, as well as commercial payers' claims data.)

A message will pop up stating that the Medication History load has started. Watch for a second message to display when the load is complete. "Refresh" the page to view medication history in the <Medications> tab. Click medications to open and view.

Note: A patient may have medications present from a CCD, but to get ALL medications, you must run an ESI Medication Query

The screenshot shows the HEALTHeLINK interface for a patient named Training, Stacey. The 'Medications' tab is selected, displaying a list of medications. A large red arrow points to the first medication entry: LISINOPRIL 10 MG TAB... from source BPI. Other tabs include Summary, More Patient Information, Patient Groups, eHealth Exchange Documents, and Statewide Data. The interface also shows sections for Emergency Encounters, Inpatient Encounters, Ambulatory Encounters, Procedures, Immunizations, Allergies, Laboratories, and Imaging.

Click on a medication to open it. For more information on the medication, click <View Prescription Details>.



To view/print all medications, select <Download Summary PDF>. **MAKE SURE the template is "ESI Medication PDF Template."** Click <Download> to get a printable PDF.

Viewing a Radiology Image

Within a Radiology Report, an image may be available. Click <View Image> to retrieve and open the image. Reports more than 30 days old may take 10-15 minutes to display. Not all data sources provide images.

HEALTHeLINK Policies and 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 time frame.
- **Access by a specific user:** A report of all accesses made by a specific user in a given time frame.
- **Users:** A report is run by role in each practice, and a list of users in a specific practice.
- **Consent Audits:** Multiple reports can be produced surrounding the activity of changing consent, involving verification of a consent form when status is changed, changing consent via a challenge screen, and number of consents changed by a specific practice.

The following is provided as a reminder about some of the types of activities required to comply 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.
- The consent status in HEALTHeLINK must only be changed 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 after each use so that others may not use your identification to access information through your account.
- HEALTHeLINK should not be used as a pre-screening tool to determine if you will accept a patient into your practice. This does not satisfy the definition of treatment, which is included below:

Treatment means the provision, coordination, or management of health care and related services among health care providers or by a single health care provider, and may include providers sharing information with a third party. Consultation between providers regarding a patient, and the referral of a patient from one provider to another, is also included with the definition of "treatment".

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 and workforce training and communication topics and methods to maintain compliance with State and Federal laws and regulations, including HIPAA.

For HEALTHeLINK™ Support

**24/7 Help Desk Support: 877-895-4724
Local Help Desk Support: 716-842-6343**

Additional training materials available at: www.wnyhealthelink.com/PhysiciansandStaff/TrainingVideos