

Accessing HEALTHeLINK

- e You will be able to access HEALTHeLINK from any browser at www.wnylink.com or www.wnyhealthcommunity.com. Pop-up blockers may need to be disabled for your browser. Instructions are on the HEALTHeCOMMUNITY Portal under Basic Troubleshooting.
- e When searching a patient, all names are searched including married, divorced, and hyphenated. Hover your cursor over the patient's name to see other entries.
- e You have access **only** to HEALTHeLINK “Yes” consented patients.

Authentication

- e Access to HEALTHeLINK requires TFA (Two-Factor Authentication). Users will be prompted to set up their TFA preference upon initial and subsequent log-ins. This Authentication method does not apply to Trusted Sites.
- e During the Authentication setup, if you do not want to download the App, choose “Other” to receive a call or text message.
- e TFA is only required once per day as long as you check the box “Remember me for 12 hours”.

Viewing Results

- e Personalize your patient summary display by clicking <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.
- e In the patient summary tab, hover your cursor over a result to preview the information.
- e If you see “Data limited to the last 60 days” in blue (on the upper right side of the Patient Summary screen), you can expand your search by going to the Patient Action box; your options are <Show Next 60 days of Data> or <Show All Data>.
- e There is no search functionality in HEALTHeLINK. Click titles (Date, Name, Admission Type and Source) to sort the results within a Clinical Section.
- e 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.
- e To determine the actual date of service, open the report.

- 🕒 The patient summary screen contains data from HEALTHeLINK. 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 Documents, a CCD (Continuity of Care Document) must be opened as an HTML file. The document is cumulative; you only need to open the most recent one.
- 🕒 Information from HEALTHeLINK can be transferred using the copy and paste function. Be sure to note that HEALTHeLINK is the source of the information.
- 🕒 To view images, pop-up blockers may need to be disabled from your browser. You will need to click <View Image> a second time.

Printing Results

- 🕒 To print an open report, select <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. Choose Patient Report from the drop down box and click <Download>.

Sharing Results

- 🕒 Confirm with an Account Manager or EMR Vendor if this is an option for you.
- 🕒 You cannot share encounters or CCD's.

Accessing Medication History

- 🕒 Pre-populated medications are included from a CCD, and list self-reported and/or prescribed medications, which 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, select <Download Summary PDF>, be sure the dropdown box indicates <ESI Medication PDF Template>, and select <Download>.
- 🕒 The medication download “filter by date” is currently not enabled.
- 🕒 For training, please contact: Training@wnyhealthelink.com.