

Resident and Fellow Tip Sheet

Accessing HEALTHeLINK

- ⌚ 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. Doing so is a direct violation of HIPAA.** Policies for your review: <http://wnyhealthelink.com/PhysiciansandStaff/Policies>.
- ⌚ You will have multiple badges if you work at multiple organizations: UBMD, ECMC, Kaleida, CHS, RPCI, etc. **You must access through the proper badge** – the badge guides access based upon patient consent and directs the treating relationship audits. You have access **only** 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 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 your EMR. You may need to send your EMR ID or questions to: Training@wnyhealthelink.com.

Authentication

- ⌚ If you are not accessing on a hospital or trusted site network, TFA (Two-Factor Authentication) is required. Users will be prompted to set up their TFA.
- ⌚ During the Authentication setup, if you do not want to download the App, choose “Other” to receive a call or text message.
- ⌚ If this applies, TFA is required once per day per computer - check the box “Remember me for 12 hours”.

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 going to the Patient Action box, click <Show Next 60 days of Data> or <Show All Data>.
- ⌚ In the patient summary tab, hover your cursor over a result to preview the information. To determine the actual date of service, open the report.
- ⌚ There is no search functionality in HEALTHeLINK. Click titles (Date, Name, Admission Type and Source) to sort the results within a Clinical Section.
- ⌚ Do not select <Download Summary PDF>; it is 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.

- e Under <Transcriptions and Documents>, identical reports from Kaleida will show up under both tabs. When printing Kaleida transcriptions, click on <download original> button from inside the report.
- e 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.
- e Information from HEALTHeLINK can be transferred using the copy and paste function. Be sure to note that HEALTHeLINK is the source of the information.
- e The <Share> and <Send to Me> options are **NOT** set up for residents and fellows.
- e To view images, pop-up blockers may need to be disabled from your browser. You will need to click <View Image> a second time.
- 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.

Printing Results

- e To print an open report, select <Download Report> on the top left. Be sure to choose the <Patient Report> template.
- e 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.

Accessing Medication History

- e 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*.
- e 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.
- e To view medications as a PDF, select <Download Summary PDF>, be sure the dropdown box indicates <ESI Medication PDF Template>, and select <Download>.
- e The medication download “filter by date” is currently not enabled.
- e For training, please contact: Training@wnyhealthelink.com.

