



Managing Patient Consent

June 19, 2025

v2.7

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1. Overview

The consent management application (CMA) is a tool that allows users to update HEALTHeLINK Consent without having to access the patient's medical record. CMA is a separate application from HEALTHeLINK.

2. Help and Support

For HEALTHeLINK™ Support

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

Additional training materials are available at

[HEALTHeLINK Patient Consent Tip Sheet for Participant](#)

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

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

Any update to a patient's consent must have a corresponding consent form. All consent forms must be sent to HEALTHeLINK within 3 business days. Forms can be faxed to the number on the form (716) 206-0039.

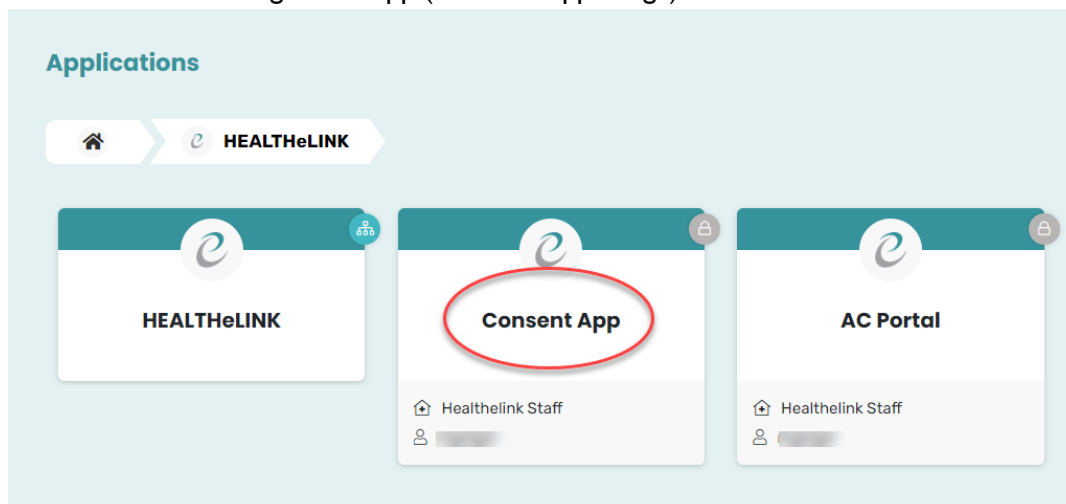
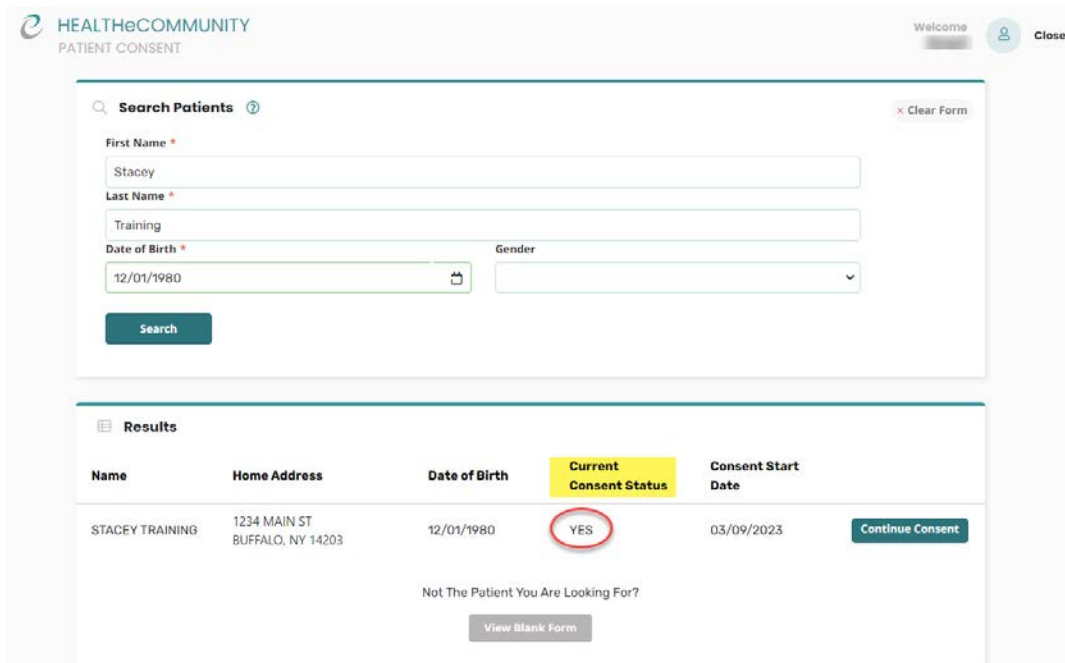
If there is an immediate need to manage the form to allow the access of patient records, fax the completed form to HEALTHeLINK at (716) 206-0996 and call (716) 206-0993 option 2 to inform HEALTHeLINK staff that the form requires immediate attention. This option is available Monday thru Friday 7:30am-5:00pm ET.

3. Checking for Patient Consent in HEALTHeLINK and HEALTHeNET

Patient consent can be managed 1 of 3 ways:

You may search a Patient Consent:

- I. CMA: Consent Management App (Consent App Badge) in HEALTHeLINK.

HEALTHeCOMMUNITY
PATIENT CONSENT

Welcome [User] Close

Search Patients ⓘ Clear Form

First Name *
Stacey

Last Name *
Training

Date of Birth *
12/01/1980

Gender
▼

Search

Results

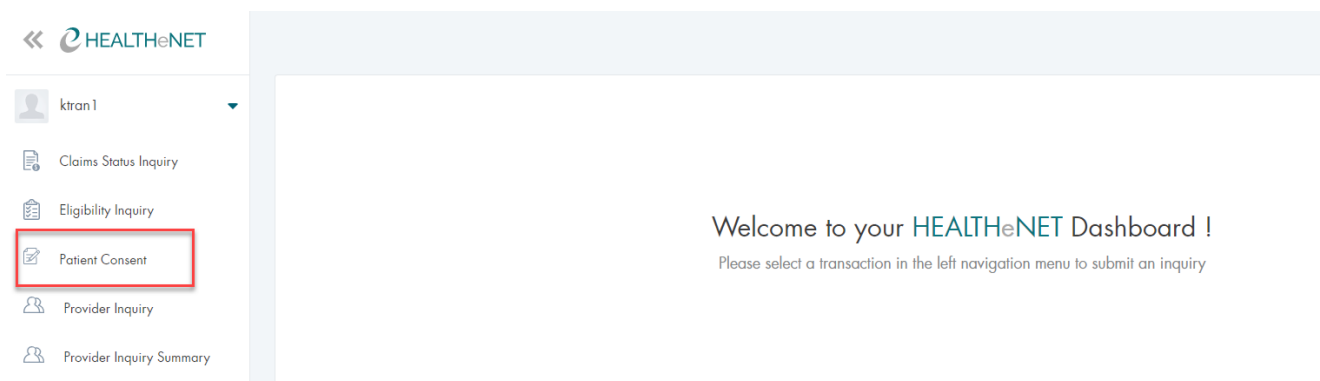
| Name | Home Address | Date of Birth | Current Consent Status | Consent Start Date | |
|-----------------|-----------------------------------|---------------|------------------------|--------------------|------------------|
| STACEY TRAINING | 1234 MAIN ST BUFFALO, NY 14203 | 12/01/1980 | YES | 03/09/2023 | Continue Consent |

Not The Patient You Are Looking For?

View Blank Form

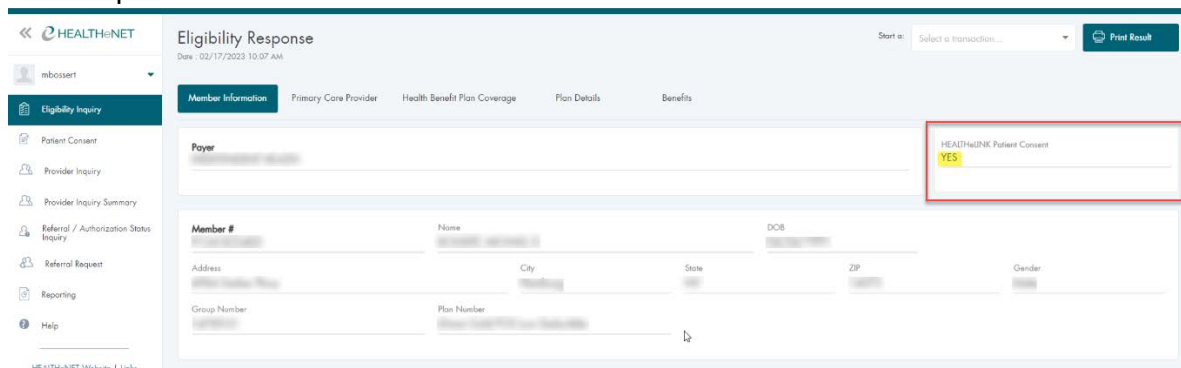
2. HEALTHeNET

- a. Please reach out to your Account Manager if you do not have Patient Consent under HEALTHeNET
- b. Log into HEALTHeNET and click on “Patient Consent”.



3. HEALTHeNET Eligibility

- Please reach out to your Account Manager if you do not have Patient Consent under HEALTHeNET.
- Log into HEALTHeNET and click on “Eligibility Inquiry”.
- Search a patient.



- The highlighted text in screenshot is clickable and will take you to the CMA retaining the search criteria (keeping patient context/demographics).

4. Consent Definitions

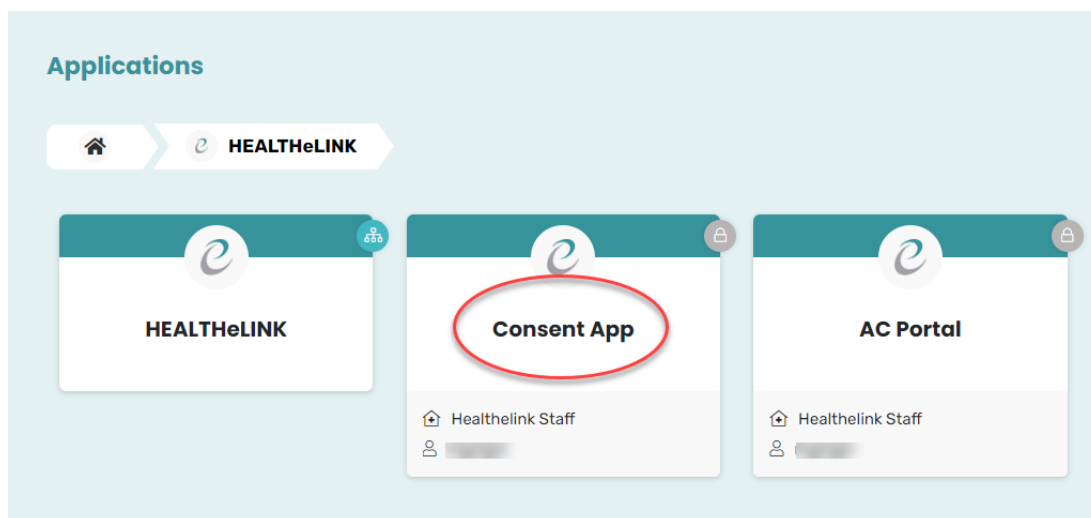
Please note that although options 2 and 3 below currently show as an option in the Consent Management Application and on the actual Patient Consent Form, these are no longer valid selections as of 6/23/2025 and will no longer be accepted

- YES** – Allows access to your health information by all treating providers.
- Yes, EXCEPT Specific Participant(s)** – AS OF 6/23/2025 THIS IS NO LONGER A VALID SELECTION AND WILL NOT BE ACCEPTED
- Yes, ONLY Specific Participant(s)** – AS OF 6/23/2025 THIS IS NO LONGER A VALID SELECTION AND WILL NOT BE ACCEPTED
- NO, EXCEPT in an emergency** – Does not allow access to your health information EXCEPT in the case of an emergency. (At least one provider needs to be selected or you will get an error message when updating).
- NO, EVEN in an emergency** – Does not allow access to your health information in any case.

5. Managing Patient Consent in CMA

5.1. Searching for a Patient

1. Log into HEALTHeCOMMUNITY Portal.
2. Select the CMA (Consent App) badge.
 - a. If you have multiple CMA accounts, you must choose the badge that displays the organization you are associated with for the patient you are updating.



3. Enter search criteria
 - a. First Name, Last Name, and Date of Birth are required. Gender is not required.
 - b. In the case of hyphenated names, a hyphen or space may or may not be needed between the names (Jones-Smith vs. Jones Smith vs. JonesSmith).
 - c. A suffix may or may not be needed as well.

First Name *

Last Name *

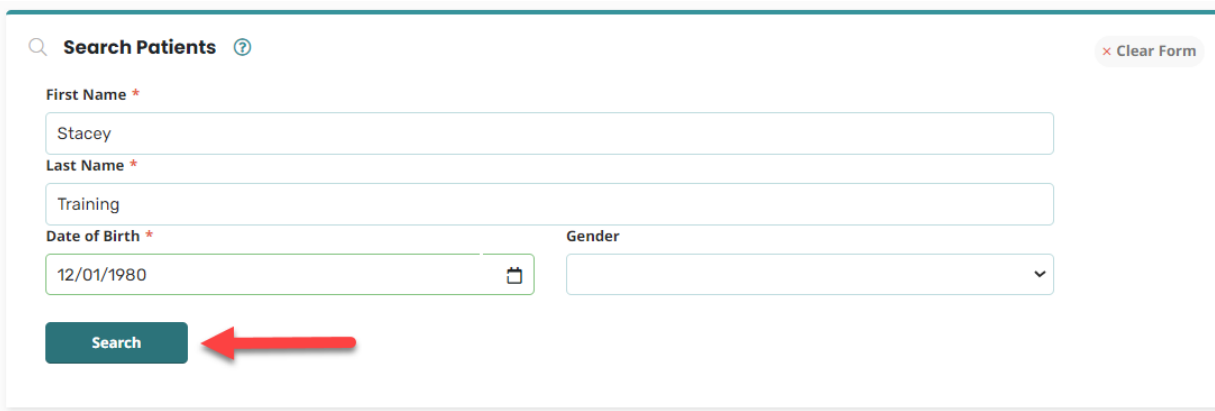
Date of Birth *

MM/DD/YYYY

Gender

Search



4. Click [SEARCH]



Search Patients ⓘ Clear Form

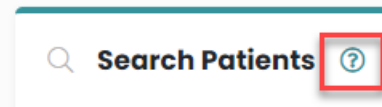
First Name *
Stacey

Last Name *
Training

Date of Birth * 12/01/1980  Gender 

Search

5. View Tip Sheet: Use this to reference the options of managing consent by clicking on the “?” next to “Search Patients”



Help

Patient Consent Tip Sheet

UPDATE PATIENT CONSENT

Users may use this feature to lookup and update consent for a single patient.

Patient Information – Required

Enter all of the following fields:

- First Name
- Last Name
- Date of Birth

If one or more matches are found, the consent status will be displayed. If the consent status is “YES” no action is necessary. If consent status is “NO” or “EMERGENCY_ONLY” and the patient wishes to change this, you can click the “PRINT CONSENT” button to populate a consent form with the patient information prefilled. Collect the patient signature and send HEALTHeLINK the completed form to finish processing. If the status is “UNKNOWN” you can update the status from this link using the guidelines below.

Select “CONTINUE CONSENT”

Select the appropriate value:

- Yes – Allows access to your health information by treating providers.
- Yes – EXCEPT Specific Participant(s) – Allow access to your health information by all treating providers EXCEPT the

5.2. Updating Consent Values

5.2.1 YES Consent

The search results will display the patient's current consent status as well as the date the consent was signed. If consent status is **YES**, there is no need to collect a new consent unless the patient would like to change their consent value (Follow steps under 4.3). You can then choose CLEAR FORM as no further action is required.

HEALTHeCOMMUNITY
PATIENT CONSENT

Welcome [User Name]

Search Patients ⓘ

First Name *
Stacey

Last Name *
Training

Date of Birth *
12/01/1980

Gender
▼

Search

✕ Clear Form

Results

| Name | Home Address | Date of Birth | Current Consent Status | Consent Start Date | |
|-----------------|-----------------------------------|---------------|------------------------|--------------------|------------------|
| STACEY TRAINING | 1234 MAIN ST BUFFALO, NY 14203 | 12/01/1980 | YES | 03/09/2023 | Continue Consent |

Not The Patient You Are Looking For?

View Blank Form

5.2.2 UNKNOWN Consent

If a patient has a current consent status of UNKNOWN, you will need to click the CONTINUE CONSENT button to obtain and update their current consent status.

Results

| Name | Home Address | Date of Birth | Current Consent Status | Consent Start Date | |
|-----------------|---|---------------|------------------------|--------------------|------------------|
| STACEY TRAINING | 3980 SHERIDAN DR WEST SENECA, NY 14224 | 12/01/1980 | UNKNOWN | | Continue Consent |

- Choose which option the patient would like their consent updated to by clicking the button next to the desired consent status. To review the definitions of each consent status, hover over the ⓘ symbol.

Edit Patient Consent

Patient Information

Name:
Home Address:
Date of Birth:
Current Consent Status: UNKNOWN
Consent Start Date: N/A

Update Consent Status

Authoring Facility:

☐ Yes
☒ Yes, EXCEPT Specific Participant(s)
☒ Yes, ONLY Specific Participant(s)
☐ No, EXCEPT in an Emergency
☐ No, EVEN in an Emergency

Close

Print Consent

Update Consent


- Click on the “Print Consent” button to populate the computer-generated consent form. (This will automatically pull the patient’s demographi

☐ Yes
☒ Yes, EXCEPT Specific Participant(s)
☒ Yes, ONLY Specific Participant(s)
☐ No, EXCEPT in an Emergency
☐ No, EVEN in an Emergency

Close

Print Consent

Update Consent

 consent_form_Refe....pdf

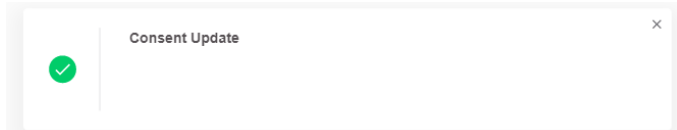
- A .pdf form will download. Click on the .pdf to pull up the consent.
- Once form is printed, obtain the patient’s signature and consent value option.
Important: This must be the patient’s actual signature via pen & paper, or a stylus & signature pad.
- Once you have obtained the patient’s signature on the new consent form, you will then select the new consent value on the CMA Page and click “Update Consent”.
- After clicking on “Update Consent”, an Attestation will appear for confirmation, where you will need to click on “Continue”.

HEALTHeLINK Consent Update Attestation


I have obtained a valid consent form, signed and dated by the patient, and the Date of Signature is valid and is more current than previous date of consent, if applicable. That form has been or will be faxed to HEALTHeLINK at 716-206-0039.

[Back](#) [Continue](#)

- After clicking on “Continue” A pop-up message will briefly display in the bottom right corner of your screen, showing confirmation of a successful update of consent. You will now have access to the patient’s records.



- Important:** Although the consent status has already been updated, you will still need to Fax the signed consent form to HEALTHeLINK’s dedicated Fax Line at 716-206-0039 (This number can also be found at the bottom of the consent form).

| | | |
|---|------------|----------------------------|
|  | 01/26/2023 | Your practice name here |
| Entity Consent Received By | | |

Rev. 1 (11-15-18)

2475 George Urban Boulevard, Suite 202, Depew, New York 14043 / Dedicated Fax Line: 716-206-0039
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CMA-01

5.2.4 NO Consent

- If the patient is currently consented as either “No, EXCEPT in an emergency” (Will appear as “Emergency Only” or “No, EVEN in an emergency” (Will appear as “NO”), there are a series of steps that need to be taken to have this consent properly updated.
- If a “NO” or “EMERGENCY ONLY” patient would like to change their consent after discussing the options with the patient, click on the “Print New Consent” button to populate the computer-generated consent form. (This will automatically pull the patient’s demographics).

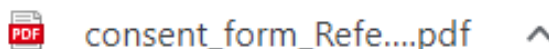
| Name | Home Address | Date of Birth | Current Consent Status | Consent Start Date |
|------------|--------------|---------------|------------------------|--------------------|
| [REDACTED] | [REDACTED] | [REDACTED] | EMERGENCY... ONLY | 07/07/2021 |

Not The Patient You Are Looking For?

[View Blank Form](#)

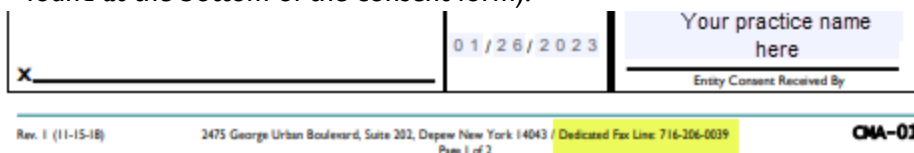
[Print New Consent](#)

- A .pdf form will download. Click on the .pdf to pull up the digitally populated consent form



- Once form is printed, obtain the patient’s signature and consent value option.
Important: This must be the patient’s actual signature via pen & paper, or a stylus & signature pad.

5. Due to compliance requirements, **you are unable to update a “NO” consent in real time. It must be updated by HEALTHeLINK Consent Staff unless you are an overnight emergency facility who has been given “All Status Consent” override.**
6. In order to have the patient’s consent status updated from a “No” or “Emergency Only” to a “Yes”, the consent form needs to be faxed/sent to HEALTHeLINK’s dedicated Fax Line at 716-206-0039 (This number can also be found at the bottom of the consent form).



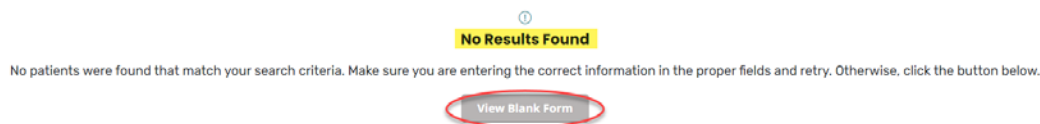
7. IF the patient is currently present and waiting for treatment, you may also utilize the EMERGENCY CONSENT FAX LINE: (716) 206-0996.
 - a. After faxing the signed consent form, you can then call our Consent Team to notify them of the incoming fax. Please call (716) 206-0993, option 2. (The Consent Team is available Monday – Friday from 7:30am – 5:00pm EST.
 - b. Once the team has made this update, you should have access to these patient records within 15 minutes.

5.2.5 Patient Not Found in HEALTHeLINK

1. If there is no corresponding patient listed in HEALTHeLINK, you can generate a blank HEALTHeLINK consent form.

Important: Before proceeding with this step, make sure you have entered the patient information correctly. The most common error is mixing up patient first and last name or misspelling. The form will print matching the search criteria that you have provided. In the case of hyphenated names, a hyphen or space may or may not be needed between the names (Jones-Smith vs. Jones Smith vs. JonesSmith). A suffix may or may not be needed as well.

2. To generate a consent form for a non-HEALTHeLINK patient, Click [VIEW BLANK FORM]



3. A PDF consent form will be downloaded. The generated form will be pre-populated with the provided search criteria (patient name, date of birth, gender) and your practice information.
4. Once form is printed, obtain the patient’s signature and consent value option.
Important: This must be the patient’s actual signature via pen & paper, or a stylus & signature pad.
5. Fax the completed form to HEALTHeLINK’s dedicated Fax Line at 716-206-0039 (This number can also be found at the bottom of the consent form).

| | | |
|---|------------|--|
|  | 01/26/2023 | Your practice name here Entity Consent Received By |
|---|------------|--|

Rev. 1 (11-15-18) 2475 George Urban Boulevard, Suite 202, Depew New York 14043 / Dedicated Fax Line: 716-206-0039 **OMA-01**
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6. **Please note that there is not an option to update the patient consent for patients not found in HEALTHeLINK.** HEALTHeLINK will determine if there is a discrepancy with a current patient, or create a new patient to apply the consent.

6. Important Things to Know When Having a Patient Fill out a new Consent Form

1. Once form is printed, obtain the patient's signature and consent value option.
Important: This must be the patient's actual signature via pen & paper, or a stylus & signature pad.
2. When filling out the form patients can only select one option.
3. If you find that you have a large patient population that speaks a language other than English, our consent form is translated into 11 different languages and we will do our best to accommodate your request
4. 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
5. If a patient has questions about the consent form, they are allowed to have those questions addressed prior to signing the form. If the practice that is collecting the form is unsure how to answer the patient's questions, the patient can contact HEALTHeLINK
6. **BOTH PAGES OF THE CONSENT FORM NEED TO BE PRESENTED TO THE PATIENT PRIOR TO SIGNING TO ALLOW THE PATIENT TO GIVE INFORMED CONSENT**

| | | |
|----------------------------------|-------------------------------|--|
| <u>Patient First Name</u> | | |
| STACEY | | |
| <u>Patient Last Name</u> | | |
| TRAINING | | |
| <u>Date of Birth</u> | <u>Patient Address</u> | <u>Gender</u> |
| 12/01/1980 | 3980 SHERIDAN DR WEST SENECA | <input type="checkbox"/> Male |
| | NY 14224 | <input checked="" type="checkbox"/> Female |

The choice I make in this form will NOT affect my ability to get medical care. The choice I make in this form does NOT allow health insurers to have access to my information for the purpose of deciding whether to provide me with health insurance coverage or pay my medical bills.

| | | |
|---|--|--|
| S E L E C T O N L Y O N E | My Consent Choice. Only ONE box is checked to the left of my choice. I can fill out this form now or in the future. I can also change my decision at any time by completing a new form. | |
| | <input type="checkbox"/> 1. YES | I GIVE CONSENT to all current and future Participants, who are involved in my care, to access ALL of my electronic health information through HEALTHeLINK. |
| | <input type="checkbox"/> 2. YES, EXCEPT SPECIFIC PARTICIPANT(S) | I GIVE CONSENT to all current and future Participants, who are involved in my care, to access ALL of my electronic health information through HEALTHeLINK, EXCEPT the Participant(s) listed below. Participant's Name (Provider Office): _____ Participant's address or phone number: _____ _____ _____ |
| | <input type="checkbox"/> 3. YES, ONLY SPECIFIC PARTICIPANT(S) | I GIVE CONSENT ONLY to the specific Participant(s) listed below to access ALL of my electronic health information through HEALTHeLINK. Participant's Name (Provider Office): _____ Participant's address or phone number: _____ _____ _____ |
| | <input type="checkbox"/> 4. NO, EXCEPT IN AN EMERGENCY | I DENY CONSENT EXCEPT IN A MEDICAL EMERGENCY for current and future Participants to access my electronic health information through HEALTHeLINK. |
| <input type="checkbox"/> 5. NO, EVEN IN AN EMERGENCY | I DENY CONSENT for current and future Participants to access my electronic health information through HEALTHeLINK for any purpose, even in a medical emergency. | |
| <p>I understand that my information may be accessed in the event of an emergency, unless I complete this form and check box #5, which states that I deny consent even in a medical emergency.</p> <p>I understand that upon my request, HEALTHeLINK is required to provide me with a list of disclosures of my electronic health information under the terms of this form.</p> <p>My questions about this form have been answered and I have been provided a copy of this form if I request it.</p> | | <p>Print Name of Patient's Legal Representative (if applicable)</p> <p>_____</p> <p>Relationship of Legal Representative to Patient (if applicable)</p> <p> <input type="checkbox"/> Parent <input type="checkbox"/> Healthcare agent/proxy <input type="checkbox"/> Guardian <input type="checkbox"/> Other _____ </p> |
| <p>Signature of Patient or Patient's Legal Representative</p> <p>_____</p> | | <p>Signature Date</p> <p>____/____/____</p> |
| <p>Practice Name Here</p> <p>_____</p> | | <p>Entity Consent Received By</p> <p>_____</p> |

8. Faxing HEALTHeLINK Consents

- **Non-Urgent Consent Updates:**
 - Fax the signed and dated computer-generated form to our HEALTHeLINK Consent line at (716) 206-0039 within 3 business days.
- **Emergency Consent Updates: *This fax line can only be used if the patient is currently in the office AND would like to change their consent from a “No” / “Emergency Only” to a “Yes”.***
 - Fax the signed and dated computer-generated form to our **Emergency** HEALTHeLINK Consent line at (716) 206-0996.
 - Call the HEALTHeLINK Consent Department at (716) 206-0993, option 2 to notify that there is an emergency consent waiting to be updated. Please note that the phones will only be monitored during regular business hours of Monday–Friday from 7:30am to 5:00pm EST.

9. Helpful Tips

- A “YES” Consent is valid community-wide covering the 8 counties of Western New York. You are not required to collect a new consent unless the patient chooses to change the value. The CMA will prevent a consent from being updated from a Yes to a Yes.
- **FOR PEDIATRIC PATIENTS ONLY** – If a parent or guardian has signed the minor’s consent, on the day of the patient’s 18th Birthday, the consent value will automatically revert to an “UNKNOWN”. The patient must then sign a new consent as an adult.
- If you are experiencing any issues finding a patient in the CMA, please check the spelling, DOB and the placement of the First Name/Last Name. If issues continue, call the HEALTHeLINK Help Desk.
- To maintain access to the Consent Management (CMA) badge all users are required to login to this badge every 180 days. Failure to do so will result in deactivation.

See all Consent Tips : [HEALTHeLINK Patient Consent Tip Sheet for Participant](#)

If you have any questions, please call the HEALTHeLINK Help Desk

at 1-877-895-4724 or (716) 842-6343