

January 2, 2024



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## I. Overview

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

# 2. 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

www.wnyhealthelink.com/PhysiciansandStaff/TrainingVideos

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

https://wnyhealthelink.com/physicians-staff/training-materials/webinars/

#### 2.1. Consent Management

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

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

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.



# 3. Accessing HEALTHeLINK

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

C HEALTHELINK	
Welcome to the HEALTHeCOMMUNITY Portal	
Username	
Password	Sale .
Login	
Forgot Password Forgot Usarname 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.

DASHBOARD				(g) (g) (g)
pplications				Messages 2 Critical Messages
HEALTHOLINK	IQHD Prod	Portal Admin	HEALTHONET	HEALTHECOMMUNITY P_     Internet Explorer End of _
1	Health-slick Staff	e Healthelink Staff		Warning Messages
0		i		A HEALTHeLINK Radiology results from C
Mirth	Pentaho User Console			HEALTHENET     Independent Health has_
	Heatthelick Staff			HEALTHeLINK HEALTHeLINK weekly m
				HEALTHeLINK HEALTHELINK is currentl

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.



Welco	ome to the	HEALTHeC Portal	OMMUNI	TY
U	sername			
	accword			
	dissilion d			
		Login		
	Foror	at Password		
	Forgo	t Username		
			_	

#### 3.1. 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.

#### 3.2. 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 process starts with the screen below.

What is this? I <sup>d</sup> What is this? I <sup>d</sup> Need help? Powered by Duo Security	Protect Your HEALTHELINK Test Account Account       Provide Count Account         Wo-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.         This process will help you set up your account with this added layer of security.         Start setup
	©2017 HEALTHECOMMUNITY   Privacy Policy

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, depending on whether you check the "*Remember me for 12 hours*" box.

For step-by-step instructions on TFA and managing devices, please review the <u>Duo Security (TFA)</u> <u>Implementation Guide</u> on HEALTHeLINK's<sup>™</sup> public website.

## 4. 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]

Search Type O My Patients  All Patients		Clear Search Criteria
Search Pequiremente:		
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	٤
Identifier Search		
Patient ID*	Insurance Plan ID	
Phone Number		
OAdditional Criteria		
Results 100 v		Submit Cancel

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



Patients									
Displaying all 16	tems 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, Aduit 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					
2000001835069	Test, Adult F	06/06/1966	Male	No - Except in an emergency					
2000001835106	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 I	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	Mate	Unknown					
2000001835178	Test, Adult K	11/11/1971	Female	Unknown					
2000002272701	Test, Adult	03/31/1977	Female	Yes					

## 5. Accessing a Patient Record

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.

Patients									
Displaying all 16 i	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, Aout	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, Aduit	04/04/1960	Male	No - Even in an emergency					
200001835044	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, Aduit C	03/03/1970	Female	No - Except in an emergency					
2000001835080	Test, Adult D	04/04/1980	Maie	Yes					
2000001835089	Test, Adult F	05/05/1965	Male	No - Except in an emergency					
2000001835106	Test, Aduit 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, Aduit I	09/09/1940	Male	No - Even in an emergency					
2000001835176	Test, Aduit L	05/05/1965	Female	Yes					
2000001835177	Test, Aduit J	10/10/1952	Male	Unknown					
2000001835178	Test, Adult K	11/11/1971	Female	Unknown					
2000002272701	Test, Adult	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.

## 6. 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 state wide data tab to view the results. (See box 3 in the screenshot below).

HEALTHELINK				HEALTHeLINK - HEALTHeLINK Staff Change Site   Shared   Logout
Organization Results Patients				
Patient Actions   Eack to List  Download Summary PDF Configure Layout	Training, Stacey Female 12/01/1980 (42 3980 SHERDAN DR WEST SENECA NY 1424 Summary More Patent Information Patient Groups eleath Exc	YTS) (Community ID:2000001945901) nange Documents [ eHT HIE Worklast ] Statevid	le Data	Data Limited to Last 60 Days
Show Next 60 Days of		Laporatories (Z)		Imadind (U)
Show Next 60 Days of Data	No Emergency Encounters (2 Inpatient Encounters (0)		Sauna	No Imaging (c)
Show Next 60 Days of Data Show All Data	No Emergency Encounters to display	Date Name 01/09/2023 Hgb A1c	Source KHS	No Imaging to display

### 6.1. 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.

C	1	Laboratories X	HEALTHeLINK - Healthelink Stat Evse Krezmien   Change Ste   Shared   Logour
HEALT HELINK		Download Report Stare Send to Me	
tient + Training, Stacey	_	Training, Stacey 12/1/1980 Female	
atient Actions	Training.	Flag: General, Low, High   Abrormat: 1 🔶 🔶 Critical: 😣 🕲 🔞 Severe: O O	
Back to List	2645 Mulberry Lane.	Order Info Providers On Order Source Information	
Download Summary PDF Controure Lawort	Summary More Fil	Order Type Laboratory Source Westfeld Hospital	
Filter Displayed Items By	Emergency En	Collected On Mar 29, 2017 4 35 00 PM Received On Apr 12, 2017 1:33:11 PM	
Date el·lealth Exchange Documents	No Emergency En	Place Order Id 83725509 Filer Order Id 019484101	e Right MIN 2 views PAC1
History Statewide Data		Encounter Admission Type Source Class Attending Providers Admission Date Discharge Date View Details	
siden Sections With Data		Vestfield Hospital I Provider, TEST1 Dec 3, 2015 1:38:00 PM Vew Encounter Details	
are Management (1) Sergies (3) mmunization (11)	Inpatient Enco	PROTHROMBIN GENE	
Procedures (19)	01/11/2017	Status Placer Field 1 Placer Field 2 Filler Field 1 Filler Field 2 Reported On	
Social History (15) Conditions (56)	12032015	Final Mar 29, 2017 4:43.00 PM	
other Orders (37)		Observations	
	Ambulatory Er	Flag Name Value Units Interpretation Range Status Reported On Source Document Description	cuments (2)
	Date Ad	PROTHROMBIN GENE 18.1 Final Mar 29, 2017 ANALYSIS 435:00 PM	y and Physical RPCI
	02/11/2019 2	INTERPRETATION PT GENE NEG Final Mar 29, 2017 435.00 PM	
	06/31/2017	REVIEW PT GENE TEST Final Mar 29, 2017	
	03/25/2017 Ele	9.00 VD 199	

### 6.2. 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]



е	6	Laboratories	HEALTHeLINK - Healthelink Staff
HEALTHELINK		Download Report Share Send to Me	Elyse Krezmien   Change Site   Shared   Logout
Patient » Training, Stacey		Training, Stacey 12/1/1580 Female	
PatentActions	Training,	Flag: General, Low, High   Abnormat 1 + + Critical 0 0 Severe 0 0	
Back to List     Download Summary PDF	2645 Muberry Lane	Order Info Providers On Order Source Information	
Configure Layout	Summary More Pa	Order Type Latoratory Source Westleid Hospital Collected On Mar 29, 2017 4 35:00 PM Received On Apr 12, 2017 1 33:11 PM	
Date     Official description     Official description     Official description	No Emergency En	Status Final Paper Greet & 83725309 Filler Order 1d 019404101	Source r Right MIN 2 vews PAC1
R Hestory Statewide Data		Encounter Admission Type Source Class Attending Providers Admission Date Discharge Date View Details	
Hidden Sections With Data		Westfield Hospital I Provider TEST1 Dec 3, 2015 1 38:00 PM View Encounter Details	
Care Management (1) Allergies (3) Immunization (11) Procedures (19)	Inpatient Enco	PROTHROMBIN GENE Status Placer Field 1 Placer Field 2 Filler Field 1 Filler Field 2 Reported On	
Social History (15) Conditions (56) Vitals (279) Other Ordens (37)	12/03/2015	Final Mar 29, 2017 4 43,00 PM Observations Plan Nome Value Units Internetation Bacon Status Baconad On Source Document Description	
	Ambulatory Er	BDATLEDNARIN GENE 18.1 Engl May 20.0117	cuments (2)
	02/11/2019 2	ANALYSIS 435.00 PM	y and Physical RPCI
	E 02/11/2019 2	INTERPRETATION PT GENE NEG Final Mar 29, 2017 4 35 00 PM	
	■ 06/31/2017 ■ 03/29/2017 Element	REVIEW PT GENE TEST Final Mar 29, 2017 4.35:00 PM	
eyreni © 2420 Mirth Corporator, All rep	No reserved.   Mith Result	950x7xxx 95 xx 0/4W EQT	About.

- 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]

0	1	Laboration -			HEALTHALINK - Healthalink Staff
HEALTH-I NK		Laboratories			Elyse Krezmen   Change Site   Shared   Logout
Organization Results Patients Patient + Training Stacey		Marage Served Search for Recipients and Send			
Patient Actions	Training	Recipient	Destination	_	
Back to List     Download Summary POF	2045 Mulberry Lane			Add Recipient	
Contigure Layout Filter Displayed items By Coute elieath Exchange Documents Request ESI Medication History	Emergency En No Emergency En	Tables Charter and the		Share Nov	s Source r Right MIN 2 stens FACT
😺 Statewide Data		Training, Stacey 12/1/1980 Female			
Hidden Sections With Data		Flag: General, Low, High   Abnormal 1 4	A Critical 0 0 0 Severe 0 0		
Care Management (1) Alleges (3) Immunization (11) Procedures (19) Social History (15) Conditions (55) Walas (275)	Inpatient Enco	Order Info Order Type Laboratory Collected On Mar 29, 2017 4 25 00 P Status Final Placer Order Id 837253509 Filler Order Id 019434101	Providers On Order	Source Information Source Westfield Hospital Received On Apr 12, 2017 1:32:11 PM	
		Encounter			
Const Cross (21)	Ambulatory Fr	Admission Type Source	Class Attending Providers Admission Date	Discharge Date View Details	currents (7)
	C Date Ad	Westfield Hospital	I Provider, TEST1 Dec 3, 2015 1:38:00 PM	View Encounter Details	y and Physical RPG
	E 02/11/2019 2	PROTHROMBIN GENE			
	08/31/2017	Status Placer Field 1	Placer Field 2 Filler Field 1 Filler Field	eld 2 Reported On	
	III 03/25/2017 Ele	Final		Mar 29, 2017 4:43:00 PM	

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

\*It is important to note that you can only share lab reports, imaging, and transcriptions.\*



#### 6.3. 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.

C HEALTHELINK				HEALTH Elyse Krezmen	HeLINK - Healthelink Staff Charge Site   Sharez   Logout		
Departization Results Patients							
atient + Training, Stacey							
Patient Actions    Back to List	Training, Stacey Female 12/01/1980 (39 yrs) (C 2945 Mulbery Lane, Toledo, CH 43605	emmunity (D.200001945901)					
<ul> <li>Download Selected Items</li> </ul>	Summary More Patient Information Patient Groups entreath Exchange Do						
as PDF Share Selected Clinical	Emergency Encounters (0)	Laboratories (8)		Imaging (1)			
G Configure Layout	No Emergency Encounters to display	Date Name     O329(2017 PROTHROMBIN GENE	Source *	Cote Name 02/14/2020 Femur Right MIN 2 views	Source FAC1		
Fiter Displayed Items By Date		■ 03.07.2017 FASTING LP/D PROFILE.	JONES				
eHealth Exchange		2 1 01/18/2017 Basic Met	KHS				
Bequest FSI Medication		E 01/18/2017 Hgb A5c	KHS				
K History		01/18/2017 Hot Atc	106				
Statewide Data	Inpatient Encounters (3)	Other Encounters (16)					
	Cate Admission Type Source	Date Admission Type	Source -				
ridden Sections With Data	2 01/15/2017 N KHS	¥ 03/22/2017	RPCI				

### 6.4. 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.



HEALTHELINK										HEALTI Elyse Kregmen	HeLINK - Healthelink Staff Charge Ster   Shared   Logout
apanization Results Patients											
alient > Training, Stacey											
Patient Actions Back to List Description Pote	Training, Stacey F 2545 Mulberry Lane, Toledo, OH 4360	emale 12/01/1980 (39 yrs) (Community 05	10 200	00019459	01)						
Configure Layout	Summay More Patient Intrimation Patient Gloups effective Exchange Decuments Statewide Data										
Filter Displayed Items By	Emergency Encounters (0)	Laboratories (8)				Imaging (1)					
eHealth Exchange     Documents     Decements	No Emergency Encounters to display	νγ	8	Date 03/29/3	Name 2017 PROTHROMBIN GENE	Source WISTFLD	1	Do 02	Date 02/14/2020	Name Penur Right MIN 2 views	Source FAC1
<ul> <li>History</li> <li>Statewide Data</li> </ul>			8	01/13:	2017 FASTING LIPID PROFIL 2017 Basic Met	KHS	-				
Hidden Sections With Data			8	01/150	2017 HgbAlc 2017 HgbAlc	KHS KHS					
Care Management (1)	Inpatient Encounters (3)	ncounters (3)			Other Encounters (16)						
Allergies (3) Immunization (11) Procedures (19)	Cote Admission Type	Scurce KHS	8	Date 03/22/201	Admission Type	Source RPCI					
	0 01/11/2017	KMH	0	02/27/201	7	CHS					
Social History (15) Conditions (46)	0 12/03/2015	WSTFLD		11/29/2019	6	ELINVO					
Vitals (279)				11/29/2018	6	EUMNO					

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

Customize the order of clinical sections Drag dirical sections around just the way you want them. You can even stack multiple sections in the same location Ritted to Default		lange site   snared   Logout
(they'il appear like a fabbed folder)		
Altergies     Emergency Encounters       Documents     Emergency Encounters       Care Management     Imaging       Antibulatory Encounters     Imaging       Emergency Encounters     Imaging       Under Encounters     Other Encounters       Other Encounters     Other Encounters	<b>Varne</b> Genur Rayrt MIN 2 views	Source PAC1
Family Hatory Functional Status Immunizations Durable Medical Equipment Medications Constitues Ambuilitory Encountes Medications Documents Decuments Decumen		
Vidals Laboratories Imaging Transmittion	Documents (2) Kane Itstory and Physical	Source
Co Pr Sc V/ La In	ystians	ystions ystions (Arbbitroy Excounters (Arbbitroy Excounters) (Arbbitroy Excounters) (Arbbitroy Excounters) (Arbbitroy Excounters) (Decuments)

- 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.



#### 6.5. 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]

е	1	Imaging			HEALTHeLINK - Healthelink Staf
HEALTHELINK					Etyse Krezmien   Charge Site   Shared   Logout
rganzation Results Patients		Download Report Share Send to Me View Im	104		÷
Patient + Training, Stocey		Training, Stacey 12/1/1980 Female			
Patient Actions	Training, s	Flag: General, Low, High   Abnormal 1 🔶 🌴 I	Critical: 0 0 5 Severe: 0 0		
Back to List	2645 Muberry Lane	Order info	Providers On Order	Source Information	
Configure Layout	Summary More Pa	Order Type Diagnostic Imaging	Ordering Provider Test, Victor	Source FAC1 Test eHIGT	
Fiter Displayed Items By	Emergency En	Collected On Feb 14, 2020 10:20:01 AM Status Final		Received On Feb 17, 2020 4:57:19 PM	
eHealth Exchange	No Emergency En	Placer Order Id 3746259699			e Source
Documents     Request ESI Medication		Filler Order Id 58503024			r Right MIN 2 views FAC1
History Statewide Data		Femur Right MIN 2 views			
Acidem Sections With Data		Status Placer Field 1 Pla	cer Field 2 Filler Field 1 Filler Field	12 Reported On	
Care Management (1) Allergies (5) Immunication (11) Procedures (19) Social History (15)	Inpatient Enco	Final Notes Accession Number: 58503824 CLINICAL HISTORY: pain TECHNIODE: 4 views left feaur and 6 view			
Conditions (56) Vitals (279) Other Orders (37)	0.0000	COMPARISON: none			
	Ambulatory Er	Acute displaced and angulated subcapital	cuments (2)		
	Date Ads     02/11/2019 2	Mild DJD left knee is noted. Vascular calcification is present.	s Source y and Physical RPCI		
	02/11/2019 2	Right total hip arthroplasty has been pe			
	@ 12/14/2015 Adv	Healed distal femoral fracture is noted.			
	08/31/2017	No acute fracture identified.			
	(3 0325/2017 Ele	IMPRESSION: Postoperative change right femur as desc	ribed with old healed distal metadiaphyseal fr	racture.	

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.

#### 6.6. 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.



# 7. 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 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.

