# HEALTHeLINK User Training Guide

**May 28, 2025**

**v2.3**

## Table of Contents

## Overview

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

## 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:**

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

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

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

## Policies & Procedures

The Statewide Health Information Network for New York (SHIN-NY), pronounced "shiny", facilitates the secure electronic exchange of patient health information and connects healthcare professionals statewide. In partnership with the New York State Department of Health, NYeC developed and manages the technology platform that connects New York's Qualified Entities (QEs) and enables the sharing of data statewide, ensuring that the SHIN-NY provides access to a patient's electronic medical records wherever and whenever they need it.

**The SHIN-NY enables collaboration and coordination of care to improve patient outcomes, reduce unnecessary and avoidable tests and procedures, and lower costs.**

Today, the SHIN-NY connects 100% of the hospitals in New York State, over 100,000 healthcare professionals, and represents millions of people living in or receiving care in New York.

Protecting patient privacy is of the utmost importance to HEALTHeLINK. We have developed privacy and security polices and procedures that consider the patient's rights and concerns. In addition to our current HEALTHeLINK Privacy and Security Policies and Procedures, more information on the SHIN-NY and their Policies and Procedures can be found here: Statewide Health Information Network for New York (SHIN-NY) | NYeC.

## Consent Management

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

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

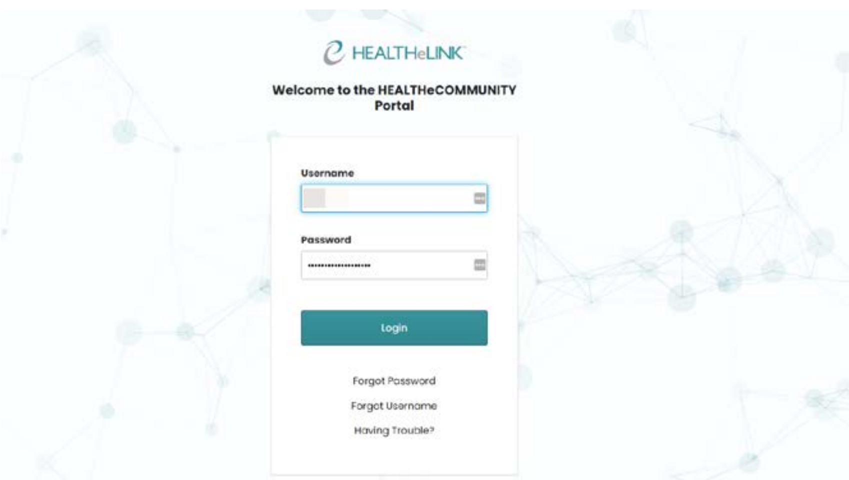
You may fax consents to HEALTHeLINK at 716.206.0996. If the consent is an emergency, you must also call 716.206.0993, option 2.

All executed Consent forms should be sent to HEALTHeLINK within 3 business days to the dedicated consent fax line at (716) 206-0039.

Please see the HEALTHeLINK Patient Consent Tip Sheet for Participants for more consent information.

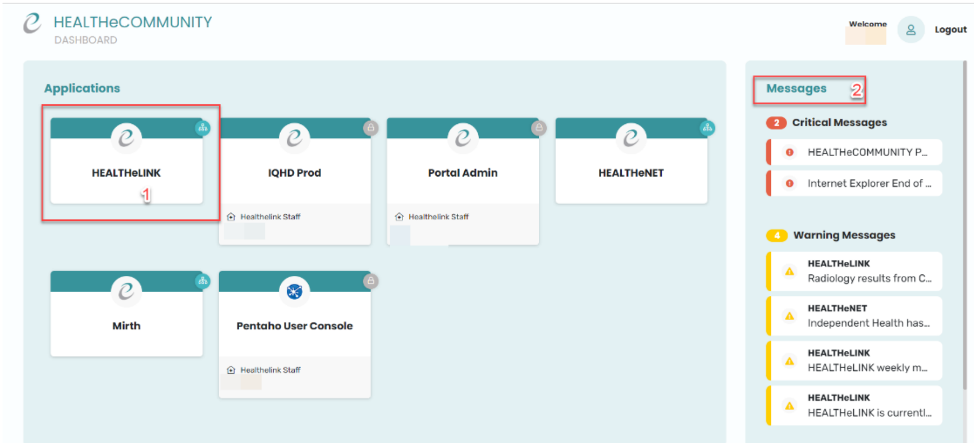
## Accessing HEALTHeLINK

HEALTHeLINK can be accessed through the HEALTHeCOMMUNITY Portal at www.wnyhealthelink.com or www.wnylink.com.

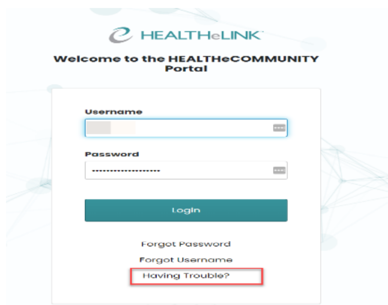



Once you log in, you will see badges for each application and practice (see box 1 in screenshot below). If you have multiple HEALTHeLINK accounts, you must choose the badge that displays the organization you are associated with for the patient you are treating.

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.




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.




## 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.

## Duo Two-Factor Authentication (TFA)

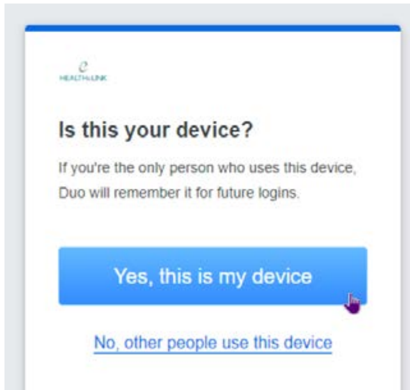
HEALTHeLINK contains PHI, so HEALTHeLINK requires two-factor authentication (TFA), unless your organization is a trusted site. HEALTHeLINK provides TFA through Duo and can be done through three methods:

- Mobile Phone (Duo Push, text, or call)
- Landline (must not include an extension)
- Token

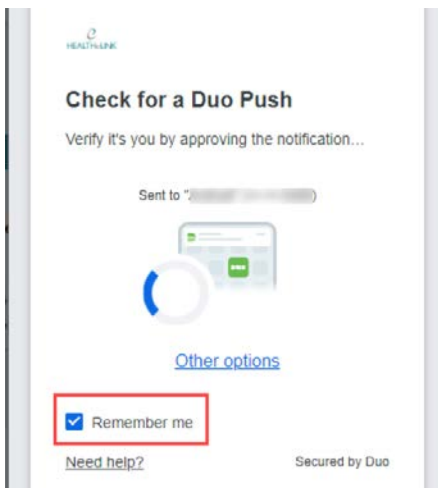
Upon first login, if you have not been provided a token by HEALTHeLINK, you will be asked to register a device for TFA.

The 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, unless you check the "***Yes, this is my device"*** box as shown below, followed by the "Remember me" option:

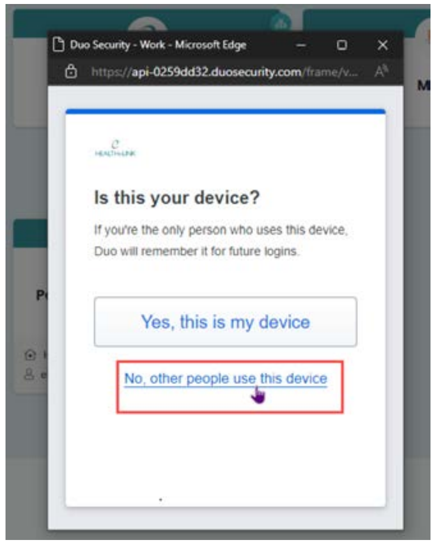



After selecting "Yes, this is my device", you can then click the "Remember Me" option to avoid from having to re-enter your credentials each time at login.




If you are using a shared computer, and DUO was *previously* used by someone who chose "Yes, this is my device", you will need to reset this feature by clearing your browser cache. This will then allow you to log in using your own personal device.

When sharing computers, you should always select "No, other people use this device". Please note that if a user selects the "No other people use this device" option, the "Remember me" option will *NOT* display on subsequent Duo attempts.




For step-by-step instructions on TFA and managing devices, please go to the Duo Guide found at https://guide.duo.com/universal-prompt for further information.

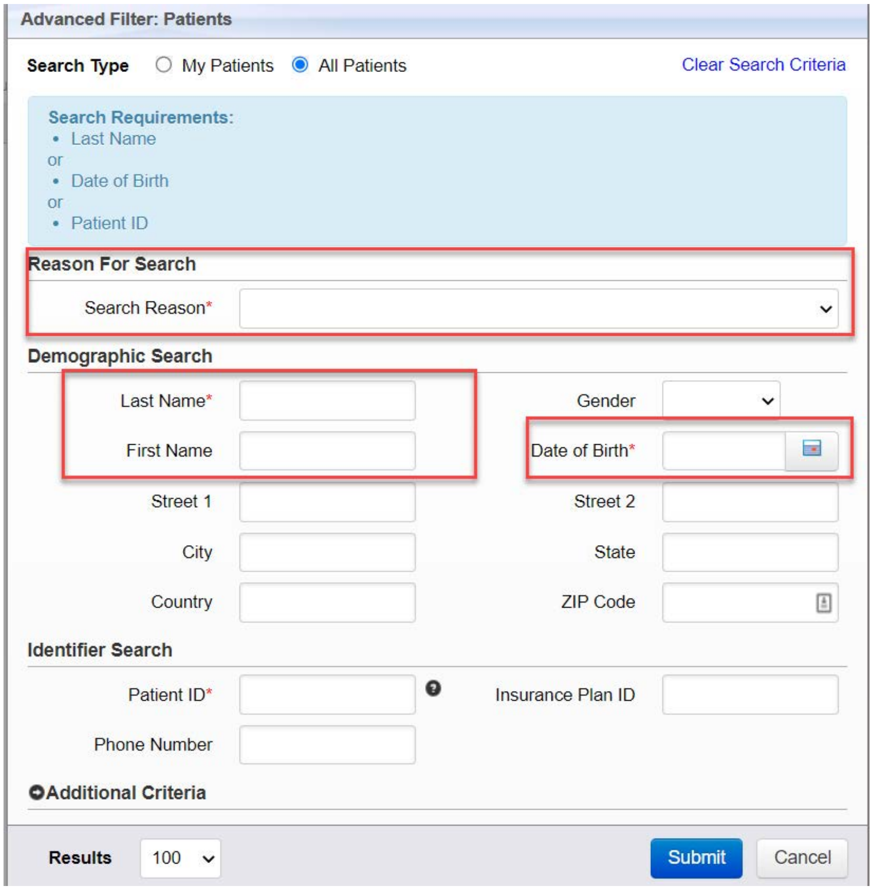
## Searching for a Patient

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.*

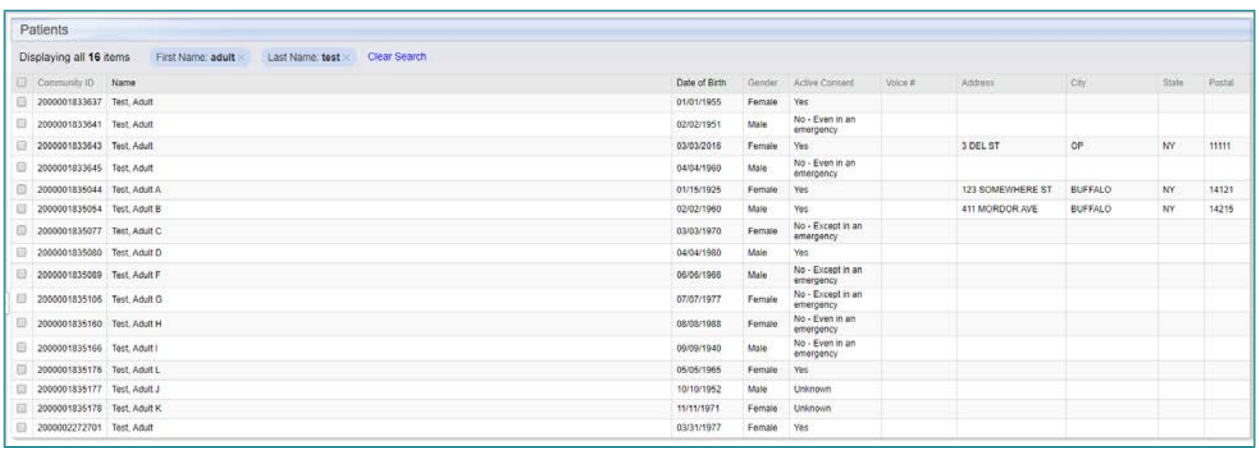
The search box will display upon logging in to HEALTHeLINK.

To search for a patient:

1. 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]




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



Patients

Displaying all 16 items | First Name: adult | Last Name: test | Clear Search

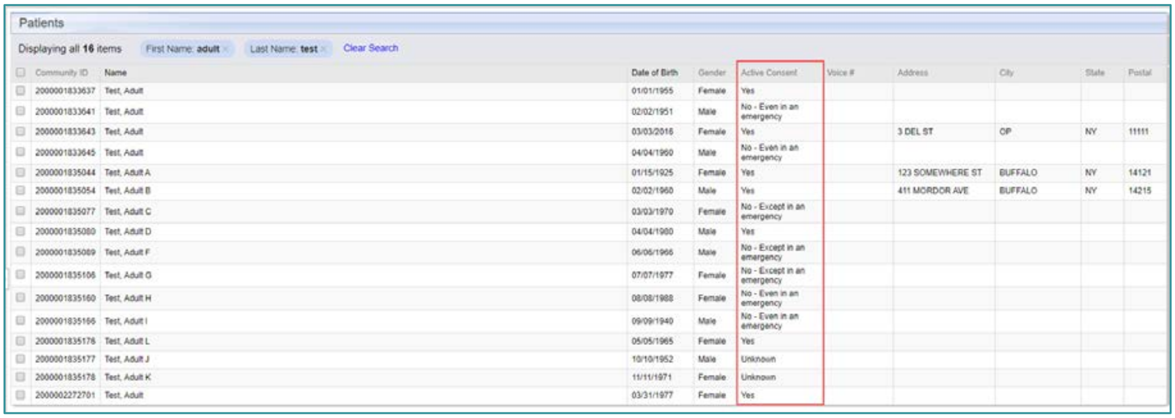
| Community ID | Name | Date of Birth | Gender | Active Consent | Voice # | Address | City | State | Postal |
|---|---|---|---|---|---|---|---|---|---|
| 2000001833637 | Test, Adult | 01/01/1955 | Female | Yes | | | | | |
| 2000001833641 | Test, Adult | 02/02/1951 | Male | No - Even in an emergency | | | | | |
| 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, Adult 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 | | | | | |
| 2000001835089 | 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 | Male | Unknown | | | | | |
| 2000001835178 | Test, Adult K | 11/11/1971 | Female | Unknown | | | | | |
| 2000002272701 | Test, Adult | 03/31/1977 | Female | Yes | | | | | |

## Accessing a Patient Record-Consent

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.

Consent is good for all data within HEALTHeLINK's system for that patient. If the patient requests access to their records, oblige them to the best of your ability. If you are unable to provide them with access to their own data, HEALTHeLINK can assist. The patient can visit [https://wnyhealthelink.com/for-patients/patient-data-access/](https://wnyhealthelink.com/for-patients/patient-data-access/) for more information.


Patients

Displaying all **16** 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, 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, Adult 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 | | | | | |
| 2000001835089 | 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 | 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.

When gathering HEALTHeLINK patient consent BOTH PAGES OF THE CONSENT FORM NEED TO BE PRESENTED TO THE PATIENT PRIOR TO SIGNING TO ALLOW THE PATIENT TO GIVE **INFORMED CONSENT** & Our consent form is translated into 11 different languages. If you have a large patient population that speaks a language other than English, we will do our best to accommodate your request.

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.

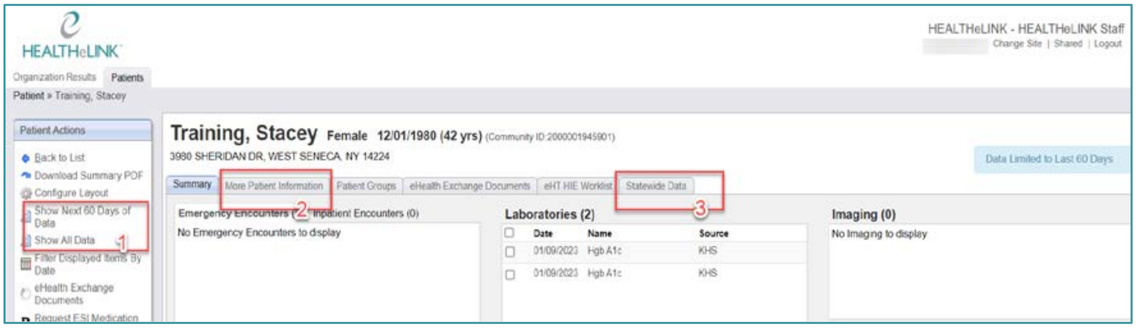
If the patient has previously consented to a Yes and you are able to access HEALTHeLINK records for that patient, simply ask the patient if they wish to change their mind. Unless the patient is declaring a new consent value, DO NOT COLLECT A NEW CONSENT.

## 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).

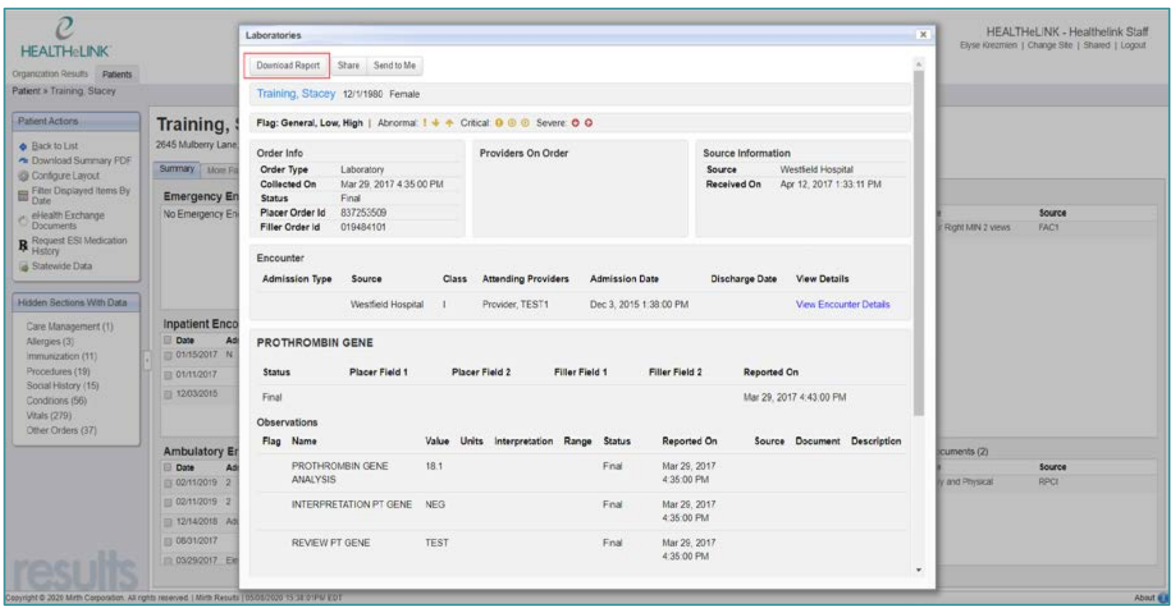
If results are available from other facilities in New York State, click on the state wide data tab to view the results. (See box 3 in the screenshot below).




## Printing Single Results

To print a single report:

1. Open the result
2. Click [Download Report] to generate a printable PDF to print or save.

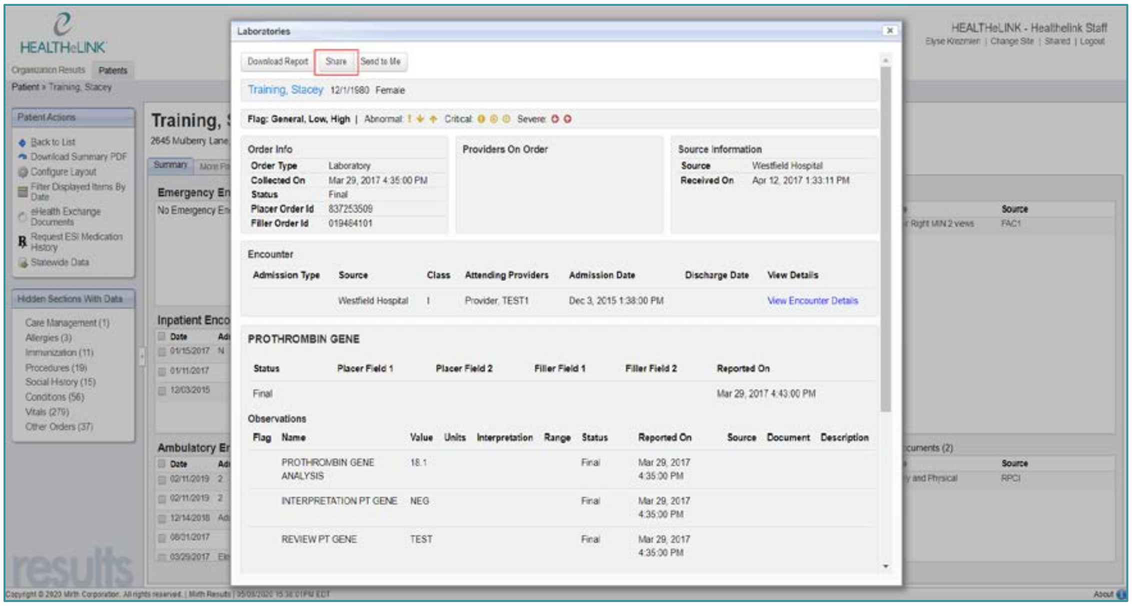



## Sharing Results to a Connected EMR

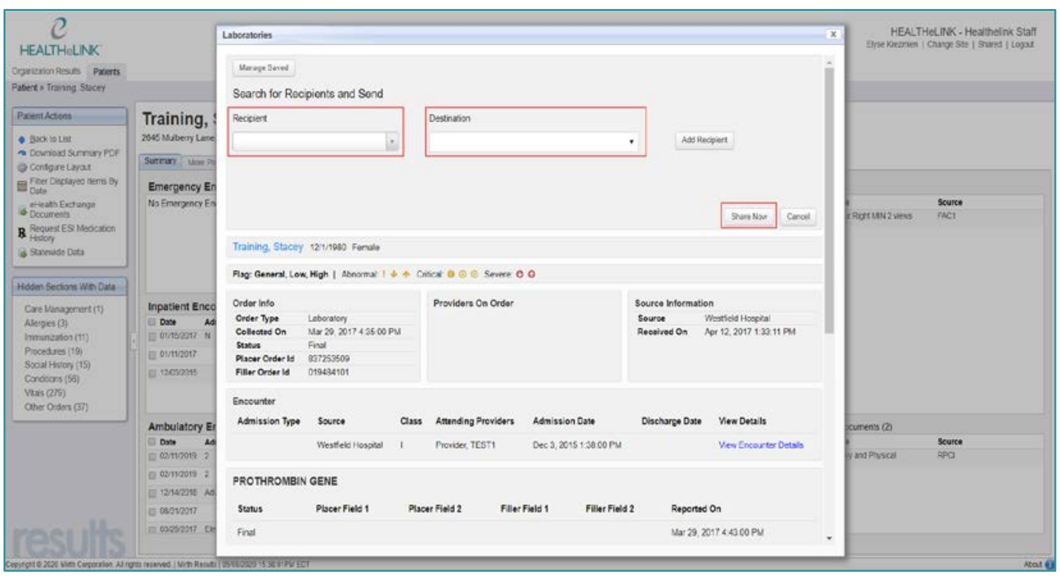
If your practice has a Results Delivery interface, you can share results. It is important to note that you can only share *lab reports, imaging, and transcriptions. You CANNOT share PDF attachments under Transcriptions for Roswell, Kaleida, and Catholic Health System. Also, Part 2 facility data CANNOT be shared.*

To share a single report:

1. Open the result
2. Click [Share]




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]




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.**

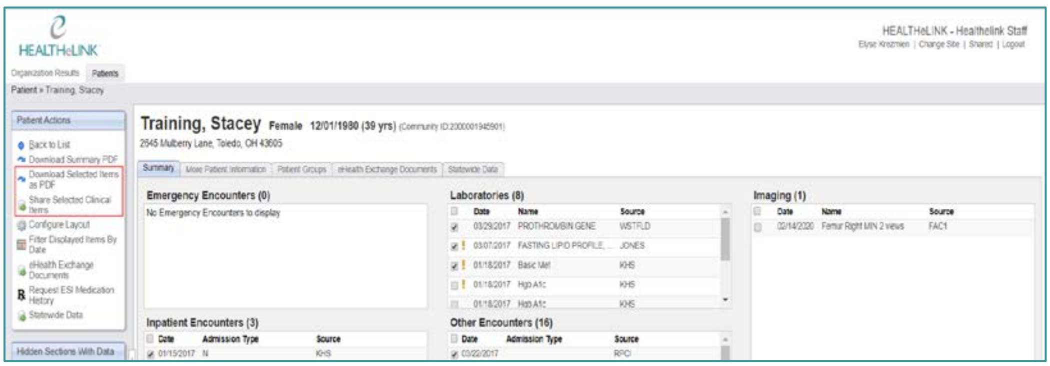
## Printing/Sharing Multiple Results

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:

1. 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.***




## Configuring Layout

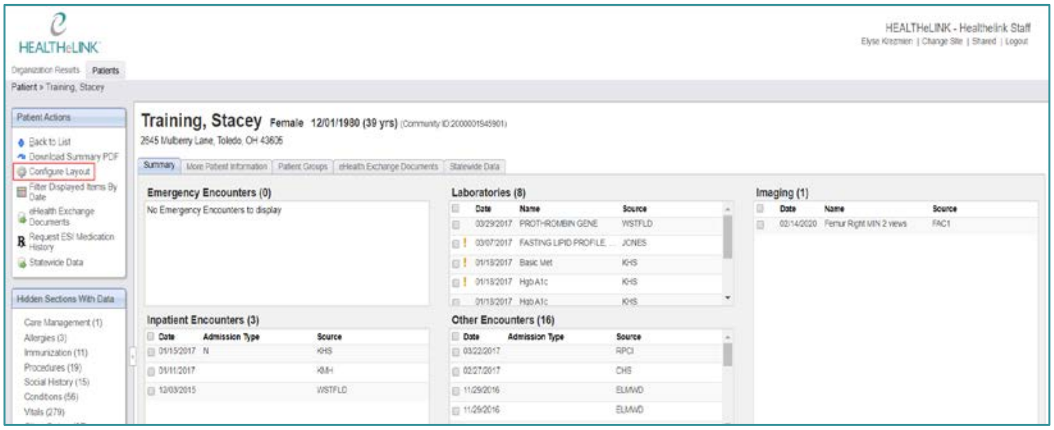
The default patient summary screen in HEALTHeLINK displays the following sections:

- Emergency Encounters
- Inpatient Encounters
- Ambulatory Encounters
- Laboratories
- Other Encounters
- Medications
- Imaging
- Transcriptions
- Documents

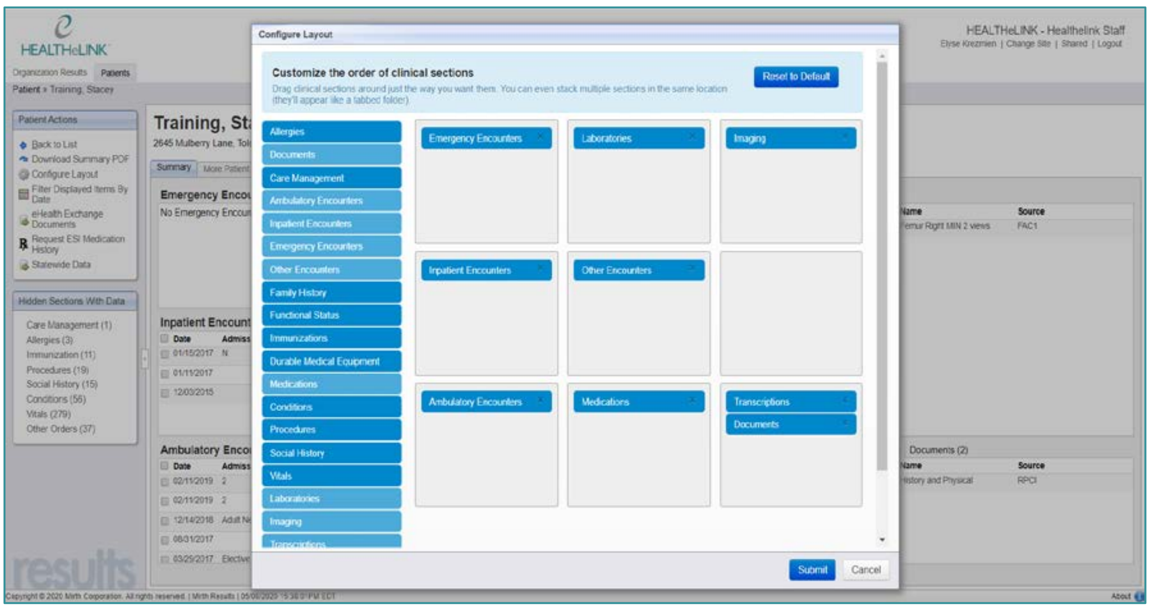
You can customize the layout of your patient summary screen to include sections that are not in the default layout, such as Allergies, Family History, Conditions, Procedures, Social History, Vitals, etc.

To adjust the layout of your patient summary page:

1. Click "Configure Layout" under Patient Actions.




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



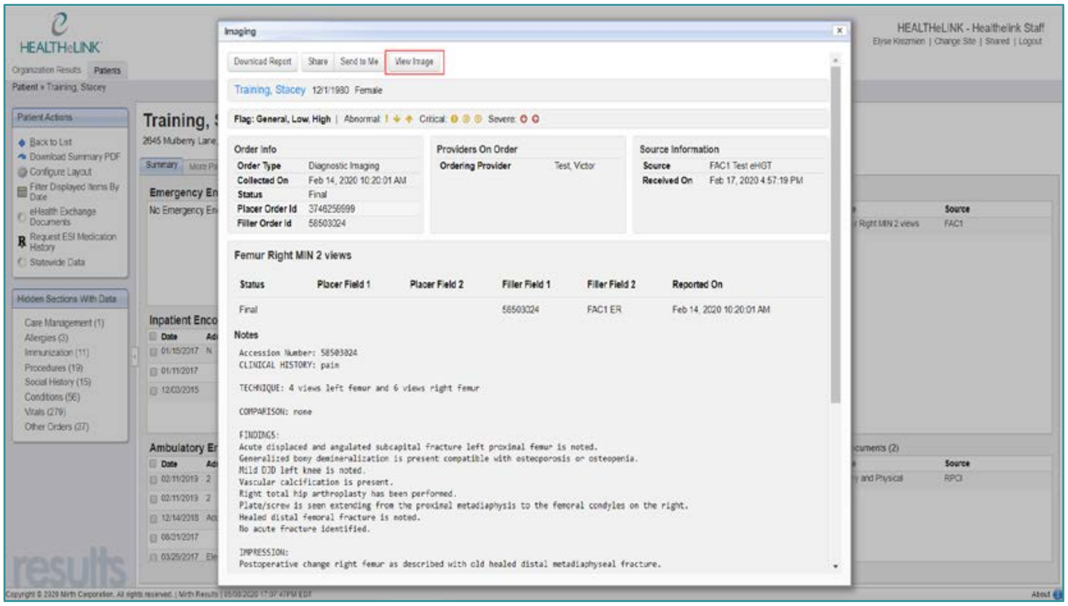

3. Click [Submit] to save the layout. It will display for all patient summaries in the future.
4. Click [Restore to Default] to bring the patient summary back to the default view.

## Viewing a Radiology Image

Within a radiology report, an image may be available.

To view an image:

1. Open radiology report
2. Click [View Image]




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.

## 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.

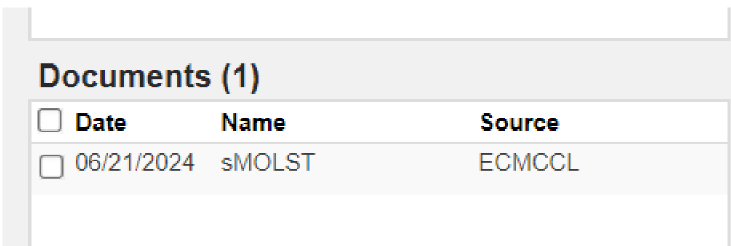
- 'L' - Below Low Normal
- 'H' - Above High Normal
- 'LL' - Alert Low
- 'HH' - Alert High
- '<' - Panic Low
- '>' - Panic High
- 'A' - Abnormal (applies to non-numeric results).
- 'AA' - Critical Abnormal (applies to non-numeric results).
- 'S' - Susceptible. For Discrete Microbiology susceptibilities 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.

## Accessing Advance Care Planning Documents

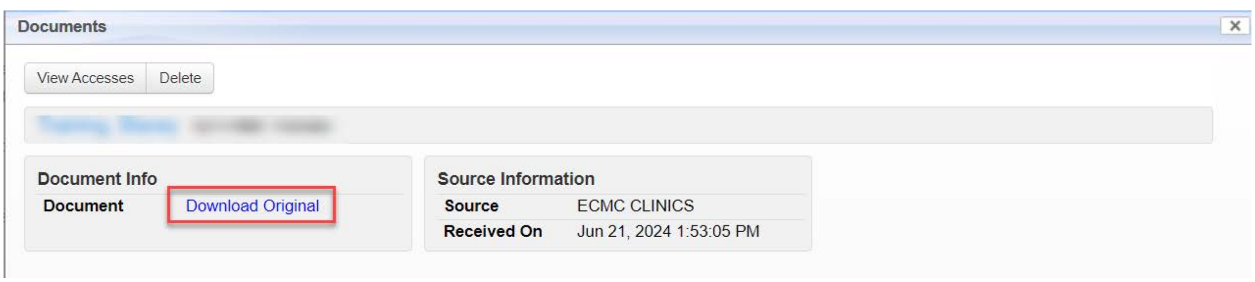
Advance Care Planning documents can be viewed in the "Documents" section inside a patient's HEALTHeLINK record. These documents include:

- Health Care Proxy
- Living Wills
- MOLST Form
- DNR
- 5 Wishes
- Any other documents outlining patient wishes

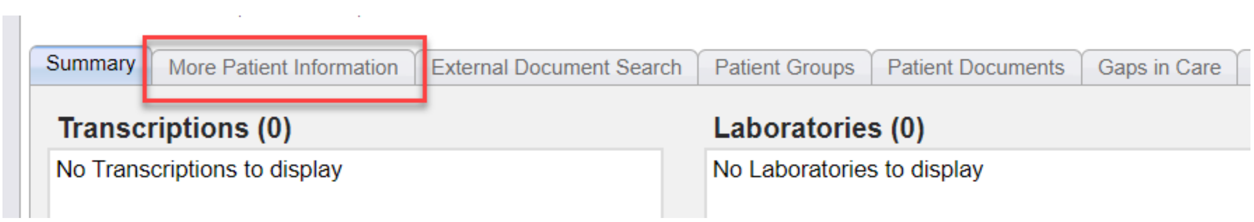
1. In the documents section, the result will appear with the type of date it was sent to HEALTHeLINK, the document type, and the data source.



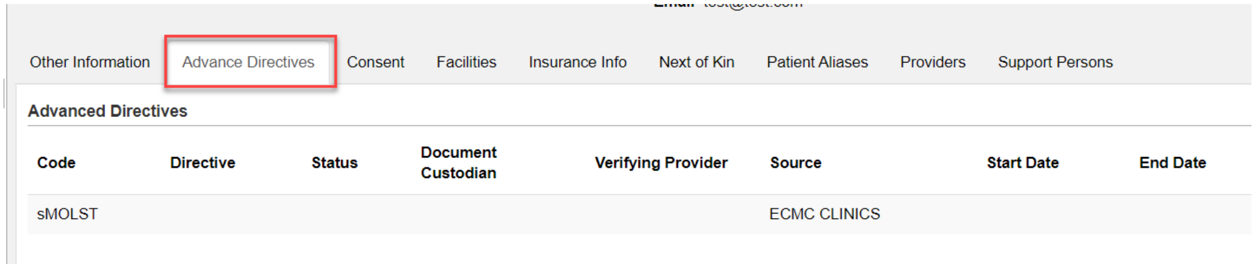

2. Once you click on the result, you will need to then click on "Download Original"




3. The pdf document will then open in a separate window for your review. ,
4. You will also be able to view a summarized list of all Advanced Care Planning documents that HEALTHeLINK has by clicking on "More Patient Information" from the patient summary screen




5. Click on the "Advance Directives" Tab, and you will the be able to view a list of all Advanced Care Planning documents that HEALTHeLINK has received to date.




<u>*Please note that HEALTHeLINK can only display results that have been sent by the data source. HEALTHeLINK does not change or modify any documents in any capacity. Therefore it is the sole responsibility of the treating provider to verify with the patient that the results in HEALTHeLINK are the most current and up-to-date forms*</u>

## HEALTHeLINK 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.**