



HEALTHeLINK Fusion EMR Single Sign On (SSO) User Training Guide

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Overview

This guide provides an overview of the EMR Single Sign On (SSO)/Query functionality available for HEALTHeLINK users.

What is EMR SSO?

Enables queries directly to HEALTHeLINK from a provider's EHR. Once the query is launched, it will move directly to the patient's HEALTHeLINK record.

Value to providers: Streamlined access, with only one click, to the patient's record within HEALTHeLINK for providers and their staff.

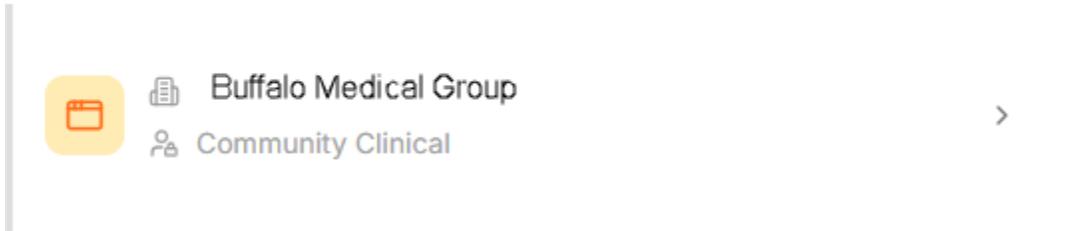
Troubleshooting Errors with EMR SSO

There are a couple of different reasons why a user's Single Sign On may not be working. Below are a few of the most common troubleshooting tips.

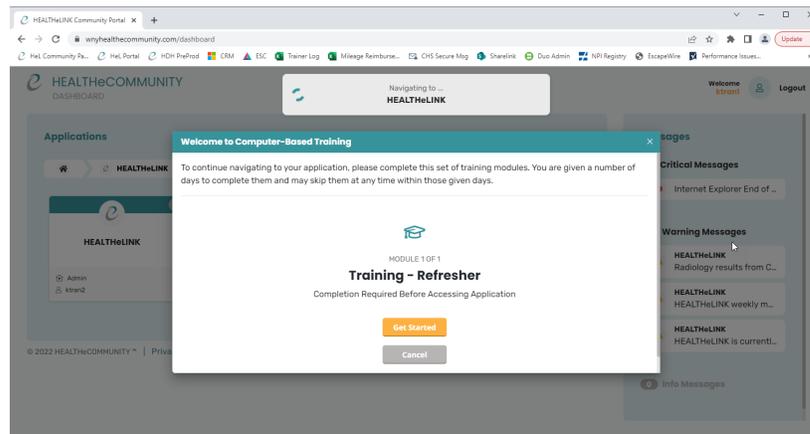
Computer Based Training and/or Password Update Required

1. Log into HEALTHeLINK (Chrome is preferred) via the HEALTHeLINK Community Portal <https://wnyhealthcommunity.com/login>
2. If a password update is required, as soon as you have logged in, you will be prompted to update your password.
 - a. If you are given this prompt, once completed.... you will be able to log out of the HEALTHeLINK Community Portal and your Single Sign On thru your EMR should work again as normal.
3. Click on the "HEALTHeLINK Fusion" badge, and then click on "HealthShare" and then your Community Clinical connection (you are needing to get to the Patient Record Look Up screen)





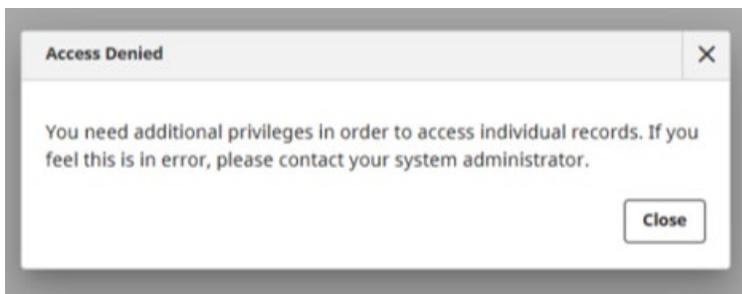
If initial training is required, when attempting to search for patient records, you will be prompted with the following:



Once the training has been completed, you will then be able to log out of the HEALTHeLINK community portal and your Single Sign On thru your EMR should work again as normal.

Non-Consented Patient

If a patient does not have an active HEALTHeLINK consent on file, you will be presented with the access denied message below.



Patient Not Found

If the patient MRN that you are searching for cannot be matched in HEALTHeLINK Fusion, you will be presented with the following “patient not found” error.

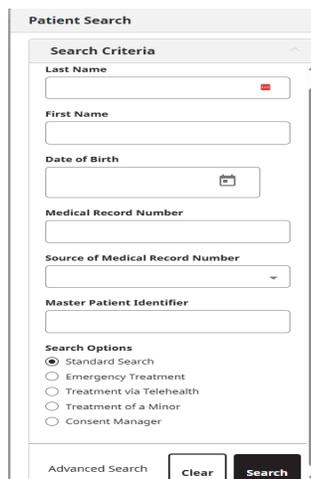
Patient Not Found

We could not locate a patient with the identifiers provided, or you do not have consent to view this patient's data. Click Patient Search to query for your patient manually. If you are an authorized emergency provider and this is an emergency, click Patient Search and select Search Option "Emergency Treatment" to continue.

[Patient Search](#)

EMR Username Missing in User's HEALTHeLINK Profile

If you have successfully logged into the HEALTHeLINK Portal and gained access to the Patient Record Look Up screen as shown below, your EMR username is most likely not listed inside of your HEALTHeLINK portal account.



Please contact your Authorized Contact as they will need to submit a Fusion EMR Query Request as shown below:





Once you have been notified that your EMR Query User ID has been added, you will want to test SSO thru your EMR.

****Please note that the first time that you are using single sign on thru EMR, you may be directed to a HEALTHeLINK login screen. Please enter your information and once logged in, you can close the HEALTHeLINK screen. Moving forward, you should no longer be prompted to use your HEALTHeLINK username and password and the Single Sign On feature should bypass this step****

Unresolved Issue with Single Sign On (EMR Query)

If you are still having a problem with Single Sign On after attempting to login via the HEALTHeLINK portal, please contact the 24/7 Help Desk at 1-877-895-4724 (716-842-6343) or via email at support@wnyhealthelink.com letting them know that you are unable to utilize the Single Sign On function via your EMR. Please provide the Help Desk with the following information:

- a. User's First and Last Name
- b. Name of Account that user has access through
- c. Name of EMR
- d. User's EMR Username
- e. Is this an isolated issue or across your organization?
- f. If applicable, when was the last time you were able to successfully access EMR Query?
- g. What is your IP address? You can utilize this link to identify this.
<https://whatismyipaddress.com>
- h. Name of internet browser that you are using
- i. Screenshot of the entire screen including the error given or exact error codes that you are receiving