



# **HEALTHeLINK Fusion Results Delivery Training Guide**

**June 23, 2026**

**v2.1**

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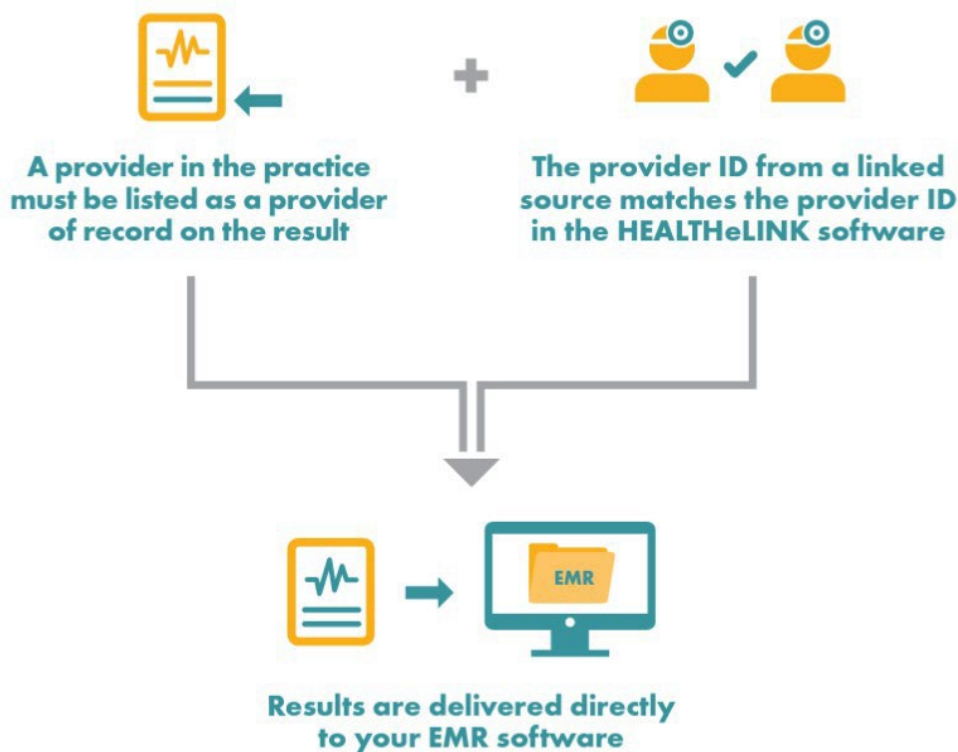


## Overview

This guide provides an overview of the Results Delivery service offered by HEALTHeLINK.

## What is Results Delivery?

Results Delivery (RD) is a service offered by HEALTHeLINK™ that helps practices and care coordination networks easily receive medical results for their patients from any other linked data source. Providers that are associated with a practice, must be set up in HEALTHeLINK™ for results to be delivered.



## Provider Set Up

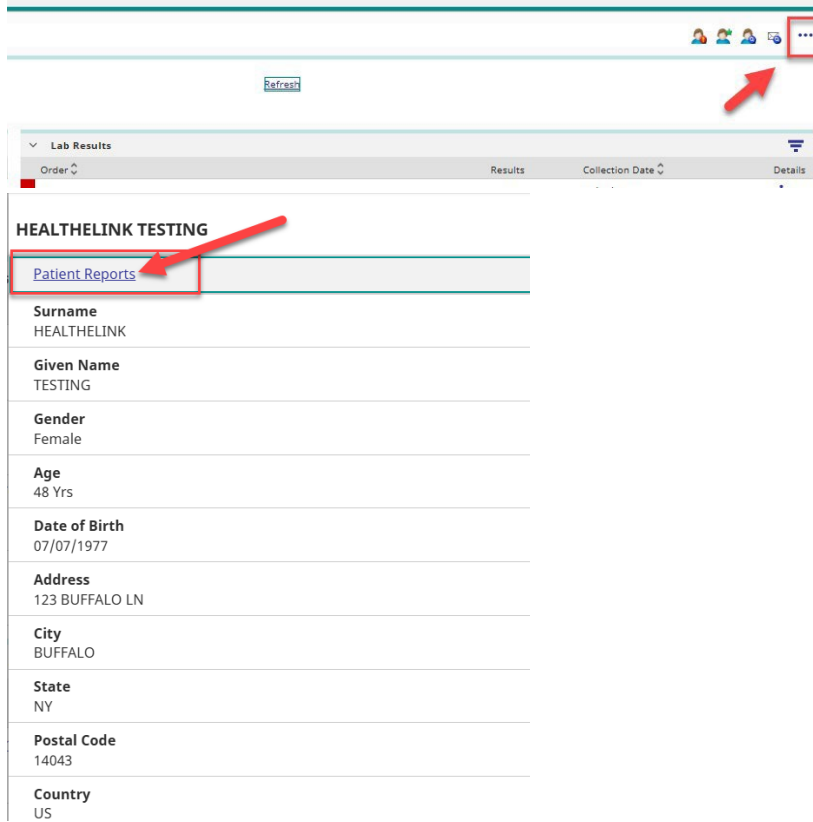
Providers that are associated with a provider group will need to be set up with Results Delivery in HEALTHeLINK™. The Authorized Contact in your practice will need to log into their AC Portal account and request access for each provider. For all additional training materials and more information please visit the [HEALTHeLINK Website](#) to find the Authorized Contact (AC) Portal Training Guide.

## 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*. **Advanced Care Planning Documents cannot be pushed at this time.**

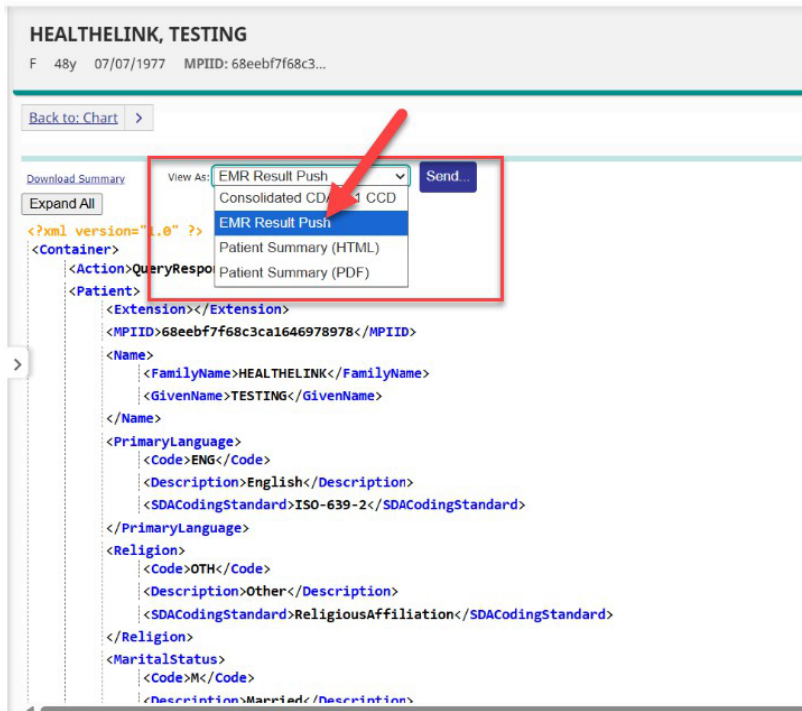
To share Results:

1. Navigate to the Patient Reports in the left-hand corner of the chartbook
2. Select EMR Result Push from the View as Drop down

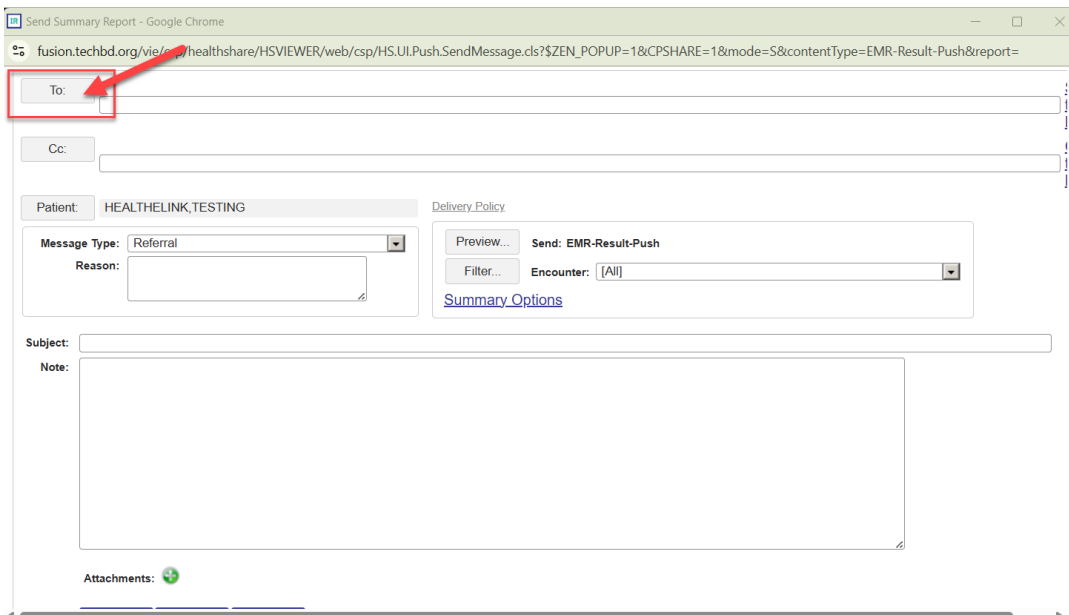


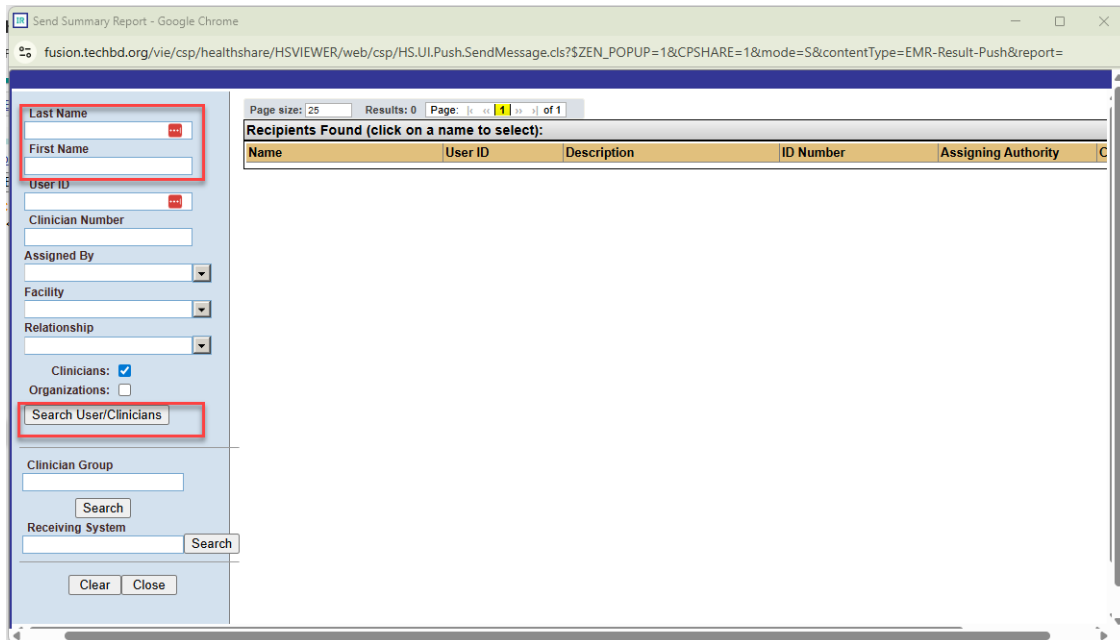
The screenshot shows the HealthLink interface. At the top right, there is a menu icon (three dots) highlighted with a red box and a red arrow pointing to it. Below this, a 'Refresh' button is visible. The main content area is titled 'HEALTHLINK TESTING' and contains a table of patient information. The 'Patient Reports' link in the top left of this section is highlighted with a red box and a red arrow pointing to it.

HEALTHLINK TESTING	
<b>Order</b>	Results
<b>Collection Date</b>	Details
<b>HEALTHLINK TESTING</b>	
<b>Patient Reports</b>	
<b>Surname</b>	HEALTHLINK
<b>Given Name</b>	TESTING
<b>Gender</b>	Female
<b>Age</b>	48 Yrs
<b>Date of Birth</b>	07/07/1977
<b>Address</b>	123 BUFFALO LN
<b>City</b>	BUFFALO
<b>State</b>	NY
<b>Postal Code</b>	14043
<b>Country</b>	US

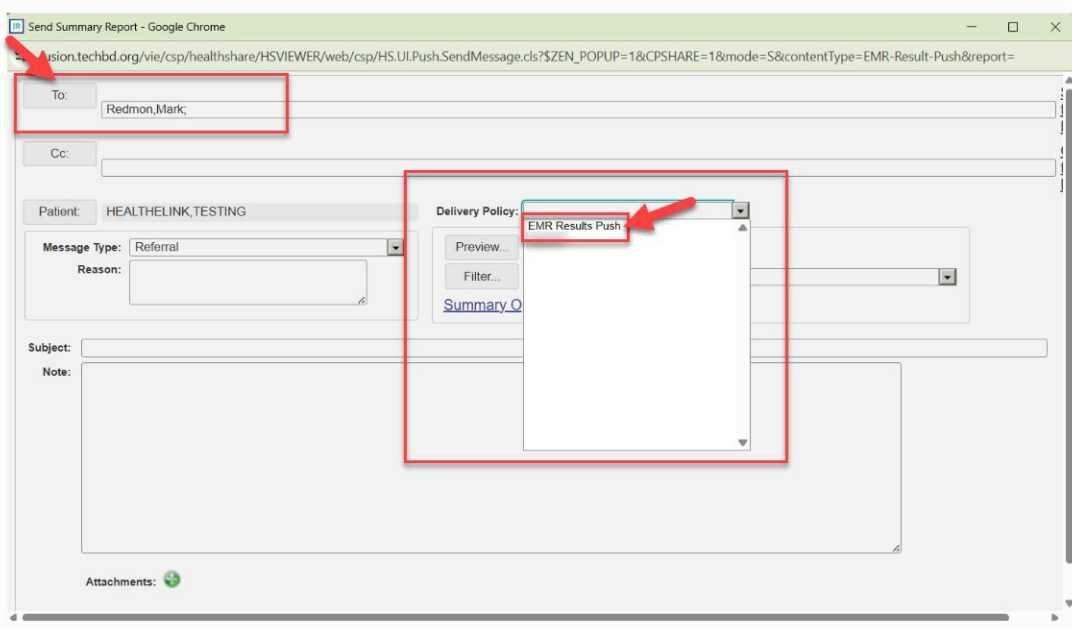


3. Navigate to the 'To' button to select Clinician.
  - a. Be sure to verify that the NPI is correct
  - b. Do not forward results to more than one Clinician

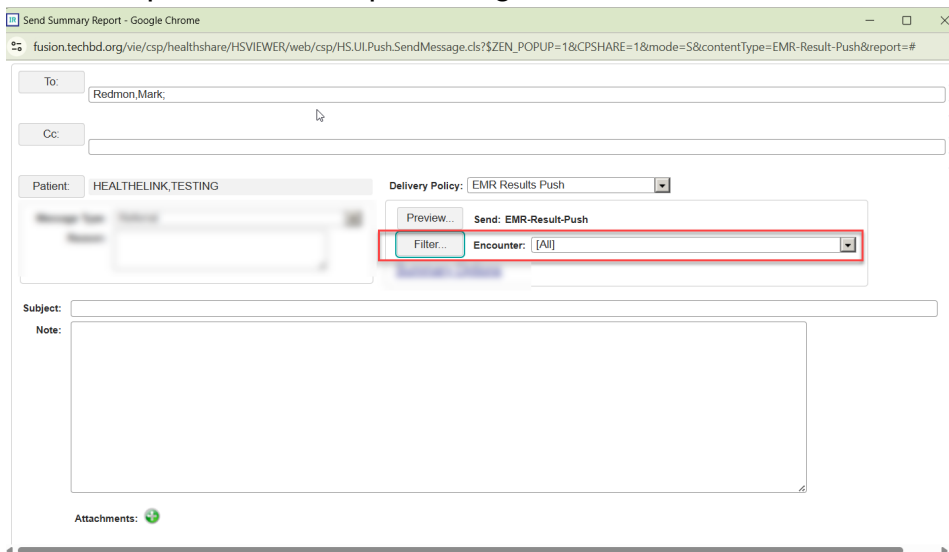




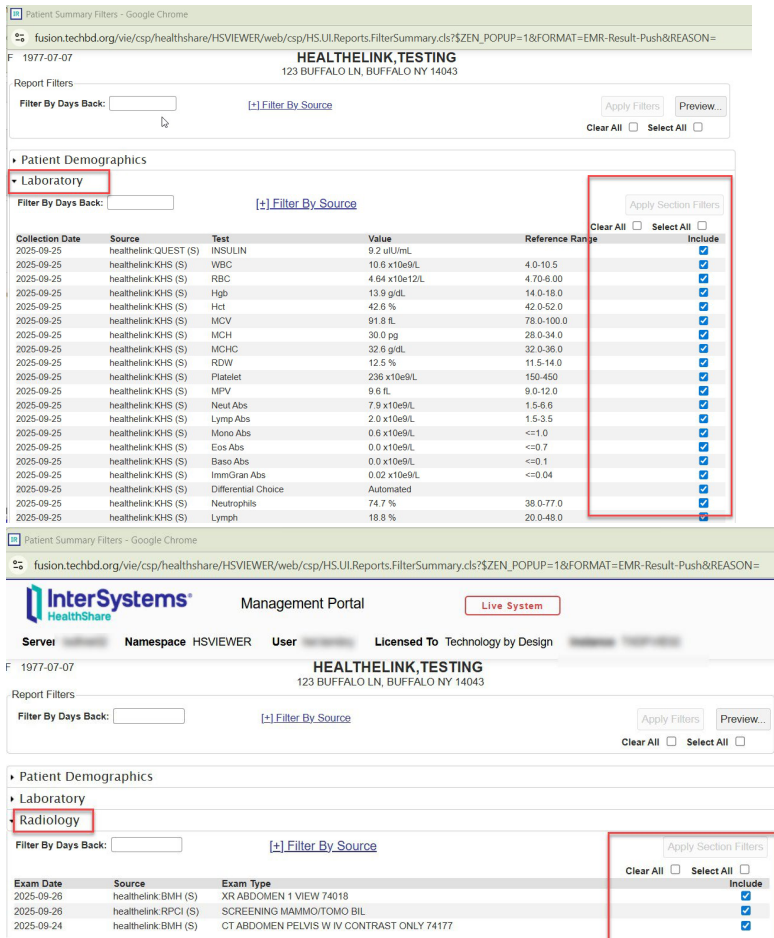
4. You can search by Clinician name or search Clinicians and select the intended provider from the list.
5. Once the Clinician is selected, the delivery policy: **EMR Results Push**, must be selected. **\*\*Please note, you can only select one Clinician as a recipient\*\***

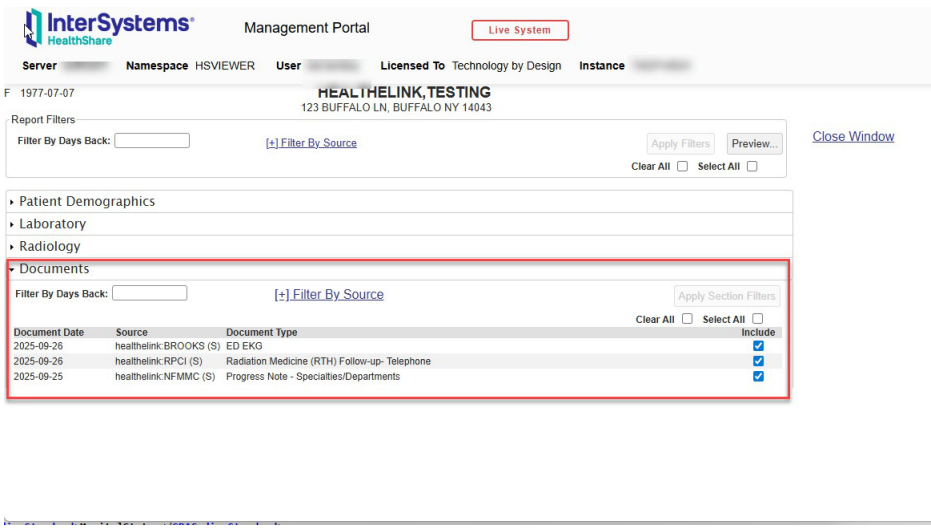


6. To select specific results to push, navigate to the Filter button.

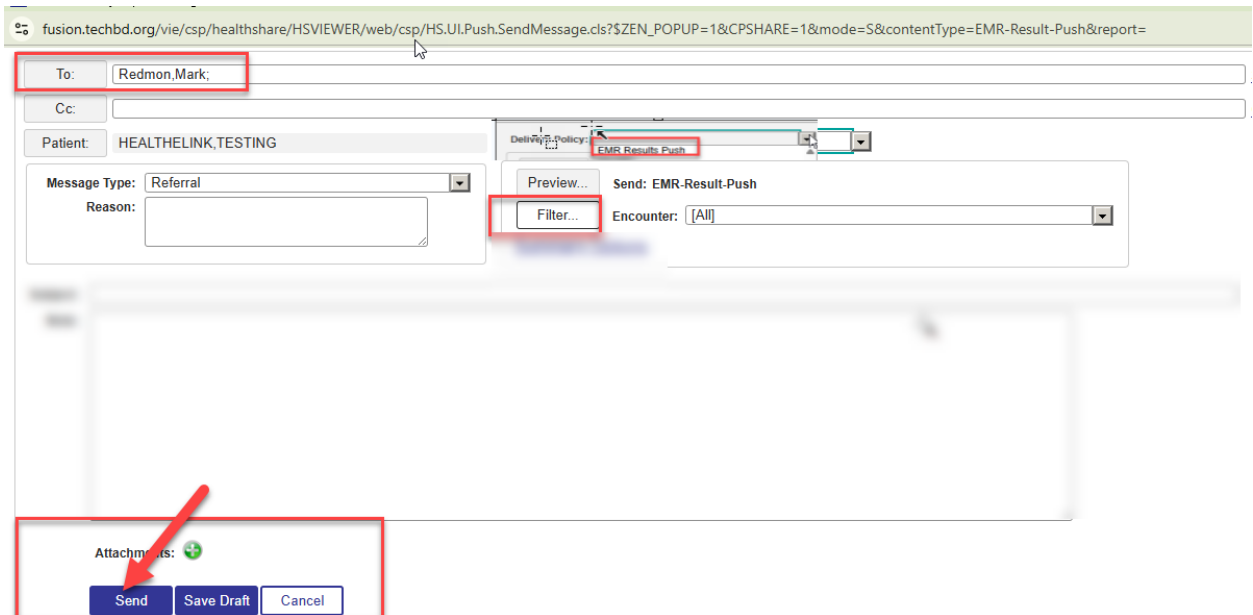


7. You will be able to select the specific Laboratory, Radiology, and Documents results you would like to push, shown below.





- Once you have all the required fields selected (highlighted in the screenshot below), click the Send button.

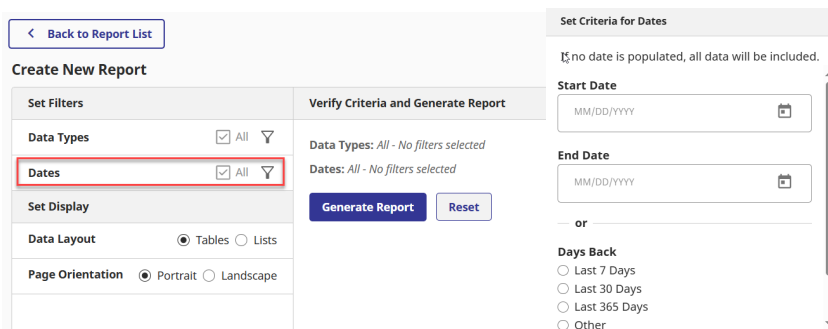
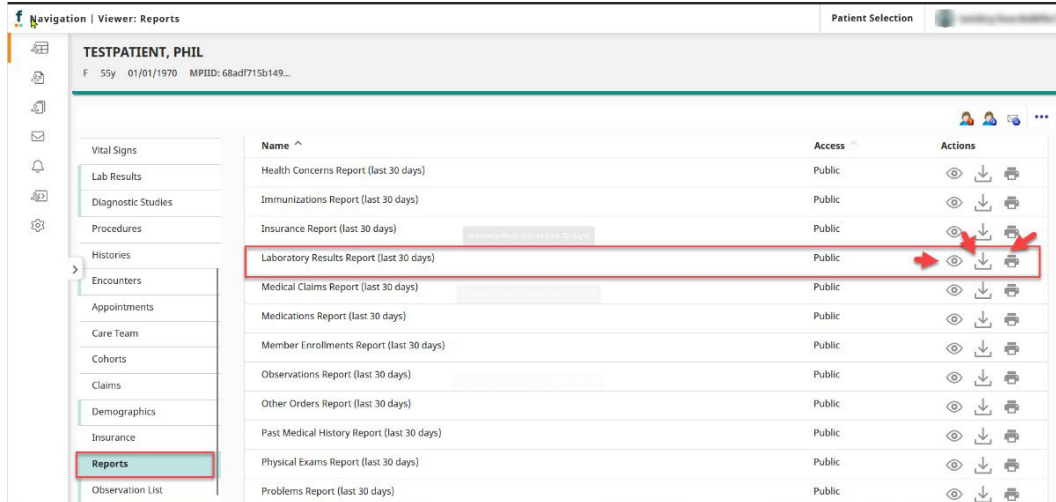


*\*It is important to note that you can only share lab reports, imaging, and documents.\**

## Viewing, Downloading and Printing Reports

To print reports, under the chartbook, scroll down to reports, then click on the clinical section that you would like to print. In this screenshot example, the “Laboratory Results Report” is being printed. This report is also defaulted to the last 30 days. On the right-hand side, there is an option to then filter the selected data types by date, select dates from the Create New Report screen. You will then have the

option to either filter by a date range or select one of the available options.



## Missing Results

If you are missing results, please see the checklist below before reaching out to the Support Help Desk.

- Confirm that the data source you are expecting the result from is checked on your implementation guide.
- The provider must be listed in one of the following fields in order for the result to be delivered:
  - PDI.4 = Primary Care Provider
  - PVI.7 = Attending
  - PVI.8 = Referring
  - PVI.9 = Consulting
  - PVI.17 = Admitting
  - OBR.16 = Ordering
  - OBR.28 = Copied To
- If the above has been confirmed, please provide the following information when contacting the helpdesk:
  - Patient First and Last Name
  - Date of Birth
  - Date of Service
  - Exact name of Result
  - Facility (Data Source)

- Provider that the Result was intended for
- EMR Vendor
- If the result should have been automatically delivered or if it was manually pushed by a user but not received into your EMR

If HEALTHeLINK™ confirms that the result has been delivered to your EMR, we will provide you with an Acknowledgement (ACK) code to give to your EMR vendor for further review.

## Help and Support

For more information or training on HEALTHeLINK, please contact the Help Desk.

### For HEALTHeLINK Support

<b>24/7 Help Desk Support</b>	<b>877.895.4724</b>
<b>Local Help Desk Support</b>	<b>716.842.6343</b>

Additional information regarding Results Delivery and other services that are offered by HEALTHeLINK™ can be found on our website at <https://wnyhealthelink.com/what-we-do/products-and-services/>

Additional training materials are also available on our HEALTHeLINK website <https://wnyhealthelink.com/for-providers/training-materials/>